



## RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

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CIN : U72200RJ2010SGC033185

Administrative Order No: F4.13 (18)/RISL/Tech/2019/ 8327

Date: 30<sup>th</sup> June 2020

### References: -

1. NIB Ref: - F4.13 (18)/RISL/Tech/2019/5686 dated 08/01/2020 &
2. Notification No. F.1(8) FD/GF&AR/2011 dated 04.09.2013 (S.O. 135)

### Introduction

The Department of Information Technology and Communications (DoIT&C) and RajComp Info Services Limited (RISL) are the nodal agencies for implementation of various IT projects in the state. In order to manage various IT projects and initiatives, it has been decided to seek the services of reputed consultancy agencies/firms/organizations having relevant experience to work with departments for effective implementation of various projects. Accordingly, an RFP was floated through RISL and bids were invited from reputed consultancy firms for their empanelment for a period of two years. The rates have been finalised by RISL and the process of selection of the consultants from amongst the empanelled agencies/firms/organisations was under active consideration and accordingly RISL has decided to issue the Administrative Order for the same.

### Administrative Order

On the basis of technical and financial evaluation, purchase committee of RISL has empanelled firms/companies for a period of two years i.e. from 01<sup>st</sup> July 2020 to 30<sup>th</sup> June 2022, to provide consultancy services for e-Governance activities in Rajasthan. Any department of Government of Rajasthan or allied offices under it /Corporations /Boards/Societies (Independent bodies) etc. can avail the consultancy services from the empanelled firms through RISL by following due procedure. (The list of empanelled firms, rates for different categories of consultants and the types of consultant profiles and their educational qualifications are provided in Annexure-I)

2. The rates for different categories of consultants will come into effect from 01<sup>st</sup> July 2020 and will remain effective till 30<sup>th</sup> June 2022. The rates are exclusive of GST and OPE

(Out of Pocket Expenses). The RISL will also levy a service charge from the departments desirous of on-boarding the consultants.

3. The out of pocket expenses (OPE) like travel, boarding, lodging incurred by the deployed consultant for the purpose of official work pre-authorized by the department/purchaser shall be reimbursed by the Purchaser as per Policy provided in *Annexure-III*. However, expenses incurred on stationary, printouts etc. will be reimbursed on actuals by the department on producing necessary bills/ supporting documents and on approval by the department.

4. Each consultant deployed on the project shall be entitled for **2 days of leave** in a month subject to upper limit of 24 in a year. Also, apart from leave each deployed consultant would be eligible for compensatory off on approval from the department. Compensatory off is off taken on a working day of work done on government holiday/public holiday.

5. The consultants must compulsorily work from the office of the department/Project they are deployed with. Department must ensure proper working environment for the consultants and preferably ensure seating near the officials with whom they have to frequently interact with.

6. This order is applicable only for IT & e- Governance projects.

7. **Selection of the Consultants for the IT Projects:** Any department of Government of Rajasthan or the allied offices under it /Corporations /Boards/Societies (Independent bodies) may raise their requirement for number of consultants in any of the mentioned profiles for e-Governance related work with Department of Information Technology and Communications addressed to Commissioner Information Technology & Communications. This would be in form of a proposal specifying detailed scope of work, team size and time frame of deployment.

**The process of selection of Consultants on Man-Month basis from amongst the empanelled firms will be as under: -**

- I. The department of Government of Rajasthan or the allied offices under it /Corporations /Boards/Societies (Independent bodies) etc. desirous of availing services of the consultants will submit the proposal along with detailed scope of work, time frame of deployment & team size and get the same approved by Department of Information Technology and Communications Departments (DoIT&C).

- II. There would be a committee headed by the Commissioner Information Technology & Communications which will analyse and approve proposal submitted by the department. The other members of the committee would be as follows:
- i. Director Technical RISL
  - ii. Technical Director In-charge of the Department/ Project and
  - iii. Head SeMT.
- III. The approved proposal then would be sent to the Department concerned along with the recommendations of the committee. The department will convey its acceptance to the approved proposal to the Commissioner Information Technology & Communications for onboarding of Consultants.
- IV. The proposal (scope of work, time frame of deployment & team size) finalised as above shall be put up in SeMT for the approval.
- V. After the approval from SeMT, the proposal will be forwarded to RISL for further processing and onboarding of the team of consultants.
- VI. The RISL would circulate the scope of work, time frame of deployment & team size; among empanelled firms and call for professional presentations with the CVs of the Consultants to be deployed (Format of CV provided in *Annexure V*), and the Managing/Supervising team (Partner, Director and Associate Director level) who would be supervising the work of consultants deployed, before the selection committee.
- VII. To ensure that the sharing of the knowledge occurs from across the country, the consultancy firms shall propose Managing/Supervising Teams (Partner, Director and Associate Director level) from New-Delhi, Mumbai and Bangalore along with their expertise and CVs (Two teams from any two different cities out of the three mentioned). The Consulting team from the selected firm will be on-boarded after due process of presentation and interviews if needed. The selection committee will also decide on the Managing/Supervisory team that would be responsible for the supervision of the team of consultants deployed. It would be mandatory for the proposed consultants (all consultants) and supervisory teams proposed (at least two members of each supervisory team) to remain present during the professional presentations.

VIII. A minimum notice of one week will be given for calling of presentations on the Scope of Work floated.

IX. The Selection Committee would consist of the following:

- Special Secretary & Commissioner IT & C - Chairman
- Director (Technical), RISL - Member Secretary
- Director (Finance), RISL - Member
- Technical Director nominated by DoIT&C - Member
- Nominee of Client Department - Member

X. Based on the presentation, the firm's understanding of the project and quality of consultants proposed the selection committee will select the firm that will deploy the consultants (Consulting Team) proposed and selected. The Managing/Supervising team will also be finalised by the selection committee.

XI. The decision of the committee will be conveyed to RISL for issuing the work order to the selected agency. RISL shall obtain the advance payment from the department concerned and then place the work order.

*XII.* The flow chart for the above approval process is given in *Annexure-II*.

*XIII.* The indicative scope of work and type of work (indicative) that would be performed by the consultants is given in *Annexure-IV*.

XIV. The Selected Consultancy Firm is expected to meet the SLA applicable as given in *Annexure-VI*.

**XV. Responsibility of the Selected Agency/Firm:**

- a) The Selected Consultancy Firm will be required to provide Monthly Status Reports to the department as well as RISL and DoIT&C on the performance of work.
- b) The Consulting team from Selected Firm shall assist the department in economizing the cost of the project by encouraging use of common infrastructure, database & code sharing etc. as per the e- Governance, cloud & other policies of Government of Rajasthan (GoR). The consulting team also needs to ensure the deliverables follow e-Governance policy of GoR covering e-Gov standards, WCAG, Localization, standards and policies etc. issued from time to time by

GoR and GoI. Any deviations shall be immediately reported to the Head of Department as well as DoIT.

- c) The Consultancy team should come up with major milestones of the project and need to clearly devise the measurable outcomes from the project duly approved by the department/purchaser, based on which periodic review (Monthly/Quarterly/ Mid-term review depending upon the duration of the project) will happen with the department availing the consultancy service. The consulting team shall submit Monthly status reports to the department, RISL and DoIT&C regarding the project as well as the tasks performed during the period by the consulting team.
- d) The Associate Director of the Selected Firm, Managing/Supervising the consulting team should regularly (Monthly) brief DoIT&C about the progress and status of the project so that best use of existing infrastructure inputs could be made in the interest of the project.
- e) It would be mandatory for the consulting team to follow the electronic method of attendance available in the department and the report of the attendance shall be submitted along with the monthly report.
- f) The consultancy team will come up with at least one professional paper on e-Governance every quarter which will aid in strengthening the knowledge pool of the state. The subject of the paper should be decided by the supervising team and should focus on the emerging technologies and use cases.
- g) The consultancy team shall also prepare project continuity document so that there is seamless continuity in project management and effective knowledge transfer in case of the team changes or the consultancy term getting over.
- h) The project monitoring meetings will be held as per the following schedule at the DoIT&C under the chairmanship of Commissioner DoIT&C.
  - a. **Monthly Review:** Consulting Team & Associate Director
  - b. **Quarterly Review:** Consulting Team, Associate Director & Director
  - c. **Half Yearly Review:** Consulting & Managing Team (Entire Team)
  - d. **Yearly Review/ Project Closure Review:** Entire Team

8. Government Departments/ Local Self Governance Institutions/Corporations/ Boards /Societies/ Any other institutions funded or controlled by Government can utilise the above mechanism for hiring the services of consultants through RISL by following due procedure.

9. The department/institution desirous of hiring the consultants shall pay full advance to the RISL before the work order is issued. For this the detailed Statement of Expenditure will be provided to the department by the RISL.

10. In case of any difference arising between the terms and conditions (if at all), the RFP shall prevail.

.....  
  
(Abhay Kumar)

Principal Secretary, IT&C  
Government of Rajasthan

AND

Chairman & Managing Director  
RajComp Info Services Limited

Copy for Information to: .

1. Chief Secretary Government of Rajasthan
2. All ACSs/PSs/Secretaries, Government of Rajasthan
3. Commissioner Information Technology and Communications.
4. Director (Technical) RajComp Information Services Limited.
5. All District Collectors, Municipal Commissioners, Secretaries UIT, COs of Nagarpalika
6. All Corporations/Boards
7. All Empanelled Agencies.
8. Guard File

  
(Abhimanyu Kumar)

Director (Technical)  
RajComp Info Services Limited

### Annexure-I

1. The List of the empanelled firms for providing the services of consultants is as follows: -

- I. M/s Ernst & Young
- II. M/s Grant Thornton
- III. M/s KPMG
- IV. M/s PWC
- V. M/s Wipro

2. The rates for different categories of consultants of the above empanelled firms are as follows:

Category	Experience	Rates in INR- per Month per Person (Inclusive all other Taxes except GST)
Principal Consultant	>15 years	344000
Managing Consultant	>8 to <=15 Years	300000
Senior Consultant	>5 to <=8 Years	270000
Consultant	>3 to <= 5 Years	239000
Associate Consultant	>6 months to <=3 Years	190000

*(The above rates are exclusive of GST and Out of Pocket Expenses)*

3. Types of Consultant profiles and their required educational qualification is as given in the table below:

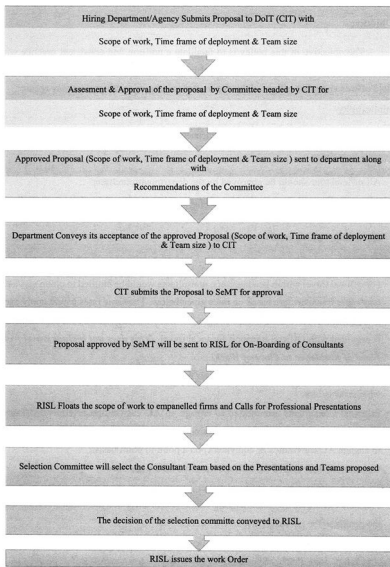
S N	Profile	Educational Qualification
1	Project/Program Management (Preparation of DPR, Bid Management, Vendor Management, Project Management)	2-years regular MBA/ management program from recognized university with Relevant experience in IT / Electronics / Telecommunication and e-Governance.

2	Technology Profile (Computer, storage, virtualization, Data Centre Power Infrastructure, Data Centre Cooling Infrastructure, IT Network Specialist, IT Security Specialist and other emerging technologies)	B.E./ B. Tech/MCA or equivalent OR Graduate + domain specialized certification
3	Financial Management (For Finance & Accounts type of work)	CA with relevant experience (MBA Preferable)
4	Solution Architect (For Project Design)	BE/B.Tech/MCA/MSc (Computer Science, Information Technology, Electronics and Telecom.) relevant experience in IT
5	Change Management	Graduate in any discipline with relevant experience (MBA Preferable)

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**Flow Chart for the Approval Process**



Policy for Travel, Boarding & Lodging

Objective

The objective of this policy is to facilitate a uniform and consistent practice with regard to official travel. The official travel includes travel from place of deployment to field offices and other offices of the department/purchaser as the project may require.

Applicability

- All consultants deployed through this empanelment.

General Principles

- All official tour should be approved by the department/purchaser
- All expenditure incurred while on tour should be within the entitlement limits as defined in this policy and in case of any deviation, consultants shall obtain a special approval in writing from the purchaser.

Local Travel

- For official travel within headquarters, consultants would be entitled to claim taxi/auto /any other transport fare based on rates given below. The same rates would apply even if the consultant uses his/her own vehicle. No claim would be allowed if the consultant is provided with Official transport for local travel. *(This does not include travel from Place of Residence to Place of Work)*
- For Journeys performed in own car/taxi: As per Government approved rates/Actuals whichever is less.
- Principal Consultants are entitled to engage an AC car (Indigo or equivalent) on a continuous basis as required during tour outside Head Quarters. All others are entitled to engage AC car (Indica or equivalent) on a point to point basis.
- Consultants shall record the mileage travelled on the trip sheet.
- To claim reimbursement for local travel a consultant is required to submit bills and vouchers (wherever applicable) along with an excel sheet in a meaningful format with the details to the purchaser within two weeks.
- Consultants are requested to be judicious while using official transport.



### **Mode of Travel**

The entitlements of mode of travel shall be as given below:

<b>Band</b>	<b>Entitlement</b>
Principal Consultant	Economy class by Air  For short distances*, journey should, as far as possible, be performed by  Train/ Taxi, whichever is economical
Sr. Consultant/ Management Consultant	2 tier AC Train/ Economy class by Air
Consultant/Associate Consultant	2 tier AC Train

For short distances\*, journey should, as far as possible, be performed by Train/ Taxi, whichever is economical

#### **Note:**

- \*Short Distances For any travel between locations that can be covered in 6 hours or less by train the default mode of travel for all consultants is AC Chair Car or II Tier AC as the case may be. Travel by air will be based on administrative exigency and with an approval from the department.
- Under special circumstances, consultants at consultant level may also be permitted to travel economy class by air with the approval of the department.
- Consultants are encouraged to avail Super Saver, Apex or any other schemes offered by various airlines, so as to incur the lowest expenditure.



**1. Scope of Work**

The following indicative activities will require the involvement of any or all of the personnel across the expertise areas:

- a. Conduct AS-IS/ Gap Analysis and recommend BPR as per Best Practices.
- b. Aid the Department in preparing of Detailed Project Reports (DPR) for e-Governance related initiatives
- c. Assist in detailing key activities of the project, finalizing the approach and methodology to be adopted and highlight the intended benefits and outcome of the project.
- d. Assist in undertaking cost-benefit analysis amongst various technology and policy options etc.
- e. Provide guidance on long term viability and sustainability of the e-governance initiative.
- f. Assist in selecting / choosing the appropriate technology options/ sizing for the envisaged project.
- g. Assist in budgeting and commercial estimation required for the DPR preparation.
- h. Aid the Department in Bid Process Management and selection of external Agencies
- i. Assist the Department in finalizing key areas of Scope of Work, bid evaluation framework and criteria, service levels etc. during Tender preparation.
- j. Assist the department in Bid evaluation and vendor selection.
- k. Support the department in Contract preparation, negotiation and finalization in respect of e-Governance Project.
- l. Assist the department in coordinating and reviewing progress of external Agencies.
- m. Facilitate Program Management of various e-Governance projects
- n. Assist the Department in identifying e-Governance projects.
- o. Assist the Department for all type of testing of solutions/systems related to hardware and Software.



- p. Assist in monitoring and tracking progress of various e-Governance initiatives in the state government, and will be required to prepare frameworks and templates and use standardized tools to assist in the implementation of the following key Program Management procedures like:
- i. Issue Tracking and Resolution,
  - ii. Conflict Management,
  - iii. Knowledge Management,
  - iv. Program Communication (internal and external),
  - v. Performance Evaluation and Review,
  - vi. Information and Technology Risk Assessment,
  - vii. Information Management,
  - viii. Risk Management,
  - ix. Financial Management (Viability, Costing and Monitoring),
  - x. Project Plan and Monitoring,
  - xi. Change Control etc.,
  - xii. Aid and expertise for e-Governance related Trainings
  - xiii. Participate in key Trainings, Seminars, Discussions, Events related to e-Governance in the Department
  - xiv. Handling of day to day advisory operations
  - xv. Preparation of guidelines, policy documents and TORs etc., pertaining to various activities of e-Governance in the state government.
  - xvi. Collation of progress reports of various e-Governance initiatives in the Department and assist in generating dash board view.
  - xvii. Interaction & follow-up actions with various Departments and Agencies in the State, relevant Departments and Ministries at Central level (as and when required) and any external Agencies.
  - xviii. Preparation of periodic progress reports and MIS in an agreed format to be submitted to the Purchaser.
  - xix. Preparing Agenda Notes, reports etc for Apex Committee and High-Powered Committee meetings. Aid/ comments in advisory related matters, responding to queries / input required, Preparation of internal Notes for getting approvals/sanctions. Monitoring fund flow and utilization of Scheme on a monthly basis.



- xx. Handing over and knowledge transfer to any the permanent staff being recruited for technical purposes.
- xxi. Internalizing the outputs/reports of the external Agencies. The exact nature of support provided as part of consultancy would vary over the period of time. The breadth of activities provided by the agency will expand based on the overall success and challenges faced in the implementation of the e-Governance initiatives.

q. The indicative details regarding Type of Work are given below:

i. Preparation of Detailed Project Report (DPR), Project Design

- 1. Preparation of DPR, Dept./IT Roadmap/Strategy etc
- 2. Project Design, Conceptualization, Viability etc.
- 3. Requirement Gathering, Analysis
- 4. BPR and Recommendations regarding TO-BE Process

ii. Bid Management for a single project (till completion of the process as per Govt. norms, which may include re-tender in case sufficient no. of bids are not received)

- 1. Preparation of Expression of Interest (EoI)/Request for Proposal (RFP)/ Request for Quote (RFQ)
- 2. Assistance in response to pre-bid queries
- 3. Assistance in issuance of corrigendum etc.
- 4. Technical evaluation of bids
- 5. Commercial evaluation of bids
- 6. Recommendations regarding selection of agency/es
- 7. Assistance regarding preparation/signing of contract, SLAs

iii. Project Management (per month basis)

- 1. Status reporting and monitoring
- 2. Issue tracking and resolution
- 3. Service Level Agreement (SLA) monitoring
- 4. Hand-holding all e-Governance related activities of the department



iv. IT Security/Cyber Audit

1. Shall include (but not limited to) review of existing security policy and guidelines including review of its implementation, review of compliance to Government of India (GoI)/Government of Rajasthan (GoR) norms, various other security norms, vulnerability assessments, network vulnerability assessments, operating system and application security assessments, access controls assessment etc.

v. Finance & Accounts

1. To Oversee and Manage the financial systems and budgets
2. Organize and maintain accurate accounting standards
3. Analyse financial data and prepare financial statements
4. Regular monitoring of investments and finances and reporting to senior management
5. Reviewing the systems and analysing risk;
6. Advising on areas of business improvement and etc.;

vi. Legal Consultants

1. To prepare and review of NDA, Agreements & Contracts
2. Analyse and guide in legal cases, draft a response to cases as per Indian Cyber Law.
3. Attend the case hearing if required being a part of Department's team
4. Monitoring and assist the department in filing the cases, presentation to Department Head or Committee.

vii. Third Party Audit

1. Project Specific Audit
2. Onsite Audit, Field Audit and etc.

viii. System review, audit

1. To review and audit various controls like (but not limited to) Organizational Controls (segregation of duties etc), Data Centre and Network Operations Controls, Hardware & Software Acquisition and Maintenance Controls, Access Controls, Application System Acquisition, Development, and Maintenance



2. Controls, Application Controls, Data related Controls, Output and Error
3. Controls etc.
4. Submission of Audit report and recommendations

A handwritten signature in black ink, appearing to be 'J. H. H.', located to the left of the list items.



**Annexure-V****CV Format**

1	Proposed Position and Skill Set	(Principal Consultant, Management Consultant, Senior Consultant, Consultant and Associate Consultant)
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) -(Excellent/Good/Fair)
10	Employment Record  [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]: To [Year]:  Employer:  Positions held:
11	Highlights of assignments Handled and significant accomplishments	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

**Annexure- VI****Service Level Agreement (SLA)**

1. **Purpose & Duration of SLA:** The SLA purpose is to enforce a contract between the selected bidder and Purchaser. The SLA would come into effect from the date of agreement and until the successful completion of the onsite operations period.
2. Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the Purchaser (RISL) reserves the rights to levy Penalties on the Selected Agency

Service	Expected Service level	Penalty level in case of default
Deployment of all personnel for project after signing the Contract with the Purchaser or any subsequent requirement from the Purchaser during the Contract period.	<ul style="list-style-type: none"><li>• 2-3 weeks for Principal Consultants and Management Consultants</li><li>• 1-2 weeks for Senior Consultants</li><li>• 1 week for Consultant and Associate Consultant</li></ul>	10% of Monthly Payment Due ONLY in the succeeding month.
Replacement of personnel at request of the purchaser.	<b>Maximum 3 weeks</b> from date of intimation by the Purchaser, including Minimum 2 weeks of handover time. The handover process needs to be documented and duly certified by the department and the selected Agency.	10% of Monthly Payment Due ONLY in the succeeding month.
Replacement of personnel at the request of the Selected Agency	<ul style="list-style-type: none"><li>• No replacement within 6 Months</li><li>• Maximum 1 replacement within a year, with minimum 2 weeks of handover time.</li><li>• The handover process needs to be documented and duly certified by the department and the selected Agency.</li></ul>	Rs.1,00,000 per breach (for Associate consultant, Consultants, Senior Consultants, Management Consultant and Principal Consultants)
Submission of all monthly status reports to the Purchaser as per format of the purchaser	100%	10% of Monthly Payment Due ONLY in the succeeding month.

Service	Expected Service level	Penalty level in case of default
Willful absence without permission of the Purchaser	100% attendance except permitted leave of absence.	Over and above the deduction of man-month rate of the absentee resource for the absence period, a penalty of twice the amount payable (per day) for the absentee resource

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