NIB No. F4.3(699)/RISL/Tech/26-03021-10344778/ **Dated**: -10-2026

Unique Bid No.:

INVITATION FOR BID (IFB)& NOTICE INVITING BID (NIB)

Name & Address of the Procuring Entity	• Name: RajCOMP Info Services Limited (RISL) • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Name & Address of the Project Officer In-charge (OIC)	• Name: Smt. Anuja Mishra • Designation: ACP (Deputy Director) • Address: Third Floor, IT Development & E-Governance, Mahatma Gandhi Road, Jhalana, Jaipur (Rajasthan) • Email: anujamishra.doit@rajasthan.gov.in
Subject Matter of Procurement	Request for Proposal (RFP) for Selection of System Integrator (SI) for Establishment and Operation of Rajasthan Sampark – CM Helpline 181 Call Center, including Upgradation and Maintenance of 181 Call Center Licenses for the Government of Rajasthan
Bid Procedure	Single Stage Two Envelope Open Competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS)– L1
Websites for downloading Bidding Document, Corrigendum, Addendums etc.	• Websites: http://risl.rajasthan.gov.in, http://eproc.rajasthan.gov.in and http://doitc.rajasthan.gov.in • Bidding document fee: Rs. 5000/- (Rupees Five Thousand only) in Demand Draft/ Banker's Cheque in favour of "Managing Director, RISL" payable at "Jaipur". • RISL Processing Fee: 2500/- (Rupees Two Thousand Five Hundred only) the RISL processing Fee may be deposited through single challan on e-GRAS as per F.D. circular no. F(6.5)Finance/GF&AR/2018 dated 27-04-2020 or in the form of Demand Draft/ / Banker's Cheque in the name of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 190.00 Crore
Bid Security and Mode of Payment	• Amount (INR): 2.0% of the estimated procurement cost (mentioned above), 0.5% for S.S.I. of Rajasthan, 1% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction. • Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee (in specified format), of a Scheduled Bank in favour of "Managing Director, RISL" payable at "Jaipur"
Manner, Start/End Date & Time for the submission of Bids	• Manner: Online at e-Proc website http://eproc.rajasthan.gov.in • Start Date: 30.10.2026, 04.00 PM • End Date: 08.12.2026, 03.30 PM
Date/ Time/ Place of Pre-Bid Meeting	• Date: 17.11.2026 • Time: 03.00 PM • Venue: RISL Board Room, First Floor, C- Block, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur-302005
Date /Time/ Manner of submission of pre- bid queries	• Date: 18.11.2026 • Time: 05.00 PM • Manner: Through email on anujamishra.doit@rajasthan.gov.in
Date & time of submission of pre-bid queries responses and upload of Final RFP	• Date: 30.11.2026 • Time: 04.00 PM
Submission of Banker's Cheque/Demand Draft for Tender Fee, Bid Security and RISL processing fees	Upto 08.12.2026 till 3.30 PM
Date/ Time/ Place of Technical Bid Opening	Date: 08.12.2026 Time: 4.30 PM Place: IT Development and E-Governance Building, DoIT&C, Mahatma Gandhi Road, Jhalana Doongari, Jaipur-302004
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	180 days from the bid submission deadline

Note:

1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.
2) In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee and RISL Processing Fee as per timelines mentioned in NIB, its Bid shall not be accepted. The instruments should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.
3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i. e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on http://eproc.rajasthan.gov.in (bidders already registered onhttp://eproc.rajasthan.gov.in before 30-09-2011 must register again).
4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.
5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.
6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.
   Contact No: 0141-4022688 (Helpdesk 10 am to 6 pm on all working days)
   e-mail: eproc@rajasthan.gov.in
   Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur
7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.
8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
10) The provisions of RTPP Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.
11) The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
12) Bidding documents purchased by Principal of any concern may be used by its authorised sole selling agents/ marketing agents/ distributors/ sub-distributors and authorised dealers or vice versa.

(Anuja Mishra)
ACP (Deputy Director)

Signature valid
Digitally signed by Anuja Mishra
Designation: Analyst Cum Programmer (Dy. Director)
Date: 2026.10.30 18:37:39 IST
Reason: Approved

RajKaj Ref No.: 25240356
M e-Sign

Signature valid
Digitally signed by Anuja Mishra
Designation: Analyst Cum Programmer (Dy. Director)
Date: 2026.10.30 18:37:39 IST
Reason: Approved

RajKaj Ref No.: 25240356
M e-Sign

Signature valid
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