



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

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CIN : U72200RJ2010SGC033185

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Date: 08/02/2023

Administrative Order

Introduction

The Department of Information Technology & Communication (DoIT&C) and RajComp Info Services Limited (RISL) are the nodal agencies for implementation of various IT Consulting Projects in the state. In order to manage various IT Consulting projects and initiatives, it has been decided to seek the services of reputed IT Consulting 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 agencies for their empanelment for a period of two years. The rates have been finalized by RISL and the process of selection of consulting manpower from the empaneled agencies /firms/organization was under active consideration and accordingly RISL has decided to issue the administrative order for the same.

1. On the basis of technical and financial evaluation, purchase committee of RISL has empaneled firms/companies for a period of two years from date of issuance to provide IT Consulting Manpower Services for e-governance activities in Rajasthan. Any department of Government of Rajasthan or allied offices under it (Corporations/board/Societies/in-dependent bodies) etc. can avail the Consulting Manpower Services from the empaneled firms through RISL by the due procedure.
2. The list of empaneled firms, rates for different categories of Consulting manpower and types of profiles and educations qualification are provided in **Annexure-I**.
3. The man month rates of the resources under the categories will be effective for a period of two years from date of issuance of this order. The rates are exclusive of GST and OPE (out of Pocket Allowance). The RISL will also levy a service charge from the client departments.
4. Travel and Accommodation will be paid as per Policy. (Annexure-XII)
5. The resources will work from the office of the client department/Project they are deployed with. Indicative Scope of work is defined in **Annexure-VII**.
6. Department must ensure proper working environment for the resources and preferably ensure seating near the officials with whom they have to frequently interact with.

Selection of Agency :

The process of selection of the resources / empaneled firms will be as under

1. The department of Government of Rajasthan or allied offices under it, Corporation/Board/Society/Independent agency desirous of availing services of the resources will submit the proposal to RISL along with TOR, timeframe and team size. Proposal should be approved from competent authority.
2. The RISL would share the TOR to empaneled firms and call for presentations within a period of seven days. In case of urgent requirements, the presentation can be done in lesser time after circulation of TOR to empaneled agencies.
3. Presentation would be made before the selection committee chaired by Managing Director, RISL consisting of the following officials:
 - a. Director (Technical), RISL
 - b. Director (Finance), RISL
 - c. Project OIC of RISL / DoITC / Representative of the client department
 - d. Project-OIC, Manpower Cell
4. Committee will assess the presentation and make recommendation. Work Order will be given as per the procedure defined in **Annexure-II**.

Selection of resources:

1. Selection committee would recommend the agency and resource based on the presentation made by the empanelled agencies.
2. Subsequently Deployment/Change of resource is defined in **Annexure-III, IV and V**.
3. SLA will applicable as per **Annexure-VIII**.
4. Leaves will be applicable as per RFP.

Responsibility of the Agency:

1. Empanelled agencies should proposed/deployed best of available resource as per the suitability of the project. Resource must be a full time employee of the selected agency for the entire project period.
2. The Selected Agency shall deploy the resource having regular educational qualifications and experience; required as per scope of work and respective profile. Firm/Agency is required to deploy the resource after necessary verification of eligibility/experience define in RFP.
3. Deployed resource should submit necessary deliverables on timely basis.
4. The resource deployed must use the applicable policies of the Department of Information Technology and Communication.
5. Payment Process is defined in **Annexure-VI**.

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

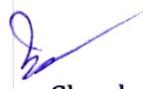
This administrative order is applicable only for IT Consulting & e-Governance projects



(Ashish Gupta)
MD, RISL &
Jt. Secretary, IT&C
Govt. of Rajasthan

Copy for information to:

1. Chief Secretary, Government of Rajasthan
2. ALL ACS/PSs/Secretaries, Government of Rajasthan
3. Commissioner, Information Technology & Communications
4. All District Collectors
5. All Corporations
6. All empaneled agencies
7. Guard File



(Arun Chauhan)
Director (Technical),
RISL

Annexure-I

1. The list of empaneled agencies/firms for providing services of the resources from Consulting empanelment are as follows
 - a. M/s 3i Infotech Ltd.
 - b. M/s Primus Partners Private Ltd.
 - c. M/s KPMG Advisory Services Pvt. Ltd.
 - d. M/s Deloitte Touche Tohmatsu India LLP
 - e. M/s Grant Thornton Bharat LLP
2. The rates for the different categories of resources of the above empaneled firms/agencies are as follows:

#	Category	Experience	MMR Excl. GST	MMR Incl. GST
1	Principal Consultant	>15 years	₹3,09,730.95	₹3,65,482.52
2	Managing Consultant	>8 to <=15 Years	₹2,70,000.00	₹3,18,600.00
3	Senior Consultant	>5 to <=8 Years	₹2,38,018.16	₹2,80,861.43
4	Consultant	>3 to <= 5 Years	₹2,00,000.00	₹2,36,000.00
5	Associate Consultant	>6 months to <=3 Years	₹1,26,303.08	₹1,49,037.63

3. The details of Educational Qualification in respect of Categories of Consultants and profiles are given below:

#	Profile	Educational Qualification
1	Project/Program Management	2-years MBA/ management program from a recognized university or equivalent with Relevant experience in IT / Electronics / Telecommunication and e-Governance.
2	Technology Profile	B.E./ B.Tech / MCA / MSc (Computer Science, Information Technology, Electronics and Telecom.) with Relevant experience
3	Change Management	Graduate in any discipline with 2-year post graduate degree/diploma (MBA Preferable) and relevant experience.

Over all Hiring Process

Client Department / Agency will obtain the approval for Hiring of services with Scope of work, Time frame of deployment & Team size from competent Authority.

Client Department/Agency Submits Proposal (Scope of work, Time frame of deployment & Team size) to MD RISL for acceptance of execution / partial execution of project.

RISL Floats the scope of work to empanelled firms and Calls for Professional Presentations

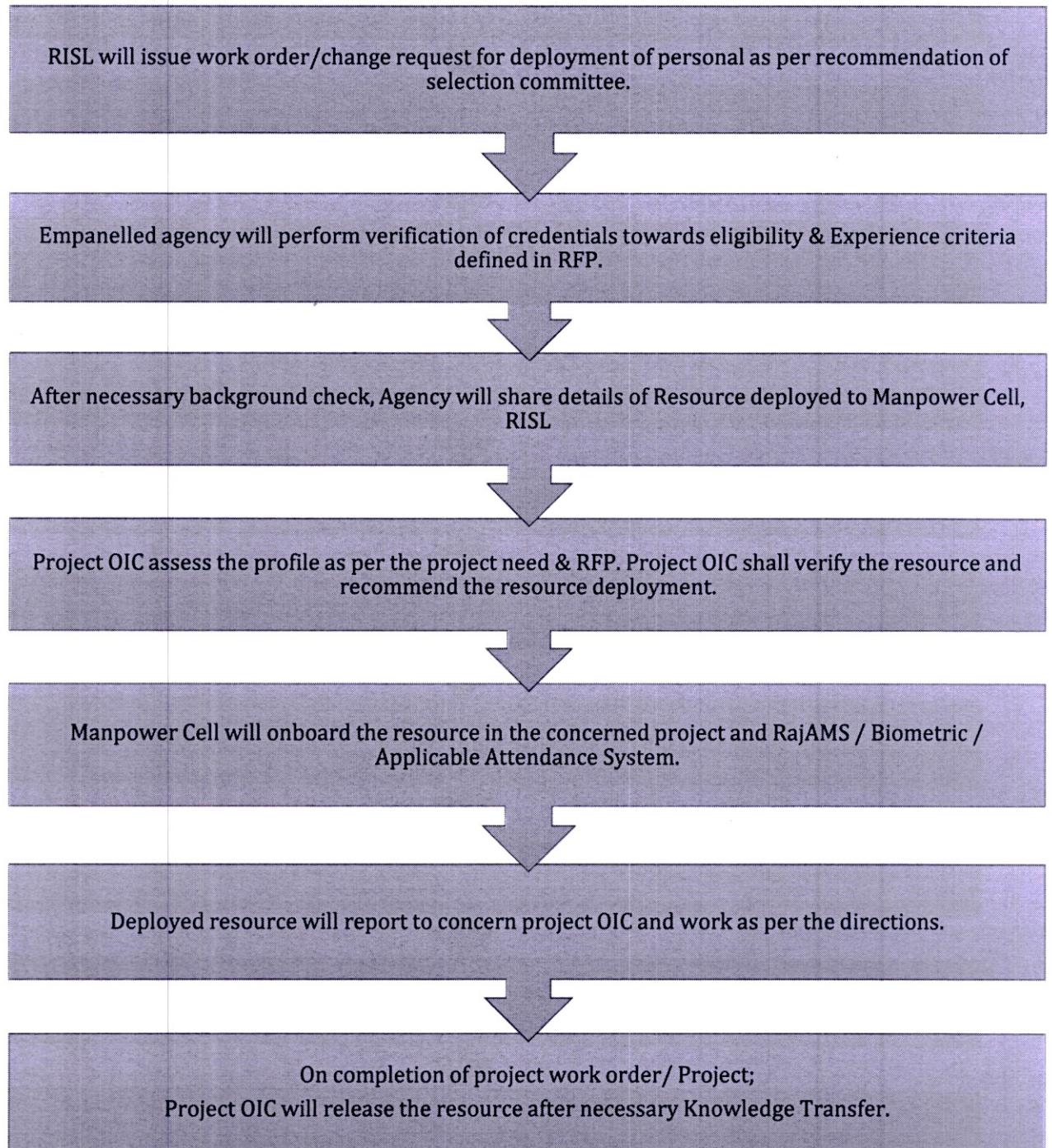
Selection committee having Department Representative; will select the Agency based on the Presentations and Teams proposed

The decision of the selection committee conveyed to Department/Agency with request of necessary advance payment to RISL (Wherever Applicable)

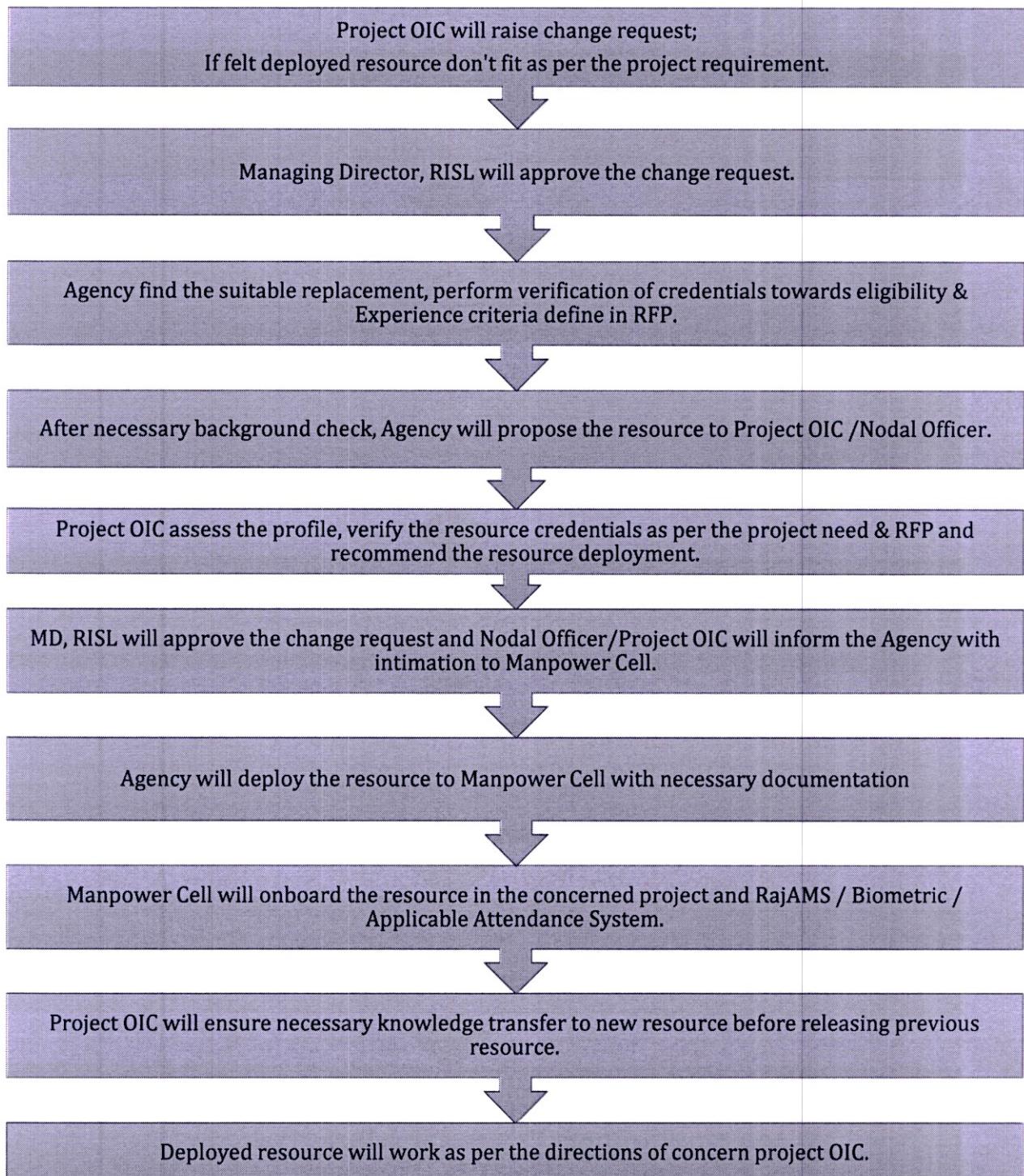
On Receiving of necessary advance payment (incl. RISL services Charges)

RISL issues the work Order

Deployment of Personal



Replacement / Change Request from OIC



Replacement / Change at Request of Firm

If agency felt replacement is necessary due to resign/leaves of resource or other valid reason.

Agency find the suitable replacement, perform verification of credentials towards eligibility & Experience criteria defined in RFP

After necessary background check, Firm will raise change request to Project OIC / Nodal Officer with replacement plan.

Project OIC assess the profile, verify the resource credentials as per the project need & RFP and recommend the resource deployment.

MD, RISL will approve the change request and Nodal Officer / Project OIC inform to manpower cell and Agency.

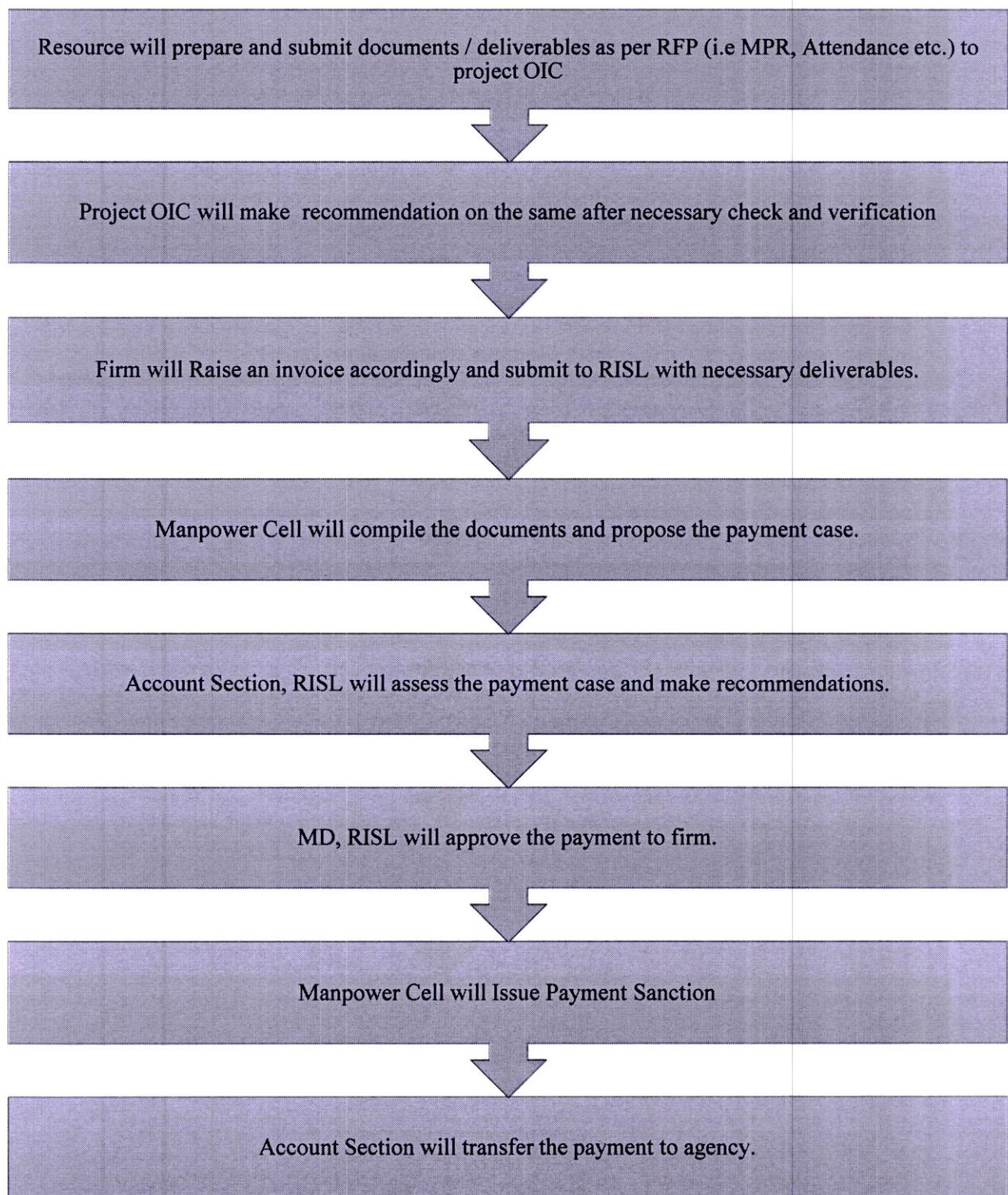
Agency will deploy the resource at Manpower Cell, RISL with necessary documentation.

Manpower Cell will onboard the resource in the concerned project and RajAMS / Biometric / Applicable Attendance System.

Project OIC will ensure necessary knowledge transfer to new resource before release the previous resource.

Deployed resource will work as per the directions of concern project OIC.

Payment Process



Scope of Work

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

1. Conduct AS-IS/ Gap Analysis and recommend BPR as per Best Practices.
2. Provide assistance to state government in preparing of Detailed Project Reports (DPR) for e-Governance related initiatives
3. 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.
4. Assist in undertaking cost-benefit analysis amongst various technology and policy options etc.
5. Provide guidance on long term viability and sustainability of the e- governance initiative.
6. Assist in selecting / choosing the appropriate technology options/ sizing for the envisaged project.
7. Assist in budgeting and commercial estimation required for the DPR preparation.
8. Provide assistance to state government in Bid Process Management and selection of external Agencies
9. Assist state government in finalizing key areas of Scope of Work, Bid evaluation framework and criteria, service levels etc. during Tender preparation.
10. Assist state government in Bid evaluation and vendor selection.
11. Support state government in Contract preparation, negotiation and finalization in respect of e-Governance Project.
12. Assist state government in coordinating and reviewing progress of external Agencies.
13. Facilitate Program Management of various e-Governance projects
14. Assist the Department in identifying e-Governance projects.
15. Assist the Department for all type of testing of solutions/systems related to hardware and Software.
16. 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:
 - Issue Tracking and Resolution,
 - Conflict Management,
 - Knowledge Management,
 - Program Communication (internal and external),
 - Performance Evaluation and Review,
 - Information and Technology Risk Assessment,
 - Information Management,
 - Risk Management,
 - Financial Management (Viability, Costing and Monitoring),
 - Project Plan and Monitoring,
 - Change Control etc.
 - Provide assistance and expertise for e-Governance related Trainings

- Participate in key Trainings, Seminars, Discussions, Events related to e-Governance in the Department
- Handling of day to day advisory operations
- Preparation of guidelines, policy documents and TORs etc., pertaining to various activities of e-Governance in the state government.
- Collation of progress reports of various e-Governance initiatives in the Department and assist in generating dashboard view.
- 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.
- Preparation of periodic progress reports and MIS in an agreed format to be submitted to the Purchaser.
- Preparing Agenda Notes, reports etc for Apex Committee and High Powered Committee meetings. Provide assistance/ 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.
- Handing over and knowledge transfer to any permanent staff being recruited for technical purposes.
- 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.

17. Reporting and Status Updates

- The Selected Agency will be required to provide Monthly Status Reports to the department on the performance of work.
- The format for the Status updates will be decided based on mutual discussions with the state government.

18. The Selected Agency shall be responsible for economizing the cost of the project by encouraging use of common infrastructure, State Data Center (SDC), database & code sharing etc. as per the e-Governance Policy of Government of Rajasthan (GoR). The Agency also needs to ensure the deliverables follow e-Gov policy of GoR covering e-Gov standards, WCAG, Localization, standards and policies etc. issued from time to time by GoR.

19. The Selected Agency 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 (Quarterly/Mid-term review depending upon the duration of the project) will happen with the department availing the consultancy service. The selected agency needs to submit a Fortnightly and regular status report to the RISL/ Nominated agencies.

20. The Project Manager of the Selected Agency should regularly (Monthly) and timely brief RISL/ Line Department/ Department of IT&C about the progress and status of the project so that best use of existing infrastructure and inputs could be made in the interest of the project.

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 will reserve the rights to levy Penalties on the Selected Agency

#	Service	Expected Service level	Penalty level in case of default
1.	Deployment of all personnel for project.	<ul style="list-style-type: none"> ▪ 4 weeks for Principal Consultants and Management Consultants ▪ 3 weeks for Senior Consultants and Consultant ▪ 2 weeks for Associate Consultant 	<p>10% of order value (Excl. GST) of the respective month.</p> <p>Note: Penalty will be applicable on all months where the service level breached.</p>
2.	Replacement of personnel at request of Purchaser	<ul style="list-style-type: none"> ▪ 4 weeks for Principal Consultants and Management Consultants ▪ 3 weeks for Senior Consultants and Consultant ▪ 2 weeks for Associate Consultant <p>(Including Hand Over / Take Over Time) from the date of intimation by the Purchaser.</p>	<p>10% of order value (Excl. GST) of the respective month.</p> <p>Note: Penalty will be applicable on all months where the service level breached.</p>

#	Service	Expected Service level	Penalty level in case of default
3.	Replacement of personnel at the request of the Selected Agency	<p>Maximum time for providing replacement is</p> <ul style="list-style-type: none"> ▪ 4 weeks for Principal Consultants and Management Consultants ▪ 3 weeks for Senior Consultants and Consultant ▪ 2 weeks for Associate Consultant <p>(Including Hand Over / Take Over Time)</p>	<p>No Penalty on first replacement against respective positions.</p> <p>Penalty on second and subsequent replacement will be</p> <ul style="list-style-type: none"> ▪ Rs.50,000 per breach for Associate consultant, ▪ Rs.1,00,000 per breach for Consultants, ▪ Rs.1,50,000 per breach for Senior Consultants, ▪ Rs.2,00,000 per breach for Management Consultant and ▪ Rs.2,50,000 per breach for Principal Consultants
4.	Submission of deliverables	Submission of deliverables as per 'Payment Terms and Schedule' under Chapter '5' of RFP.	<p>50,000 per breach.</p> <p>Only applicable on clause C(i) and C(ii)</p>
5.	Willful absence withdrawal of Resource without permission of the Purchaser / Competent Authority	/ of 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 for the period of absence may be levied.



Change Request Form for Firm

Project Name:	
Work Order Ref/Date:	
Resource to be Replaced	Resource Name : Category / Profile :
Reason for replacement	
Relieving Date	
Proposed Resource	Resource Name Category / Profile
Qualification & Relevant Exp. of propose resource	
Proposed Resource expected Joining Date / Joining Date (if any)	
Replacement Requested From	Agency / Department

Declaration:

We hereby confirm that the proposed resource meets the requisite eligibility criteria as defined in the RFP & AO issued by RISL.

Seal and Sign by Authorized Signatory

Enclosure:

1. HR Certified Resume of Proposed Resource.



Change Request Form for OIC

Project Name:	
Work Order Ref/Date:	
Resource to be Replaced	Resource Name : Category / Profile :
Reason for Replacement	
Relieving Date	
Change Requirements (if any)	

Remark:

Signature

Enclosure:

1. Notesheet approval for Change request.

Undertaking of Resource Deployment

Project Name:	
Work Order Ref/Date:	

#	Resource Name	Category / Profile	Desired Qualification	Actual Qualification	Desired Experience	Actual Experience	Joining Date
1							
2							
3							
4							
5							

Declaration:

I hereby confirm that detail background of the deployed resource has been checked and it meets the requisite eligibility criteria as defined in the RFP & AO issued by RISL.

Credentials of the same will be produce if asked in future.

I hereby confirm that I have verified Resumes and other relevant documents shared by firm and resource meets requisite eligibility criteria as defined in the RFP & AO.

Further, based on personal assessment, fitment of the deployed resource is as per the project need.

Seal and Sign by HR Head of Agency

Enclosure: HR Certified Resume of Proposed Resource.

Seal and Sign by Project OIC

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. 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 rated/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:

Category	Entitlement
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.