

Government of Rajasthan
Department of Information Technology & Communication

U.O. Note

The department intends to standardize the tender process and contract management, pertaining to which guidelines and benchmarks have to be prepared. For the same, different teams, with their specific targets, have been formed by Secretary, IT&C as per Annexure A.

A set of detailed guidelines have also been prepared covering the Scope of Work for the said teams which are enclosed as Annexure B.

The teams are directed to start working on assigned activities with immediate effect. All tasks and related activities shall be completed by the teams under guidance of TD&JS, DoIT&C.

All other tasks/projects assigned to the team members and related timelines, reporting and OIC assigned activities shall remain unchanged.



(A.M. Deshpande)
T.D. & J.S

1. Director (Technical), RISL
2. OSD (UID) and HOO, DoIT&C
3. OSD (Telecom), DoIT&C
4. Financial Advisor, DoIT&C
5. Director (Finance), RISL
6. Additional Director, UID
7. General Manager (Technical), RISL
8. All concerned

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Copy for information to:

1. Sr. P.A. to Secretary & Commissioner, IT&C



ACP (DD) – Coordination

Tender Process and Contract Management

Working groups for standardization

SN	Task	Group
1	Compilation of company profiles	1. Shri Sushil Parihar, SA (JD) 2. Shri Vijay Prakash, ACP (DD) 3. Shri Saket Rungta, Sr. P.O.
2	PQ Template	1. Shri Tapan Kumar, ACP (DD) 2. Shri Ved Prakash Yadav, ACP (DD) 3. Shri Kuldeep Yadav, ACP (DD) 4. Ms Munesh Lamba, ACP (DD) 5. Ms Shweta Saxena, ACP (DD) 6. Shri Manu Shukla, P.O.
3	Scope of Work and Common Specification for Different Category of Hardware and Software Deliverables/Documents	Technical Specifications 1. Shri Arun Chauhan, SA 2. Shri Nitin Verma, ACP (DD) 3. Shri Jaswant Chaudhary, ACP (DD) 4. Shri Ramesh Devanda, ACP (DD) 5. Shri Rajeev Gujral, Sr. P.O. Scope of Work, Change Management and Exit Protocol 6. Shri RK Meena, FA 7. Shri Suneel Chhabra, SA 8. Shri Anil Singh, GM Technical RISL 9. Shri Umesh Chand Joshi, ACP (DD) 10. Ms Priti Surolia, DM RISL 11. Shri Vishwas Gupta, ACP (DD) 12. Shri Sanjay Bhattacharya, Consultant 13. Shri Vijay Chandrawat, P.O. 14. Ms Neha Chaudhary, P.O. 15. Ms Richa Bhatnagar, Consultant Interaction with Vendors before and after RFP/Pre-Bid 16. Shri YK Maurya, OSD Telecom 17. Ms Deepshikha Saxena, ACP (DD) 18. Ms Sonia Chaturvedi, ACP (DD) 19. Shri Amit Sharma, DM RISL 20. Shri GK Sharma, ACP (DD) 21. Shri Vishwas Gupta, ACP (DD) 22. Ms Shilpi Patni, P.O.

4	SLA & Contract Management Inventory/Asset Management	<ol style="list-style-type: none"> 1. Shri Hans Raj Yadav, AD UID 2. Shri Suresh Verma, Director(F), RISL 3. Shri YK Jain, SA 4. Shri RK Sharma, SA 5. Shri Daya Sindhu Sharma, AO 6. Shri Praveen Bharadwaj, ACP (DD) 7. Shri Apresh Dubey, ACP (DD) 8. Shri Phani Rajasekhar, C.P.O. 9. Shri Abhishek Gupta, P.O.
5	Procedural Checklist	<ol style="list-style-type: none"> 1. Shri Daya Sindhu Sharma, AO

Tender Process and Contract Management

Activity Sheet

Working groups for standardization

Compilation of company profiles

The profiles of companies are to be made with primary verticals/category, e.g. Hardware, Software, Networking, Databases, FMS, Training etc. One company can fit in multiple verticals.

The team working for this task shall be subdivided into 3 groups with flag/code, and work on activities as suggested below.

GROUP A:

The company profile should address the following (in no particular order):

- a. Category
- b. Company Name
- c. Basic contact information, including location of company headquarters and website
- d. Brief overview of the company (e.g. founding date, products or services it sells, any interesting information unique to that company, etc.)
- e. Reported annual sales (net sales) for the last 3 years
- f. Any other information, that the team finds useful.

GROUP B:

The company profile should address the following (in no particular order):

- a. Legal actions by or against the company within the past 3 years (list up to 3, include parties' names, court and short description of issue)
- b. Business with DoIT&C in the past
- c. Performance with DoIT&C, penalties and LD Status SLA Reports
- d. Any other information, that the team finds useful.

GROUP C:

The company profile should address the following (in no particular order):

- a. Any news stories published concerning this company or the services or products it sells within the past year (if several, mention no more than the 3 most current articles; if none, describe your search process, including which database(s) you looked at)
- b. Major competitors
- c. Date most recent annual report was filed
- d. Any applicable industry reports (identify name(s) of report(s) and date(s) filed)
- e. Choose one of the industry reports (if more than one) and browse through the information provided. Based on the industry report, what is the market share concentration of the industry? From where (which section of the report) did you locate this information?
- f. If you cannot find an industry report applicable to the company you are profiling, please describe your search process, including which database(s) you looked at.

- g. Identify the geographic area to which your company would like to expand. Determine at least three different demographic characteristics that would be relevant to your company in its expansion and note the particular statistics for each. Also note from which table and dataset you obtained the information.
- h. Any other information, that the team finds useful.

Any other attributes may be added with approval of Coordination Cell and Secretary IT&C. The joint profile of a company shall be prepared with inputs from Group A, B, C

PQ Template

- a. Assess type of projects running with DoIT&C/RISL and their prequalification
- b. Determine Exhaustive set of categories of projects/products.
- c. Assess the DoIT&C RFP template v2.2 and RISL RFP Template v8.2
- d. Assess Enclosed Prequalification Templates
- e. Prepare an extensive prequalification standard criteria for each category.
- f. Ensure Stakeholder interaction for the preparation of PQ template, to have benchmarking of industry as well.

Technical Specifications

- a. Assess the current technical strategy for projects already implemented/proposed to be implemented.
- b. Assess the current technical specifications of products procured and form exhaustive set of categories for each, e.g. Hardware, Software, Networking, Databases, Datacentre, Cloud, Mobile Apps, GIS etc.
- c. Assess the international standards of technical specifications of the products.
- d. For each category, prepare an exhaustive set of products with their technical specifications.
- e. Map the specifications of products with at least 2 companies COTS products.
- f. Line up with the companies for updates in specifications.
- g. Prepare a channel for regular update in technical specifications for all products in category wise manner.
- h. Prepare a mechanism on regular check on new products.
- i. Workshop with vendors for assessment of prepared technical specifications.
- j. The team shall also ensure frequency of update of technical specifications for each product.

Scope of Work, Change Management and Exit Protocol

- a. Assess the current Scope of Work for projects already implemented/proposed to be implemented in category wise manner, e.g. Hardware, Software, Networking, Databases, Datacentre, Cloud, Mobile Apps, GIS etc.
- b. Assess similar projects in other states, GoI, International level and map the scope of work.
- c. Assess international standards for Scope of Work of eGovernance Projects.
- d. Assess the present requirement of the State in terms of
 - a. Application Integration, e.g. SSDG
 - b. Mapping with AADHAAR, Bhamashah, Other Datasets

- c. Other default parts of every application, e.g. MSDG
- e. Prepare a default template for Scope of Work to be covered in every project, category wise.
- f. Integrate a section for
 - a. mid term change in Scope of Work
 - b. Disaster Recovery
 - c. Exit Protocol
- g. Assess the methodology for quantum assessment of mid-term change/DR/Exit Protocol and ensure the role of Third Party Expert for the assessment to be determined.
- h. Assess templates for each from World Bank, Other Primary Institutions and accordingly add clauses that the team might find appropriate for the state.
- i. Prepare a channel for regular update in SoW/Exit Protocol for all categories.
- j. Prepare a mechanism on regular check on new standards.
- k. Workshop with vendors for assessment of prepared SoW/Change in Scope/Disaster Recovery/Exit Protocol.
- l. Responsibility Matrix should be made a critical component, with details ensuring complete clarity and transparency on responsibilities of stakeholders at every stage of the project.

Interaction with Vendors before and after RFP/Pre-Bid

- a. Assess the tentative list of vendors from company profile team for the project.
- b. Coordinate and prepare a mechanism to promote the project on every channel, i.e. Websites, email, social media.
- c. Coordinate with DIPR for public presentation.
- d. Assess the importance and criticality of the project.
- e. Plan a mechanism of communication before prebid
 - a. Individual one to one meeting
 - b. Group meeting
 - c. Workshop
 - d. Unofficial meetings
- f. Plan types/categories of Prebid on basis of criticality and size of project
 - a. Prepare the default template of preparations for each prebid
 - b. Prepare document templates for each type of prebid
- g. Plan official communication mechanism for all projects with vendors/other stakeholders.
- h. Reference mapping of communications for similar type of projects.
- i. A detailed mechanism for coordination and interaction on Contract Management shall also be prepared, covering important benchmarks/schedules as per SLA & Contract Management Team inputs.

SLA & Contract Management

- a. Assess the current SLA and contract management mechanisms for projects category wise.
 - a. Workshop of Stakeholders
 - b. Toolkit for Verifiers

- c. ePlatform for
 - i. Project Management
 - ii. Contract Management
 - iii. Payments
- d. Dispute Management
 - i. Log/Tracking
 - ii. Presentation vis-à-vis Cure
- e. Documentation of
 - i. Pain areas
 - ii. Mid course correction
- f. Exit Protocol
 - i. Technical Control
- g. Roles of various cells and individuals
- h. Quality of soft product – art
- i. Sequencing/Security/Procedure
- j. Time and capacity constraints
- k. Dependencies on Vendors
- l. Specific Issues and Decision thereto
- b. Preparation of category wise SLA templates for various sets of Scope of Work.

Inventory/Asset Management

- a. Mechanism Needed
- b. Audit and implementation are different issues
 - i. Depletion Scenario for additionally added items
- c. Requisition mechanism
- d. Common repository and platform

Procedural Checklist

- a. Creation of default procedural checklist for all projects category wise pertaining to
 - 1. RTPPA
 - 2. GF&AR
 - 3. PWF&AR if applicable