2026

RajCOMP Info Services Limited (RISL)

Draft-RFP for Selection of Agency for Study, Design, Development, and Implementation of Rajasthan Unified Urban Portal (RajUUP) and Operations & Maintenance Services for a period of three years



Table of Contents

1 INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB) 11

2 PROJECT PROFILE & BACKGROUND INFORMATION 13

2.1 About RISL 13
2.2 Project Background 13
2.3 Existing Urban Digital landscape 14
2.4 Project Stakeholders and User department: 14
2.5 Applications and Services 14

3 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA 16

3.1 PRE-QUALIFICATION CRITERIA 16
3.2 TECHNICAL EVALUATION CRITERIA 19
3.3 ADDITIONAL PROVISIONS FOR QUALIFICATIONS 22

4 SCOPE OF WORK 24

4.1 PROJECT OVERVIEW 24
4.2 EXISTING URBAN DIGITAL ECOSYSTEM 24
4.3 DETAILED SCOPE OF RAJUUP 25
4.3.1 Common Platform Capabilities 25
4.3.1.1 Scrutiny and Validation Engine 25
4.3.2 Implementation of Application & Services 29
4.3.3 Citizen and Departmental Mobile Applications 30
4.3.4 Advanced Analytics, Business Intelligence and Decision Support 31
4.4 MICROSERVICES ARCHITECTURE AND TECHNOLOGY REQUIREMENTS 31
4.5 INTEGRATION WITH OTHER APPLICATIONS/MODULES 33
4.6 PROJECT INITIATION AND REQUIREMENT STUDY 35
4.7 DEVELOPMENT OF RAJUUP APPLICATION SOFTWARE 35
4.8 DATA MIGRATION 36
4.9 TESTING AND QUALITY ASSURANCE 37
4.9.1 User Acceptance Testing (UAT) 38
4.10 SECURITY AUDIT / SAFE TO HOST CERTIFICATION OF DEVELOPED MODULES 38
4.11 DEPLOYMENT, PHASED ROLLOUT, GO-LIVE & STABILISATION 39
4.12 TRAINING AND CAPACITY BUILDING 39
4.13 PROJECT DOCUMENTATION AND VERSION CONTROL 40
4.14 OPERATIONS & MAINTENANCE SERVICES (O&M) 41
4.14.1 Application Software Maintenance 41
4.14.2 Development and Enhancements during O&M 42
4.14.3 Helpdesk Management 43

Draft

4.15 Resource Deployment 43
4.16 Roles & Responsibilities of Stakeholders 44
4.17 Project Governance Structure 45
5 PROJECT DELIVERABLES & TIMELINES 46
5.1 Project Deliverables, Payment Terms and Schedule 46
5.2 Project Duration 49
6 INSTRUCTIONS TO BIDDERS 49
6.1 Sale of Bidding/ Tender Documents 49
6.2 Pre-bid Meeting/ Clarifications/Modifications/Changes 52
6.3 Changes in the Bidding Document 53
6.4 Period of Validity of Bids 53
6.5 Submission of Bid Document 53
6.6 Cost & Language of Bidding 55
6.7 Alternative/ Multiple Bids 55
6.8 Bid Security 55
6.9 Deadline for the submission of Bids 57
6.10 Withdrawal, Substitution, and Modification of Bids 58
6.11 Opening of Bids 58
6.12 Selection Method 59
6.13 Clarification of Bids 59
6.14 Evaluation & Tabulation of Technical Bids 59
6.15 Evaluation & Tabulation of Financial Bids 61
6.16 Correction of Arithmetic Errors in the Financial Bids 61
6.17 Price/ purchase preference in evaluation 62
6.18 Taxes & Duties 62
6.19 Copyright, Source Code and Intellectual Property Rights (IPR) 62
6.20 Negotiations 63
6.21 Exclusion of Bids/ Disqualification 64
6.22 Conflict of Interest 64
6.23 Breach of Code of Integrity by the Bidder 65
6.24 Lack of competition 65
6.25 Acceptance of the successful Bid and award of contract 66
6.26 Information and publication of award 67
6.27 Procuring entity's right to accept or reject any or all Bids 67
6.28 Right to vary quantity 67
6.29 Performance Security Deposit 67
6.30 Additional Performance Security 69
6.31 Execution of agreement 69
6.32 Confidentiality 70
6.33 Cancellation of procurement process 71

Draft

6.34 Code of Integrity for Bidder 71
6.35 Interference with Procurement Process 72
6.36 Appeals 72
6.37 Risk and Cost 73
6.38 Stay of procurement proceedings 74
6.39 Vexatious Appeals & Complaints 74
6.40 Offenses by Firm/ Company 74
6.41 Debarment from Bidding 75
6.42 Monitoring of Contract 75
6.43 Bid Prices/Comparison of Rates 76
6.44 Change in Law 77
6.45 Contract Documents 77
6.46 Contract Price Validity Period 77
6.47 Rejection 77
7 GENERAL TERMS AND CONDITIONS 78
7.1 Definitions 78
7.2 Interpretation 79
7.3 Language 79
7.4 Joint Venture, Consortium or Association 80
7.5 Eligible Services 80
7.6 Qualifications/Eligibility of Bidders 80
7.7 Notices 81
7.8 Governing Law 81
7.9 Scope of Supply 81
7.10 Delivery & Installation 82
7.11 Supplier's/ Selected Bidder's Responsibilities 82
7.12 Purchaser's Responsibilities 82
7.13 Contract Price 82
7.14 Recoveries from Supplier/ Selected Bidder 82
7.15 Taxes & Duties 83
7.16 Copyright 83
7.17 Confidential Information 83
7.18 Sub-contracting 84
7.19 Extension in Delivery Period and Liquidated Damages (LD) 84
7.20 Patent Indemnity 86
7.21 Limitation of Liability 87
7.22 Force Majeure 87
7.23 Change Orders and Contract Amendments 87
7.24 Termination 88
7.25 Exit Management 89

Draft

7.26 SETTLEMENT OF DISPUTES 92
7.27 VERIFICATION OF ELIGIBILITY DOCUMENTS BY RISL 93
7.28 JURISDICTION 93
7.29 PROVISION IN CONFLICT 93
8 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 93
8.1 SERVICE LEVEL STANDARDS/ REQUIREMENTS/ AGREEMENT 93
8.1.1 Penalty on Non-Availability/ Non-Accessibility of the application: 93
8.1.2 Penalty for replacement / Exit of a resource 94
8.1.3 Penalty on absence of Resources 95
8.1.4 Quality of Services 96
9 ANNEXURES 97
9.1 ANNEXURE 1: COVERING LETTER FOR TECHNICAL BID 97
9.2 ANNEXURE 2: TECHNICAL BID DOCUMENTS 99
9.3 ANNEXURE-3: BIDDER'S AUTHORISATION CERTIFICATE 101
9.4 ANNEXURE 4: CERTIFICATE OF CONFORMITY/ NO DEVIATION 102
9.5 ANNEXURE 5: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION & TECHNICAL EVALUATION CRITERIA 103
9.6 ANNEXURE-6: SELF DECLARATION 104
9.7 ANNEXURE-7: PRE-BID QUERIES FORMAT 105
9.8 ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT(COVER LETTER) 106
9.9 ANNEXURE-9A: BANK GUARANTEE FORMAT {TO BE SUBMITTED BY THE BIDDER`S BANK} 108
9.10 ANNEXURE-9B BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG) 110
9.11 ANNEXURE-10: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012 114
9.12 ANNEXURE-11: RESOURCE DEPLOYMENT AND QUALIFICATION AND EXPERIENCE OF THE RESOURCES 115
9.13 ANNEXURE-12: FORMAT FOR CVs OF KEY PROFILES 118
9.14 ANNEXURE-13: DRAFT AGREEMENT FORMAT 120
9.15 ANNEXURE 14: INDICATIVE LIST OF MODULES AND FUNCTIONAL REQUIREMENTS 123

Draft

RFP for Selection of Agency for study, design, development, and implementation of Rajasthan Unified Urban Portal (RajUUP) and Operations & Maintenance Services for a period of three years

Reference No: F.415 (04)/RISL/Consulting/2024 (UDH Urban)-11083-4718302/ 3953

Dated:2nd Nov 2026 **UBN- RIS2627SLOB00068**

Mode of Bid Submission	Online though eProcurement/ eTendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Managing Director, RISL, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date, Time & Venue of Pre-bid meeting	As per NIB
Last Date & Time of Submission of Bid	As per NIB
Date & Time of Opening of Technical Bid	As per NIB

RISL Processing Fee: Rs. 2500/- (Rupees Two Thousand Five Hundred only)

Bidding document fee: Rs. 5000.00/- (Rupees Five Thousand only)

Name of the Bidding Company/ Firm:			
Contact Person (Authorised Bid Signatory):			
Correspondence Address:			
Mobile No.		**Telephone & Fax Nos.:**	
Website & E-Mail:			

RajCOMP Info Services Limited (RISL)

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj.)

Phone: 0141-5103902 Fax: 0141-2228701

Web: http://risl.rajasthan.gov.in, Email: marora.doit@rajasthan.gov.in

Draft

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal, or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated to take decision in a matter relating to procurement. MD, RISL in this bidding document.
Contract/ Procurement Contract	A contract entered between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Project Period	The Contract/ Project Period shall commence from the date of issue of Work order and three years of operations and maintenance from the data of commissioning.
COTS	Commercial Off the Shelf Software
Day	A calendar day as per GoR/ GoI.
DeitY, GoI	Department of Electronics and Information Technology, Government of India
DoIT&C	Department of Information Technology and Communications
ETDC	Electronic Testing & Development Center
FOR/ FOB	Free on Board or Freight on Board
GIGW	Guidelines for Indian Government Websites (GIGW)

Draft

GoI/ GoR	Govt. of India/ Govt. of Rajasthan
eGRAS	Online Government Receipts Accounting System (e-GRAS) is an e-Governance Initiative of Government of Rajasthan under Mission Mode Project category and is part of Integrated Financial Management System (IFMS). eGRAS facilitates collection of tax/ non-tax revenue in both the modes: online as well as manual. All types of government revenue may be deposited online using this website: https://egras.raj.nic.in/
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
GP	Gram Panchayat
GST	Goods and Service Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
G2C/G2B/G2G	Government to Citizens / Government to Businesses / Government to Government
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer

Draft

PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be

Procurement/ Public Procurement	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition without consideration, and "procure" or "procured" shall be construed accordingly
Project Site	Wherever applicable, means the designated place or places.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL in this RFP document.
RajSWAN/ RSWAN	Rajasthan Statewide Area Network
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre, New IT Building, Jaipur
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is aa service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in/
STQC	Standardization Testing and Quality Certification, Govt. of India

Draft

Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
WCAG	Web Content Accessibility Guidelines
WO/ PO	Work Order/ Purchase Order

Draft

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

Unique Bid No.(UBN)	**RIS2627SLOB00068**
NIB Code	**RIS2627A0073**
NIB Ref No. and Date	**F.415 (04)/RISL/Consulting/2024 (UDH Urban)-11083-4718302/3953 Dated: 2nd Nov 2026**
Name & Address of the Procuring Entity	• Name: RajCOMP Info Services Limited (RISL) • Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	• Name: Mr. Manoj Kumar Jain • Designation: System Analyst (Joint Director) • Address: 2 Floor, BSDC, Jaipur (Rajasthan) • Email: manojjain.doit@rajasthan.gov.in
Subject Matter of Procurement	• RFP for Selection of Agency for study, design, development and implementation of Rajasthan Unified Urban Portal (RajUUP) and Operations & Maintenance Services for a period of three years
Bid Procedure	Single-stage: two part (envelope) open competitive e-Bid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Quality Cost Based Selection (QCBS)
Websites for downloading Bidding Document, Corrigendum's, Addendums Fee etc.	• Websites:http://sppp.rajasthan.gov.in/,http://eproc.rajasthan.gov.in, http://doitc.rajasthan.gov.in, http://risl.rajasthan.gov.in/ • Bidding document fee: Rs. 5,000.00 (Rupees Five Thousand only) in Cash/ Demand Draft in favor of "Managing Director, RISL" payable at "Jaipur". • RISL Processing Fee: Rs. 2,500.00 (Rupees Two Thousand Five Hundred only) in Demand Draft in Favor of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	₹ 21.00 Crores Only
Bid Security and Mode of Payment	• Amount (INR): 42,00,000 (Rupees Forty two Lacs)- 2% of the estimated procurement cost • Mode of Payment: Banker's Cheque or Demand Draft of a Scheduled Bank • Bid Security shall be in Favor of "Managing Director, RISL" payable at "Jaipur".
Period of Sale of Bidding Document (Start/ End Date)	02-11-2026 03.00 PM to 01-12-2026 03.00 PM
Upload Date of Draft RFP	02-11-2026
Date/ Time/ Place of Pre-Bid Meeting	• Date/ Time of Prebid: 16-11-2026 at 11:00 AM • Place: Conference Room, Ground Floor, IT Building, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur
Manner, Start/ End Date for the submission of Bids	• Manner: Online at e-Proc website (http://eproc.rajasthan.gov.in) • Start Date: 23-11-2026 10.00 AM • End Date: 01-12-2026 03.00 PM
Submission of Banker's Cheque/ Demand Draft/Bank Guarantee for	01-12-2026 11.00 AM

Draft

Tender Fee, Bid Security, and Processing Fee*	
Date/ Time/ Place of Technical Bid Opening	• Date: 01-12-2026 Time: 04:00 P:M • Place: 1st Floor, e-Proc cell, Yojana Bhawan Campus, Tilak Marg, C- Scheme, Jaipur (Rajasthan)
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	90 days from the bid submission deadline

Note:

1) Bidder (authorized signatory) shall submit their offer on-line in electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security 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, Bid Security, and RISL Processing Fee up to as mentioned in NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favor 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 on http://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, GoR on a regular basis. Bidders interested in training may contact e-Procurement Cell, DoIT&C for booking the training slot.
   Contact No: 0141-2922012 (Help desk 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.

-sd-

Manoj Kumar Jain

SA (Joint Director)- DoIT&C

Draft

2 PROJECT PROFILE & BACKGROUND INFORMATION

2.1 About RISL

RajCOMP Info Services Ltd. (formerly RajCOMP) is a fully owned Government of Rajasthan Company; it is a leading consulting organization in the field of Information Technology. RajCOMP Info Services Ltd. (RISL) operates under the aegis of Government of Rajasthan. RISL is designated State Designated Agency (SDA) for implementation of NeGP Components i.e., State Data Centre (SDC), Statewide Area Network (SWAN), Common Service Centre (CSC), State Service Delivery and other State's Mission Mode Projects (MMPs). RISL is also Technology Partner with departments like Agriculture, Election Department, State Election Department, JCTSL, Education Department, RHSDP etc. RISL takes up the activities of procuring and outsourcing of hardware, software, networking components and other products and services on behalf of Government Departments/ Organization(users).

2.2 Project Background

Urban governance involves multiple departments, agencies, and stakeholders responsible for planning, development, regulation, and delivery of essential citizen services. Over the years, various departments under the urban sector of Rajasthan have adopted Information and Communication Technology (ICT) solutions to improve service delivery and operational efficiency.

The Urban Development & Housing (UDH) Department, Local Self Government (LSG) Department, Rajasthan Housing Board (RHB), Rajasthan State Industrial Development and Investment Corporation (RIICO), Development Authorities, UITs, and Urban Local Bodies have implemented several digital applications for services such as land management, property administration, building approvals, municipal services, payments, licenses, registrations, and citizen facilitation.

While these initiatives have significantly improved accessibility and reduced manual processes, the existing digital ecosystem has evolved independently across different departments and agencies. Multiple applications, separate databases, varied authentication mechanisms, and independent workflows have resulted in fragmented service delivery and limited interoperability among systems.

Citizens and businesses currently need to access different portals and applications depending on the type of service required. This creates challenges such as multiple registrations, repeated data submission, inconsistent user experiences, lack of consolidated information, and difficulty in tracking service requests across departments.

Further, the absence of a unified data repository and integrated dashboards restrict real-time monitoring, analytics, performance evaluation, and evidence-based decision-making by senior management.

To overcome these challenges and establish a modern digital governance framework, the Government of Rajasthan proposes the development of the Rajasthan Unified Urban Portal (RajUUP). The portal will

Draft

integrate existing urban applications, enable common service delivery mechanisms, provide centralized monitoring capabilities, and create a scalable platform for future urban governance requirements.

RajUUP will serve as a foundation for a unified, transparent, and technology-enabled urban administration ecosystem that supports improved citizen experience, enhanced departmental coordination, and efficient delivery of urban services across Rajasthan.

2.3 Existing Urban Digital landscape

To improve governance, transparency, and citizen service delivery, the Urban Development and Housing (UDH) Department and LSG, RHB and RIICO have progressively adopted Information and Communication Technology (ICT) solutions over the years. Several online applications and portals have been developed to facilitate the delivery of urban services to citizens, businesses, developers, investors, and government officials.

However, these applications have evolved independently over time and are currently managed by multiple agencies including DoIT&C, RISL, UDH, Rajasthan Housing Board (RHB), RIICO, Urban Local Bodies (ULBs), Development Authorities, and Urban Improvement Trusts (UITs).

2.4 Project Stakeholders and User department:

The Rajasthan Unified Urban Portal shall serve as a common digital platform for the participating urban-sector departments, authorities, agencies and Urban Local Bodies of the Government of Rajasthan.

The key institutional stakeholders of the project shall include the Urban Development and Housing (UDH) Department, Department of Information Technology & Communication (DoIT&C), RISL, Local Self Government (LSG) Department/Directorate of Local Bodies, Rajasthan Housing Board (RHB), Rajasthan State Industrial Development and Investment Corporation Limited (RIICO), Development Authorities, Urban Improvement Trusts (UITs), Urban Local Bodies (ULBs) and such other departments, authorities or agencies as may be approved for onboarding under the project. These stakeholders shall participate in the project in accordance with their respective roles, responsibilities and jurisdiction.

2.5 Applications and Services

The applications and services included in Annexure 14 may be rationalised, regrouped, enhanced, integrated or re-sequenced during requirement study and project implementation, subject to approval of RISL/DoIT&C and the concerned User Departments and within the overall functional scope of RajUUP.

The indicative list of applications and services currently identified for onboarding under the project, along with their current status, broad functional scope and proposed implementation phase, is provided in

Draft

Annexure 14. The list includes existing online applications, partially digitized services, manual processes proposed for digitization, and new applications planned to be implemented as part of RajUUP.

The applications and services included in Annexure 14 are indicative and may be rationalized, regrouped, enhanced, integrated, phased, added or removed by RISL/DoIT&C in consultation with the concerned User Departments during requirement study and project implementation, provided such changes remain within the overall objective and scope of RajUUP.

The Selected Bidder shall study, assess, modernize, redevelop, integrate, migrate and implement the approved applications and services identified under Annexure 14 in accordance with the approved SRS, FRS and Phase-wise Implementation Plan.

RajUUP shall be designed and tested to support approx. of 1,000 concurrent users. It is envisaged as a large-scale, multi-stakeholder digital platform for the Government of Rajasthan's urban sector. It will cater to four key departments, approximately 400 departmental offices and nearly 15,000 users, making it a critical application for facilitating seamless coordination, efficient service delivery, and streamlined governance across the urban ecosystem.

Draft

3 PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

3.1 Pre-Qualification Criteria

A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria:

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	A company registered under Indian Companies Act, 1956 / 2013 OR A partnership firm registered under Indian Partnership Act, 1932. OR Limited Liability Partnership Firm Registered under Limited Liability Partnership Act- 2008 Note: Joint venture, consortium, or association is not allowed in this bid.	- Copy of valid Registration Certificates - Copy of Certificates of incorporation
2.	Financial: Turnover from Software Development	Average annual turnover of at least ₹ 60.00 crores from Software Development work during the last three financial years (FY's 2023-24, 2024-25, 2025-26) or during FY's 2022-23, 2023-24, 2024-25)as per last audited balance sheets or statements.	Audited Balance Sheet / Certificate from Statutory Auditor indicating the average annual turnover as per eligibility criteria, with CA's Registration Number / Seal
3.	Financial: Net Worth	The company must be positive net worth in last three financial years ending on 31st March 2026	CA Certificate with CA's Registration Number/ Seal and UDIN

Draft

S. No.	Basic Requirement	Specific Requirements	Documents Required
4.	Technical Capability	The Bidder should have successfully completed, or should be in the Operations & Maintenance (O&M) phase of, at least the following project(s) for any Central Government Department / State Government Department / Autonomous Body / Public Sector Undertaking (PSU) / Registered Government Society: A. One Project of design, development, deployment, implementation and O&M of Software Application having value of ₹ 10.00 Crores or more OR B. Two projects of design, development, deployment, implementation and O&M of Software Application having cumulative value of ₹ 15.00 Crores or more OR C. Three projects of design, development, deployment, implementation and O&M of Software Application having cumulative value of ₹ 20.00 Crores or more Note: 1. The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2022 and last date of bid submission. 2. Projects executed with in the agency's own company, group of companies, Joint Venture companies shall not be considered. 3. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under these criteria. 4. The bidder can mention up to three projects only	Annexure-5 per project reference And Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion+ CA Certificate of payment receipts under the work order; OR Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development and deployment of the portal/application have been completed as per the Work order. The cumulative order values realized should be equal to or more than the defined amount from work related to time and material)

Draft

S. No.	Basic Requirement	Specific Requirements	Documents Required
5.	Manpower Strength	The bidder should have at least 150 employees on its rolls in the area of Software development or Software Implementation or Software Integration as on the date of bid submission	Certificate from HR Head clearly specifying the number of resources on it rolls and must submit proof of PF Challan / payment proof for the three months as evidence of having active manpower on payroll as on the date of bid submission.
6.	Tax registration	The bidder should have a registered number of i.) Income Tax / PAN number ii.) GSTN where its business is located Note: Any certificate should belong to a date not later than the last day of bid submission.	Copies of relevant certificates of registration
7.	Certifications	The Bidder must have the following valid certification: • ISO 9001:2015 or higher • CMMI Level 5	Copy of a valid certificate.
8.	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. d) comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Annexure -6: Self-Declaration

Draft

3.2 Technical Evaluation Criteria

Only bidders who meet all the pre-qualification criteria shall be evaluated for the technical evaluation. In order to determine whether the bidders are qualified, and the technical aspects of the bidder are substantially responsive to the requirements set forth in the bidding documents, the Tendering Authority will examine the information supplied by the Bidders and shall award marks to the bidders based on the following criteria:

S. No.	Parameters	Supporting document to be Submitted	Max. Score
1.	Average annual turnover from Software Development work during the last three financial years (FY's 2023-24, 2024-25, 2025-26) or during FY's 2022-23, 2023-24, 2024-25) as per last audited balance sheets or statements. • ≥60 Cr and < 80 Cr. : 10 marks • ≥ 80 Cr and < 100 Cr. : 12 marks • ≥ 100 Cr. : 15 marks	CA Certificate with CA's Registration Number/ Seal and UDIN	15
2.	The bidder should have experience (ongoing or completed) in implementing similar projects including design, development, testing, software support, and maintenance services within India for any Central / State Government Department / PSU / Autonomous Body / Registered Government Society in last five financial years (FY 2022-23 to FY 2026-27) • Total project order value >= 10 Crore to < 15 Crores : 10 marks • Total project order value >= 15 Crore to < 20 Crores : 15 marks • Total project order value >=20 to <25 Crores : 20 marks • Total project order value >=25 to <30 Crores : 25 marks • Total project order value >=30 Crores : 30 marks Note : The bidder can submit up to three Projects only.	Annexure-5 per project reference And Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion+ CA Certificate of payment receipts of submitted invoices under the work order; OR Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development and deployment of the portal/application have been completed as per the Work order.	30
3.	The Bidder should have manpower on its payroll engaged in Software Development / Software Implementation / Software Integration / IT Services, as on the date of bid submission, as under: ≥ 150 and < 300 employees – 5 marks ≥ 300 and < 500 employees – 10 marks ≥ 500 employees – 15 marks	Certificate from HR Head confirming number of employees on the bidder's payroll, supported by latest EPF challan/payment proof	15
4.	The Bidder should have successfully (ongoing or completed) implemented	Annexure-5 per project reference And Work Completion Certificates from	20

Draft

S. No.	Parameters	Supporting document to be Submitted	Max. Score
	project in Urban Sector for any of the Central / State Government Department / PSU / Autonomous Body / Registered Government Society in last five financial years (FY 2022-23 to FY 2025-26) as • 1 Project– 10 marks • 2 Projects– 15 marks • 3 Projects– 20 marks	the client; OR Work Order + Self Certificate of Completion+ CA Certificate of payment receipts of submitted invoices under the work order; OR Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development and deployment of the portal/application have been completed as per the Work order.	
5.	Technical Presentation	Presentation as follows • Understanding of requirements – 5 marks • Proposed solution, approach, and methodology – 5 marks • Quality of responses given to queries of presentation panel – 2.5 marks • Organization and staffing – 2.5 marks • Demonstration of Proposed Technology expertise through PoCs/Pilots/existing projects – 5 marks	20
Total			100

Note: Date & time for the presentation shall be intimated separately to the technically eligible bidders.

a) Scoring shall be done by the technical evaluation committee on the technical presentation and document submitted for the above-mentioned Technical Qualification Criteria.

b) Marking for a given criterion may be given based upon sufficient proof towards said criteria based on demonstration of the same in the presentation.

c) Each technical bid will be assigned a technical score out of a maximum of 100 marks as per the aforesaid technical evaluation criteria table. Bidders who score a technical score of 70 of the Technical Evaluation Criteria will qualify for the next stage i.e., financial bid opening.

Evaluation Methodology - QCBS (Quality-cum-Cost Based Selection) Methodology

The selection shall be based on QCBS method with the following weightage:

- **Technical Weight (T) = 70%**
- **Commercial Weight (C) = 30%**

Stage (a) Final score for technical bid is based on the following method:

Normalized Technical Bid Score = (Marks obtained in Technical Bid/ Highest marks of Technical Bid) × 10
For example, consider total marks obtained in technical evaluation by three bidders A, B & C are as follows

Draft

Bidder	Technical Marks	Status
A	68	Disqualified
B	80	Qualified
C	90	Qualified

Only B and C proceed to commercial stage.

Draft

Bidder	Technical Score
B	8.89
C	10.00

Stage (b) Financial Bid Evaluation

The financial bid will be evaluated as under:

Final score for financial bid is based on the following method:

Normalised Financial Bid Score = (Lowest quoted price/ Price quoted by the bidder) × 10

(Price is inclusive of GST)

For example, consider the three bidders B & C quoted the following prices including GST

Bidder	Price quoted by the bidder
B	3000
C	3500

Then financial score of the bidders would be as follows (rounded off to two places after decimal)

Bidder	Financial Score
B	10.00
C	8.57

Stage (c) Combined Evaluation and Successful Bidder

The score of technical proposal would be given 70% weightage, and the financial proposal would be given 30% weightage. The weighted combined score of the technical score (TS) and Financial Score (FS) shall be used to rank the bidders on the basis of the formula as given below:

Combined score = 70% x TS + 30% x FS

For the given example, the normalized Combined Score would be as follows:

Bidder	Technical Score	Financial Score	Combined Score	Remarks
B	8.89	10.00	9.22	
C	10.00	8.57	9.57	**Selected Bidder**

The successful bidder will be the one who has the maximum combined score in Stage-C (For example, Bidder C will be the Selected bidder.

It may be noted that if after combined Evaluation at Stage C, two or more bidders have the same score, then the bidder having the Highest Technical score will be the Selected Bidder.

3.3 Additional provisions for qualifications

In addition to the provisions regarding the qualifications of the bidders as set out in (3.1) above:

the procuring entity shall disqualify a bidder as per the provisions under "Clause:

Draft

- Exclusion/ Disqualification of bids in Chapter-5: ITB"; and the procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.
- RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information, and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTPP Act 2012, procurement rules 2013 and subsequent amendments.

Draft

4 SCOPE OF WORK

4.1 Project Overview

RISL intends to engage a qualified agency for the study, design, development, implementation and Operations & Maintenance of Rajasthan Unified Urban Portal (RajUUP).

RajUUP shall provide a common digital platform for delivery and administration of urban-sector services across participating State Departments, Development Authorities, Urban Improvement Trusts, Urban Local Bodies, Rajasthan Housing Board, RIICO and other approved urban-sector organisations.

The objective is to provide a unified platform for G2C, G2B and G2G services, while standardising common processes, enabling interoperability among urban applications and providing consolidated monitoring and decision-support capabilities.

The scope of the Selected Bidder shall broadly comprise:

a) Study and assessment of existing urban applications and business processes.
b) Design and development of RajUUP and its common platform components.
c) Development, redevelopment, enhancement, configuration or integration of applications/services identified in Annexure 14.
d) Development of Citizen and Departmental Mobile Applications.
e) Data migration from existing applications and approved legacy records.
f) Integration with State, departmental and Central Government applications.
g) Analytics, dashboards and approved AI-enabled capabilities.
h) Testing, security audit, deployment, training and phased rollout.
i) Operations & Maintenance of RajUUP for three years after successful Go-Live and stabilisation.

The applications/services proposed under RajUUP and their indicative functional scope are provided in **Annexure 14**.

4.2 Existing Urban Digital Ecosystem

Various urban-sector services of the participating Departments, Authorities and Urban Local Bodies are presently delivered through existing applications/platforms, partially digitised processes and manual processes. The indicative applications and services identified for implementation under RajUUP, along with their current status and functional scope, are provided in Annexure 14.

The applications and services identified in Annexure 14 shall constitute the initial functional scope of RajUUP and shall be implemented/made accessible through RajUUP in accordance with the approved SRS/FRS and Phase-wise Implementation Plan.

The Selected Bidder shall study the existing systems relevant to such applications and services, including their functionality, business processes, databases, documents, technology, integrations and operational arrangements.

Depending upon the current status and technical requirements of the respective application/service, implementation under RajUUP may involve:

- integration of an existing application with RajUUP;
- migration of an existing application/service to RajUUP;

Draft

- redevelopment or re-engineering of existing functionality;
- enhancement/configuration of existing functionality; or
- end-to-end digitisation of a presently manual or partially digitised service.

The detailed implementation approach shall be finalised during requirement study and SRS/FRS preparation in consultation with RISL/DoIT&C and the concerned User Department.

Irrespective of the implementation approach, the applications and services within the approved scope shall conform to the applicable common-platform, integration, security, workflow, monitoring and reporting requirements of RajUUP

4.3 Detailed Scope of RajUUP

The Selected Bidder shall undertake end-to-end implementation of RajUUP including the following:

4.3.1 Common Platform Capabilities

RajUUP shall provide common and reusable platform capabilities for implementation and administration of applications and services across participating Departments, Authorities and ULBs.

The common platform capabilities shall include, as applicable:

- Department/Organisation Onboarding Management;
- Organisation Hierarchy Management;
- User and Role/Access Management;
- Master Data Management and Configuration;
- Workflow Management;
- Smart Form Builder;
- SLA, Alert and Escalation Management;
- Configurable Scrutiny and Validation Engine;
- MIS and Report Management;
- Unified Dashboards;
- Unified Web Portal;
- Citizen and Departmental Mobile Applications; and
- Chatbot/Virtual Assistant, where approved by DoIT&C

The common platform capabilities shall be configurable and reusable across applicable applications/services and shall be implemented in accordance with the approved SRS and FRS.

4.3.1.1 Scrutiny and Validation Engine

The selected bidder shall design, develop, supply, configure, integrate, implement, test, and maintain an automated Building Plan Drawing Scrutiny Engine as part of the Building Plan Approval System (BPAS). The engine shall automate the technical scrutiny of building plans against applicable building byelaws, development control regulations, and other notified requirements of the Government of Rajasthan.

The solution shall support 2D CAD drawings and 3D BIM models, provide configurable scrutiny rules, enable rapid processing of complex building projects, and generate detailed scrutiny reports with identified deviations and applicable regulatory references. The system shall minimise manual intervention, reduce processing time, facilitate timely implementation of revised byelaws, and improve the accuracy, transparency, and efficiency of building plan scrutiny.

Draft

Functional & Technical Specifications of Scrutiny Engine

S. No.	Specification	Minimum Technical Requirement
1	Automated Drawing Scrutiny	The engine shall automatically scrutinize building plan drawings against applicable building byelaws, development control regulations, and configured technical parameters, with minimal manual intervention.
2	2D CAD Drawing Support	The engine shall support automated scrutiny of 2D CAD drawings in .dwg format, including identification and validation of supported drawing entities, attributes, and geometric parameters.
3	3D BIM Model Support	The engine shall support automated scrutiny of BIM-based 3D models in .ifc format, subject to the specified IFC versions and supported model attributes.
4	Complex Building Projects	The engine shall support scrutiny of high-rise buildings, multi-tower structures, basements, podiums, mixed-use buildings, group housing, gated communities, and large plotted layouts.
5	Automated Rule Validation	The engine shall validate applicable parameters, including setbacks, ground coverage, FAR/FSI, building height, parking, access roads, open spaces, and other requirements prescribed under applicable regulations.
6	Error and Non-Compliance Detection	The engine shall identify missing entities, incorrect marking, geometric inconsistencies, and violations of configured scrutiny rules, and provide clear descriptions of detected issues.
7	Online Pre-Scrutiny	The system shall provide a pre-check facility enabling architects and applicants to identify potential drawing/model errors before formal submission.
8	Scrutiny Report Generation	The engine shall generate a detailed scrutiny report identifying validation results, deviations, non-compliances, and relevant regulatory provisions, wherever applicable.
9	Drawing PDF Generation	The engine shall generate downloadable PDF outputs of drawings and scrutiny reports, as applicable.
10	Configurable Scrutiny Rules	The engine shall provide an authorised configuration interface for updating scrutiny rules and technical parameters with minimal technical intervention.
11	Multiple Bye-Law Versions	The engine shall support multiple versions of building bye-laws simultaneously, with applicability determined by the relevant authority, application category, effective date, and applicable regulatory provisions.
12	Rule Version Management	The system shall maintain version history of scrutiny rules and support controlled testing, approval, publication, and rollback of revised rules.
13	Advanced CAD Plugin	The solution shall provide an integrated CAD plugin supporting guided marking, entity validation, pre-submission checks, and corrective guidance within supported CAD environments.
14	Complex Entity Validation	The engine shall support validation of multiple buildings on a common podium, curved structures, plotted layouts with contours, and other specified complex drawing configurations.

Draft

S. No.	Specification	Minimum Technical Requirement
15	TDR and Concession Validation	The engine shall support scrutiny of partial Transferable Development Rights (TDR) utilisation, setback transfers, and permitted concessions in accordance with configured regulations.
16	Drawing Correction and Re-Scrutiny	The system shall support revised drawing submissions, repeat scrutiny, and maintenance of drawing versions and associated scrutiny reports.
17	Rule Traceability	Each scrutiny observation shall, wherever applicable, be traceable to the relevant building rule, parameter, and bye-law version used during processing.
18	Processing Logs	The system shall maintain processing status, execution time, errors, failures, and report-generation records for each scrutiny request.
19	Scalability	The engine shall support concurrent drawing-processing requests and scalable processing capacity based on workload, drawing size, and complexity.
20	Integration Capability	The engine shall support integration with BPAS, GIS, and other designated departmental systems through documented and secured interfaces, as applicable.

A. Advanced CAD Plugin Requirements

The integrated CAD plugin shall support architects and engineers in preparing technically compliant drawings before formal submission.

- Provide guided marking of building entities required for automated scrutiny.
- Support automated identification and validation of supported drawing entities.
- Provide reusable templates and bulk-creation tools for repetitive drawing entities.
- Support drawing configurations involving basements, podiums, multiple buildings, curved structures, and plotted layouts, subject to the defined capabilities.
- Provide pre-submission validations and contextual error messages.
- Display corrective suggestions for detected errors wherever technically feasible.
- Support validation of applicable TDR utilisation, setback transfers, and concessions.
- Enable iterative correction and revalidation without requiring the complete drawing-preparation process to be repeated.

B. Configurable Building Rules Engine

The scrutiny engine shall provide a configurable rules engine with the following capabilities:

- Configuration and updating of scrutiny rules in accordance with approved building bye-laws and regulatory notifications.
- Support for authority-specific, jurisdiction-specific, and building-category-specific rules.
- Management of multiple rule versions with effective-date-based applicability.
- Controlled testing, approval, publication, and rollback of revised rules.
- Traceability of scrutiny results to the applicable rule and version.
- Implementation of routine rule and parameter changes without redevelopment of the entire engine.
- Role-based access and audit trails for all rule configuration changes.

C. AI-Assisted Technical Guidance

Draft

The solution shall provide AI-enabled assistance features to improve drawing compliance and user support.

- An AI-based assistant shall provide guidance on approved building bye-laws, technical requirements, and scrutiny observations using authorised reference material.
- The system shall provide suggested corrective actions for identified drawing errors and non-compliances wherever technically feasible.
- AI-generated recommendations shall remain advisory and shall not independently approve drawings or override mandatory statutory scrutiny rules.

D. Performance Benchmarks of Scrutiny Engine

The bidder shall meet the following proposed performance benchmarks, which shall be validated during demonstration, performance testing, and acceptance testing.

S. No.	Performance Parameter	Proposed Benchmark / Requirement
1	Average Monthly scrutiny report generation time	Target of 5 minutes or less under the agreed benchmark conditions.
2	Average drawing PDF generation time	Target of 5 minutes or less under the agreed benchmark conditions.
3	End-to-end processing of large projects	Target completion within 10 minutes for eligible benchmark projects of approximately 1 lakh sq. m., including scrutiny and report/PDF generation, subject to agreed test conditions.
4	2D CAD processing	Demonstrate automated scrutiny of .dwg files across agreed file-size and complexity categories.
5	3D BIM processing	Demonstrate automated scrutiny of .ifc models across agreed model-size and complexity categories.
6	Complex project processing	Demonstrate processing of high-rise buildings, multi-tower structures, podiums, basements, mixed-use projects, and large layouts.
7	Concurrent processing	Support the minimum number of simultaneous scrutiny requests specified in the approved workload and load-testing plan.
8	Processing reliability	Provide error reporting, retry and recovery mechanisms, and processing logs for failed or interrupted jobs.
9	Scrutiny accuracy	Meet the accuracy and completeness criteria established through department-approved reference drawings and expected scrutiny results.
10	Performance monitoring	Maintain measurable records of scrutiny time, report generation, PDF generation, failures, reprocessing, and workload.

E. Testing and Acceptance Criteria

The selected bidder shall demonstrate compliance through the following tests:

Draft

- Automated scrutiny of 2D .dwg drawings and 3D .ifc BIM models.
- Processing of standard buildings, high-rise buildings, multi-tower projects, podiums, basements, and large layouts.
- Generation of scrutiny reports and drawing PDFs within the agreed performance limits.
- Validation of representative building bye-law requirements against department-approved reference cases.
- Configuration and application of multiple bye-law versions.
- Updating scrutiny rules through the authorised configuration interface.
- CAD plugin functionality, including guided marking, pre-checks, and corrective guidance.
- Re-scrutiny of revised drawings and traceability of previous results.
- Performance and load testing under documented workload conditions.
- Submission of test reports, technical documentation, deployment artefacts, and handover materials.

F. Deliverables

The bidder shall provide the following deliverables:

- Automated Building Plan Drawing Scrutiny Engine.
- Advanced CAD Plugin and associated components.
- Configurable Scrutiny Rules Engine.
- Automated scrutiny report and drawing PDF generation components.
- Integration components and API documentation.
- Technical specifications, system architecture, and configuration documentation.
- Installation package, deployment instructions, and required build artefacts.
- Test plans, test cases, benchmark results, and UAT documentation.
- User manuals, administrator manuals, and training materials.
- Source code and other contractual deliverables, subject to agreed ownership and licensing terms.
- Warranty, maintenance, support, and knowledge-transfer documentation.

4.3.2 Implementation of Application & Services

The Selected Bidder shall design, develop, configure, enhance, redevelop, migrate and/or integrate, as applicable, the applications and services identified in Annexure 14 and implement the same as part of RajUUP.

The applications and services shall support end-to-end digital service delivery, including the applicable citizen/business interface, departmental processing, workflow and approvals, payments, integrations, notifications, monitoring, reporting and generation of relevant approvals/certificates/outputs.

The detailed functional requirements, workflows, business rules, forms, validations, roles and permissions, reports, integration requirements, data requirements and acceptance criteria for each application/service shall be finalised during the requirement study and documented in the approved SRS/FRS.

Draft

The Selected Bidder shall ensure that the applications and services implemented under RajUUP utilise the common platform capabilities defined under Section 4.3.1, wherever applicable, to ensure standardisation and interoperability across the platform.

Annexure 14 shall constitute the initial functional scope of the applications and services to be implemented under RajUUP.

4.3.3 Citizen and Departmental Mobile Applications

The Selected Bidder shall design, develop, deploy and maintain mobile applications integrated with the applicable RajUUP applications and services.

The mobile applications shall cater to citizen/business users as well as departmental/field users, as applicable to the respective services.

Citizen Mobile Application

- Application Status Tracking: Citizens shall be able to track application status, pending actions, shortfalls, and approval progress in real time.
- Online Payment: Citizens shall be able to pay applicable fees, charges, and taxes through integrated online payment facilities.
- Notifications and Alerts: The application shall provide notifications regarding application submission, status changes, payment confirmation, inspection, shortfalls, and approval or rejection.
- Application History: Citizens shall be able to view submitted applications, payment receipts, and related documents.
- Any other requirement as suggested by stakeholders.

Departmental/Field Mobile Application

- Field Inspection: Government officials shall be able to conduct on-site inspections using GPS-enabled mobile devices.
- Geo-Tagged Evidence: Officials shall be able to capture and upload geo-tagged photographs, inspection observations, and supporting documents.
- Digital Inspection Checklists: The application shall support configurable checklists for different services and inspection types.
- Inspection Reports: Officials shall be able to prepare, submit, and digitally track inspection reports through the mobile application.
- File Tracking and Workflow: Officials shall be able to view assigned cases, track file movement, record observations, and perform authorised workflow actions.
- Offline Support: The application should support offline capture of inspection details, where feasible, with synchronisation once connectivity is restored.

Urban Development Tax (UD Tax) and Assessment

- UD Tax Assessment: The mobile application shall support assessment and calculation of Urban Development Tax (UD Tax) in accordance with applicable rules and prescribed rates.

Draft

- Automated Tax Calculation: The system shall calculate applicable tax based on configured assessment parameters and maintain a detailed calculation breakdown.
- Assessment and Approval Workflow: Authorised officials shall be able to review assessments, record remarks, and process UD Tax cases through the prescribed approval workflow.
- Online Tax Payment: Citizens shall be able to pay assessed UD Tax online and access payment receipts.
- Assessment History: The system shall maintain assessment details, calculation records, payment status, and relevant approval history.

The above functionalities are minimum requirements and are not exhaustive. The Selected Bidder shall also design, develop and implement other mobile application functionalities that are required for effective delivery of the applications and services covered under the approved scope of RajUUP, as identified during requirement study and documented in the approved SRS/FRS, without any additional cost.

4.3.4 Advanced Analytics, Business Intelligence and Decision Support

The Selected Bidder shall implement an Analytics, Business Intelligence and Decision Support framework for RajUUP to meet operational, departmental and management requirements.

The framework shall provide configurable dashboards, MIS and analytical capabilities for monitoring services, workflows, pendency, SLA, transactions/revenue and other applicable KPIs.

The solution shall also support applicable trend analysis, alerts, exception monitoring and approved AI/ML-enabled analytical use cases.

Detailed dashboards, reports, KPIs and analytical requirements shall be finalised during requirement study and documented in the approved SRS/FRS.

4.4 Microservices Architecture and Technology Requirements

RajUUP shall be designed, developed and implemented using a microservices-based architecture to provide a modular, scalable and interoperable platform for the applications and services covered under RajUUP.

The architecture shall support independent development, deployment and scaling of functional services, wherever applicable, and API-based communication and integration among various application components and external systems.

The solution shall support containerisation, orchestration, centralised logging and monitoring, configuration and version management, high availability, fault isolation, backup and disaster recovery, in accordance with the requirements of this RFP.

The common platform components and applications/services shall be designed in a manner that facilitates implementation, enhancement and onboarding of urban services without requiring substantial changes to unrelated application components.

Draft

The Selected Bidder shall prepare the detailed microservices architecture, including service decomposition, application architecture, data architecture, API/integration architecture, security architecture and deployment architecture, during the Solution Design stage for approval by RISL/DoIT&C.

The required tech stack is defined below

RajUUP Technology Stack

S. No.	Item Description	Proposed Technology / Product
1	Application Server	Microsoft .NET (ASP.NET Core) Version 10
2	Web Server	Internet Information Services (IIS) / NGINX
3	GIS	GIS platform with open standards-based integration
4	Database Server	Microsoft SQL Server 2025
5	Programming Language / Framework	C#, .NET Core / ASP.NET Core
6	Software Architecture	Microservices-based architecture with independently deployable and scalable services
7	API Management and Integration	RESTful APIs, API Gateway and standardised integration mechanisms
8	Containerisation and Orchestration	Docker and Kubernetes / Red Hat OpenShift
9	Analytics and Business Intelligence	SAS,Tableau
10	Document and File Storage	Network Attached Storage (NAS) / Storage Area Network (SAN)
11	Caching and Messaging	Redis and message-broker technology, as required by the solution architecture

Note: The above infrastructure, software products, platforms and related components, wherever available, shall be provided by RISL/RSDC/DoIT&C. The bidder shall not include the cost of these infrastructure and platform components in the financial bid. The bidder shall, however, be responsible for application development, configuration, deployment, integration and implementation of the proposed solution using the prescribed technology stack.

Architectural requirement: The proposed solution shall be developed using a modern, scalable and secure micro services-based architecture on the .NET platform, with Microsoft SQL Server 2025 as the database platform. The architecture shall support independent deployment, horizontal scalability, modularity, API-based integration, high availability and future extensibility.

Draft

4.5 Integration with other applications/modules

RajUUP shall integrate with applicable State, departmental, Central Government and other third-party applications/platforms required for delivery of the applications and services covered under the scope of RajUUP.

The Selected Bidder shall be responsible for development/configuration of the required interfaces/APIs at the RajUUP end, integration, testing and support of such integrations during the Contract period.

RISL/DoIT&C or the concerned system owner shall facilitate availability of the applicable APIs/interface specifications and requisite access, subject to their availability and applicable approvals.

The detailed integration requirements for each application/service shall be identified during requirement study and documented in the respective SRS/FRS.

The indicative State and third-party systems with which RajUUP may require integration are provided in the table below.

Draft

S. No.	Third Party Application	Purpose of Integration
1.	RajSSO	Authenticated access to users
2.	E-Mitra	If e-mitra Kiosks are used as stakeholder of the scheme
3.	Rajasthan Payment Platform (RPP)	If required for payment receipt/ transfer
4.	E-Sanchar & Rajmail	SMS, Whats app and e-Mail gateway
5.	RajDharaa	Rajasthan state's GIS platform for mapping/ dashboards
6.	RajMaster	Source of administrative boundaries
7.	RajSampark & 181	To integrated Rajasthan Grievance management system and helpdesk
8.	Janaadhaar	1. Authentication of beneficiaries 2. Area wise beneficiary's database
9.	eSign	If user department needs to generate e-signed documents
10.	Raj eVault/ Digi Locker	Digital Document Manager. It is a portal dedicated to providing digital verification platform for official documents and certificates,
11.	IFMS	Integrated financial management system, for approved financial data exchange and reconciliation.
12.	Aadhaar	As valid proof of identity and address and is essential for availing government welfare schemes, financial services, and digital authentication.
13.	Raj Sewa Dwaar	A centralized middleware platform, or Enterprise Service Bus as part of its e-governance framework to act as a single point of inter-application connectivity, ensuring services can be shared and utilized by multiple systems that allow different government departments and systems to communicate and exchange data efficiently, without relying on individual point-to-point connections.
14.	EDharti	For Khasra Mapping
15.	Jan Soochna	Publicly Display
16.	Any other application	To maintain single source of information/ process

Draft

4.6 Project Initiation and Requirement Study

The Selected Bidder shall undertake project initiation and detailed requirement study in consultation with RISL/DoIT&C and the concerned User Departments for the applications and services covered under RajUUP.

The Selected Bidder shall study the existing applications, business processes, workflows, data and integrations and prepare the applicable AS-IS and TO-BE processes, including Re-engineering, wherever required.

The requirement study shall identify the functional and non-functional requirements, common processes that may be standardised across RajUUP, Department/service-specific requirements, integration requirements, data migration requirements and key implementation dependencies.

For existing applications/services, the Selected Bidder shall assess the appropriate implementation approach for delivery through RajUUP, including integration, migration, redevelopment/re-engineering, enhancement/configuration or digitisation, as applicable.

The outcome of the requirement study shall form the basis for preparation of the SRS/FRS and subsequent development of the respective applications/modules.

4.7 Development of RajUUP Application Software

Based on the requirement study, the Selected Bidder shall prepare application/module-wise SRS/FRS covering the detailed functional and non-functional requirements, workflows, business rules, roles and permissions, forms and validations, reports, integrations, data requirements and acceptance criteria.

The SRS/FRS shall be reviewed and approved by the designated authority and shall form the basis for design, development and configuration of the respective applications/modules.

The Selected Bidder shall design, develop, configure and implement RajUUP, including the common platform components and applications/services specified in this RFP, using the microservices architecture and technology requirements specified under Section 4.4.

Development may be undertaken through parallel releases/sprints for multiple applications/modules to meet the prescribed phase-wise implementation timelines.

The Selected Bidder shall periodically demonstrate the developed functionality to RISL/DoIT&C and the concerned User Departments and incorporate approved observations within the defined scope before proceeding for testing/UAT.

Application sourcecode, configuration and version control shall be maintained throughout the development lifecycle.

Draft

4.8 Data Migration

The Selected Bidder shall migrate approved data from the existing applications and data sources associated with the applications and services identified in Annexure 14, as identified during the requirement study and approved by DoIT&C and the concerned User Department.

The approved Data Migration Plan shall identify the source system, source owner, data categories, available format, historical period, appx volume and migration requirements for each identified data source.

The Selected Bidder shall undertake the following activities:

- Assessment of approved source systems and datasets.
- Data profiling, validation, cleansing, standardisation and deduplication.
- Identification, reporting and resolution of data-quality issues in consultation with the concerned User Department.
- Mapping of approved legacy data structures to the target data model.
- Extraction, transformation and loading of data.
- Migration of approved master data, transactional data, historical records, documents and audit data, where available and required.
- Trial migration and migration rehearsals before final production migration.
- Validation and reconciliation of migrated data, including record counts, control totals and critical financial or transactional values, wherever applicable.
- Recording and resolution of rejected, incomplete, duplicate or inconsistent records.
- Verification and formal acceptance of migrated data by the concerned User Department.
- Archival or read-only retention of legacy data, where approved and required under the applicable retention policy.
- Preparation of cutover, rollback and recovery procedures for migration failures or exceptions.
- Maintenance of migration scripts, logs, exception reports, validation results and reconciliation reports.
- Conducting application functionality, integration, performance, and data validation testing after migration.
- Ensuring minimal downtime and uninterrupted business operations during the migration process.
- Providing migration documentation, test reports, and post-migration support.

- The selected bidder shall ensure successful migration of all identified applications and their associated databases without any loss of data or disruption to critical departmental services.
- The selected bidder shall also be responsible for resolving migration-related issues and ensuring that all applications function as intended in the target environment.

Draft

- The Selected Bidder shall prepare and submit a comprehensive Data Migration Strategy and Data Migration Plan covering source systems, datasets, migration methodology, data mapping, migration tools, migration schedule, trial and final migration cycles, validation and reconciliation procedures, archival treatment, cutover and rollback arrangements, risk-mitigation measures, and stakeholder responsibilities. Migration shall commence only after approval of the plan by DoIT&C and the concerned User Department.
- The Selected Bidder shall provide support during migration verification and stabilisation and shall rectify migration-related defects identified during the agreed stabilisation period. Final migration acceptance shall be based on approved reconciliation results and sign-off by the concerned User Department.
- For the purpose of data migration, the Selected Bidder shall be responsible for migration of data that is made available to the Selected Bidder by RISL/DoIT&C/User Department in an accessible electronic form, including data available in RSDC/BSDC or other identified central repositories/source systems. In respect of legacy or standalone applications/databases maintained independently by User Departments/Authorities/ULBs, the concerned User Department/Authority/ULB shall be responsible for providing the required data/database dump in an agreed format along with necessary access and supporting information.
- The Selected Bidder shall undertake assessment, mapping, transformation and migration of such data after the same is made available. Non-availability or non-accessibility of legacy data shall be recorded in the approved Data Migration Plan and shall not, by itself, be treated as a migration deficiency attributable to the Selected Bidder
- The Selected Bidder shall ensure successful migration of all approved datasets made available for migration in accordance with the approved Data Migration Plan, without loss of data attributable to the Selected Bidder.
- The indicative volume of data presently identified for migration is appx 4 TB. The actual volume and datasets to be migrated shall be validated during the requirement study and data-assessment phase based on the data made available by RISL/DoIT&C and the concerned User Departments/Authorities/ULBs

4.9 Testing and Quality Assurance

The Selected Bidder shall undertake comprehensive testing of all developed, configured, migrated and integrated applications/modules of RajUUP to ensure conformity with the approved SRS/FRS, functional and non-functional requirements and applicable performance requirements. The Selected Bidder shall prepare and submit a Test Strategy, Test Plan, Test Cases, test workloads and acceptance criteria covering, as applicable, functional testing, integration testing, security testing, load testing, stress testing, endurance testing, scalability testing and performance testing.

Draft

Testing shall be carried out based on the anticipated user base, transaction volumes, data volumes and peak-load scenarios identified during the requirement study. The solution shall be tested for the indicative peak concurrent-user requirement specified in this RFP. Performance and load testing shall demonstrate that the application is capable of handling the defined workload while meeting the applicable performance requirements.

The Selected Bidder shall maintain and submit complete testing records, including test cases, test results, defect/bug reports, rectification details and re-testing results, to RISL/DoIT&C and the designated Third-Party Auditor, wherever applicable.

All critical and major defects identified during testing shall be rectified and successfully retested before submission of the respective application/module for UAT. Testing shall also be undertaken after any material change that may affect the functionality, integration, security, capacity or performance of the solution.

4.9.1 User Acceptance Testing (UAT)

A. The Selected Bidder shall prepare and submit the UAT Plan, schedule, test cases, procedures and formats for approval by RISL/DoIT&C.
B. UAT shall be conducted and demonstrated for the relevant modules and components in the RSDC staging environment, in coordination with the concerned User Department or designated testing team.
C. The Selected Bidder shall record, rectify and retest all defects and observations identified during UAT. All critical and major defects shall be closed before UAT sign-off.
D. The relevant module or release shall be deployed in production only after UAT sign-off, closure of applicable security findings and completion of the prescribed Go-Live approvals.

4.10 Security Audit / Safe to Host Certification of Developed Modules

The Selected Bidder shall ensure and submit the applicable Security Audit Report/Safe-to-Host Certification of the developed application through an agency authorised/empanelled by the competent Government authority, as required.

The Selected Bidder shall also provide assistance to RISL/DoIT&C in undertaking Security Audit/Safe-to-Host Certification through the designated third-party agency

The bidder will also provide assistance to RISL team in undertaking Security Audit / Safe to Host Certification of the developed application by third party external agency selected by DoIT&C/RISL as and when required and undertake the following activities:

a) Ensure developed application is free from Vulnerability / bugs / defects etc. mandatory for clearing Security Audit / Safe to Host Certification as per the direction of RISL.
b) Require audit by an agency authorised/empanelled by the competent Government authority.
c) The Selected Bidder shall rectify application-level findings without additional cost.
d) Infrastructure, network, operating-system or database findings shall be coordinated with

RSDC/designated infrastructure agency.

e) Require re-audit after remediation, wherever applicable.

f) Safe-to-Host certification must be obtained before production Go-Live.

g) Bidder remains responsible for remediation of vulnerabilities introduced through its application, integrations or supplied components during O&M.

4.11 Deployment, Phased Rollout, Go-Live & Stabilisation

RajUUP shall be implemented through phased rollout in accordance with the applications and services identified in Annexure 14 and the approved Phase-wise Implementation Plan.

a) The phase-wise allocation specified in Annexure 14 shall constitute the initial implementation plan. The sequencing/grouping of applications or services may be revised by RISL/DoIT&C within the overall implementation timeline based on departmental priorities, implementation dependencies, integration readiness and data availability.

b) Production deployment of the respective application/module shall be undertaken after completion of the applicable development/configuration, integration, data migration, testing, UAT and security requirements.

c) Stabilisation shall mean the period following Go-Live during which the Selected Bidder shall monitor the deployed applications/modules, rectify identified defects and operational issues, and ensure stable functioning of the solution; successful completion of stabilisation shall be subject to confirmation by RISL/DoIT&C based on satisfactory functioning of the implemented solution.

d) The Selected Bidder shall undertake the required deployment, cut-over, rollback, user onboarding, handholding, monitoring and defect resolution activities for successful rollout and stabilisation.

e) The detailed phase-wise deliverables, timelines and stabilisation period shall be as specified under Chapter 5: Project Deliverables & Timelines.

4.12 Training and Capacity Building

a) The bidder shall be responsible for providing training for developed portal, new modules and enhanced functionalities to the concerned stakeholders and selected officials by DOITC/ RISL/ User Department/ Other Designated Department.

Draft

b) The bidder shall provide resources (Trainers) for onsite or offsite training as and when required. The schedule of the training programs shall be intimated to the selected bidder in advance at least 4-7 days before from the date of the training program.
c) The Selected Bidder shall prepare module-wise training and user manuals and keep the same updated to reflect the latest approved functionality and enhancements implemented in the application.
d) RISL may engage the bidder as and when required for providing training support during any VC/ training session scheduled for the stakeholders at various levels.
e) The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the User Department/ Other Designated Department, Rajasthan as and when required.
f) User Department/ RISL/ Other Designated Department will arrange infrastructure for training.

4.13 Project Documentation and Version Control

The Bidder shall establish and maintain a centralized repository for all project-related artefacts, including technical documents, functional documents, design documents, training materials, user manuals, knowledge transfer materials, meeting records, training recordings, source code repositories, configuration records, and other project deliverables. Access to such repositories shall be provided to designated officials of DoIT&C and authorized stakeholders as required.

The Bidder shall ensure that all project documentation is periodically reviewed and updated to reflect system enhancements, configuration changes, integration updates, operational modifications, and other approved changes implemented during the project lifecycle. All documentation shall be maintained using a structured version control mechanism with appropriate approval workflows, traceability, and audit trails.

At a minimum, the Bidder shall ensure that the following documentation remains updated throughout the project duration:

a) Source code documentation, including architecture, modules, interfaces, APIs, and configuration details.
b) Functional and technical specifications, including Functional Requirement Specifications (FRS), System Requirement Specifications (SRS), design documents, workflow definitions, and integration specifications.
c) Application documentation reflecting all maintenance activities, enhancements, bug fixes, patches, upgrades, and approved change requests implemented in the solution.
d) User manuals, administrator manuals, operational procedures, training materials, knowledge repositories, and training recordings reflecting the latest version of the system.

Draft

e) Adoption and adherence to industry-standard version control, document management, configuration management, and release management practices.

4.14 Operations & Maintenance Services (O&M)

The Selected Bidder shall provide Operations & Maintenance (O&M) services for RajUUP for a period of three years from the commencement of O&M as specified under Chapter 5.

The Selected Bidder shall be responsible for administration, support and maintenance of RajUUP, including the web portal, mobile applications, application software, databases, interfaces/integrations and other application components implemented under the project.

The O&M activities shall include, but not be limited to:

- Application administration and support
- Application and database monitoring
- Incident and problem management
- Resolution of application defects, bugs and errors
- Performance monitoring and optimisation
- Monitoring and support of integrations/interfaces
- Implementation of applicable security patches and remediation of application-level vulnerabilities
- Configuration and workflow changes
- Maintenance of dashboards, MIS and reports
- Content management/support, wherever applicable
- Source code, configuration and version management
- Release management, maintenance and updating of technical, functional and user documentation
- User support and handholding; and
- Reporting and compliance with the applicable SLA requirements.

The Selected Bidder shall coordinate with RISL/DoIT&C, RSDC and other designated agencies, as applicable, for issues relating to infrastructure, hosting, network, operating system, database and other components managed by such agencies.

All defects or deviations in the application with respect to the approved SRS/FRS, approved Change Requests and implemented functionality shall be rectified by the Selected Bidder as part of O&M.

The Selected Bidder shall maintain an appropriate issue/incident register and ensure tracking of issues from reporting through resolution and closure.

4.14.1 Application Software Maintenance

Draft

The Selected Bidder shall maintain the application software and associated components throughout the O&M period and ensure continued availability and functioning of the applications/modules in accordance with the applicable SLA.

Application Software Maintenance shall include:

- corrective maintenance for application defects/errors;
- preventive maintenance required to maintain application performance and stability;
- application-level patches and updates;
- changes required due to approved updates in the underlying technology/infrastructure environment;
- performance tuning and optimisation;
- maintenance of interfaces and integrations;
- maintenance of application configurations, workflows and business rules;
- maintenance of application logs and audit trails; and
- updating of source code, configurations and associated documentation for approved changes.

Where changes/upgrades are undertaken in infrastructure, operating system, database or other technology components provided by RISL/RSDC/DoIT&C, the Selected Bidder shall assess the impact on RajUUP and undertake the necessary application-level changes/configurations required for continued functioning of the solution.

All application changes shall follow the applicable change, release and version-control process.

4.14.2 Development and Enhancements during O&M

During the O&M period, the Selected Bidder shall undertake development and enhancements in the implemented RajUUP applications, as approved by RISL/DoIT&C, including:

- modifications/enhancements to existing functionality;
- changes in existing workflows and business rules;
- configuration changes;
- modifications to existing forms, screens and outputs;
- development/modification of MIS, dashboards and reports based on data available within RajUUP;
- modifications required for maintaining approved integrations/interfaces; and
- changes required for resolution of application defects or performance issues.
- Development of the new modules

Any requirement involving a new application/module, substantial architectural change or material development outside the approved functional scope shall be handled in accordance with the applicable Change Request/Change Management provisions of the RFP.

Draft

4.14.3 Helpdesk Management

The Selected Bidder shall provide Helpdesk services for RajUUP during the O&M period for registration, tracking and resolution of application-related incidents, problems, service requests and user issues.

a) The Helpdesk shall provide a centralised mechanism for raising and managing tickets through the channels approved by RISL/DoIT&C.

b) Each registered complaint/service request shall be assigned a unique ticket/reference number and shall be categorised, assigned, tracked and resolved in accordance with the applicable SLA.

c) The ticketing mechanism shall maintain the complete history of each ticket, including the date/time of reporting, classification, assignment, action taken, escalation, resolution and closure.

d) The Selected Bidder shall monitor open and pending tickets and ensure timely escalation and resolution in accordance with the prescribed SLA.

e) Periodic Helpdesk reports shall be submitted covering, as applicable:

- incidents/service requests received;
- resolved and pending tickets;
- ageing of pending tickets;
- SLA compliance;
- escalations;
- recurring issues/problems; and
- other information required by RISL/DoIT&C.

Where required, the Helpdesk/ticketing mechanism shall be integrated with the applicable State/Departmental grievance or Helpdesk platform in accordance with the approved requirements.

4.15 Resource Deployment

The Selected Bidder shall deploy qualified and experienced technical, functional and project-management resources during the development, implementation, rollout, stabilisation and O&M phases of RajUUP. The minimum number, qualifications and experience of key resources shall be as specified in Annexure 11, and their details shall be submitted in the format prescribed in Annexure 12.

a) The Selected Bidder shall obtain approval from RISL/DoIT&C before deployment or replacement of key personnel. Approval of any resource shall not relieve the Selected

Draft

Bidder of its responsibility for quality, performance or timely completion of the assigned work.

b) The Selected Bidder shall ensure continuity of deployed resources during the relevant project phase. Any proposed replacement shall be notified to RISL/DoIT&C sufficiently in advance and shall be undertaken in accordance with the applicable replacement provisions and SLA.

c) A replacement resource shall possess qualifications and experience equal to or better than those of the outgoing resource and shall complete appropriate knowledge transfer before assuming responsibility.

d) All onsite resources shall be provided with laptops, licensed software, connectivity and other tools required for performance of their assigned responsibilities.

e) The Selected Bidder shall deploy additional resources where required to meet the approved project schedule, sprint commitments, rollout requirements or Service Level Requirements, without additional cost where such deployment is necessitated by delay, deficiency or performance attributable to the Selected Bidder.

f) The Selected Bidder shall maintain phase-wise deployment, attendance, work-allocation and activity records and submit periodic resource reports in the format approved by RISL/DoIT&C.

4.16 Roles & Responsibilities of Stakeholders

Department of Information Technology & Communication: DoIT&C shall provide technology governance and oversee alignment of the solution with the applicable State IT architecture, policies, cybersecurity requirements, hosting arrangements, common digital platforms, integration standards and other prescribed technical guidelines.

RISL: RISL shall act as the procuring entity and project implementation-support agency. RISL shall undertake procurement and contract administration, coordinate with stakeholders and the Selected Bidder, monitor project progress, review deliverables and facilitate milestone acceptance and payment processing.

User Departments/ Authorities/ ULBs: The concerned User Departments, Authorities and ULBs shall nominate nodal officer's/domain representatives for the project and provide the applicable Acts, rules, policies, procedures, workflows, forms, reports, legacy data/documents and other functional inputs required for implementation of RajUUP.

They shall participate in requirement finalisation, validation of AS-IS/TO-BE processes, review and approval of SRS/FRS, validation of migrated data, integration-related coordination, User Acceptance Testing (UAT), training and rollout activities, as applicable. The concerned User

Draft

Departments/Authorities/ULBs shall also provide the necessary functional validations, approvals and sign-offs required for implementation and Go-Live of the respective applications and services.

Urban Development and Housing Department: UDH shall provide overall functional direction for RajUUP and facilitate coordination among the participating departments, authorities and agencies. UDH shall support prioritisation of applications and services, policy-level guidance and resolution of interdepartmental matters, in accordance with the institutional arrangements approved by the competent authority.

UDH shall facilitate and coordinate the rollout and adoption of RajUUP across all identified Departments, Authorities, ULBs and other locations covered under the project.

Selected Bidder: The Selected Bidder shall act as the System Integrator and implementation partner and shall be responsible for the study, design, development, configuration, integration, data migration, testing, deployment, training, rollout, stabilisation and Operations & Maintenance of RajUUP.

The Selected Bidder shall coordinate with RISL, DoIT&C and the concerned User Departments and shall complete the project deliverables and activities in accordance with the RFP, approved project documents and prescribed timelines.

4.17 Project Governance Structure

The RajUUP project shall be governed through an appropriate governance mechanism to facilitate strategic oversight, stakeholder coordination, timely decision-making and effective project monitoring throughout the implementation and O&M period.

A Project Steering Committee may be constituted by the competent authority to provide overall strategic direction, review project progress, resolve inter-departmental matters, approve major priorities and guide implementation of the project.

A Project UAT Committee may be constituted under the ownership of UDH Department which will also have members of all stakeholder departments. The responsibility of this committee shall be to monitor project execution, review milestones and deliverables, track risks and dependencies, facilitate stakeholder coordination, review issues requiring escalation or intervention, approval of SRSs, FRSs, UAT and all other related activities.

The Selected Bidder shall participate in project review/governance meetings as required and shall provide the requisite progress reports, status updates, issue/risk registers and other project information sought by the designated authority.

The governance committees shall function in accordance with the directions of the competent authority and may continue during the Operations & Maintenance period, as required, for monitoring service levels, enhancements, operational performance and project outcomes.

Draft

5 PROJECT DELIVERABLES & TIMELINES

The Selected Bidder shall submit the deliverables specified under this section in accordance with the approved project plan, scope of work, acceptance criteria and timelines. Each deliverable shall be complete in all respects and shall include the supporting documents, source files, configurations, reports, approvals and evidence required for review and acceptance.

RISL/DoIT&C may review the deliverables in consultation with the concerned User Departments, Authorities and ULBs. Observations communicated during review shall be addressed by the Selected Bidder within the prescribed timeline. Review or acceptance of any deliverable shall not relieve the Selected Bidder of its responsibility for completeness, accuracy and conformity with the RFP and approved requirements.

5.1 Project Deliverables, Payment Terms and Schedule

Where T_0 is the date of issue of Work Order/LoI.

S.No	Project Stage/ Milestone	Key Deliverables	Timeline	Applicable Payment
1	Project Kick-off and Deployment of key resources at onsite as per the requirement of RFP. Detailed Project Plan with timelines	Detailed Project Plan in xls format	T1=T0+10	No Payment
2	Design & Development of Unified Portal - **Phase - 1**	• Development, configuration, integration, data migration, testing, UAT and rollout of the applications and services allocated to respective phases under the approved Phase-wise Implementation Plan • FRS Document / SRS Document / Database	T2=T1+ 150 days	20% of Development Cost of RajUUP & Migration of Legacy data as per Component (A) of financial bid
3	Design & Development of Unified Portal - **Phase -2**		T3=T2+90 days	20% of Development Cost of RajUUP & Migration of Legacy data as per Component (A) of financial bid

Draft

S.No	Project Stage/ Milestone	Key Deliverables	Timeline	Applicable Payment
4	Design & Development of Unified Portal - **Phase 3**	Design / Data Migration Report • Test Cases & Test Results • UAT Signoff report / Go-Live Report • User Manual / Training videos • Source Code of entire software application and components used in the RajUUP. • Security Audit Certificate in every alternate quarter • Source Code Audit & VAPT certificate • Any other document as per RISL requirements To be submitted by the selected bidder and duly verified by project officer in charge (OIC).	T4=T3+90 days	20% of Development Cost of RajUUP & Migration of Legacy data as per Component (A) of financial bid
5	Design & Development of Unified Portal - Stabilization	Transition activities as approved in project plan for initiation of O&M. UAT Sign off report / Go-Live Report	T5=T4+25 days	22% of Development Cost of RajUUP & Migration of Legacy data as per Component (A) of financial bid shall be paid after successful stabilization.
6	Operations & Maintenance (O&M) of Unified Portal Web Application	• Deployment of Manpower • Monthly Helpdesk Report- Date Wise Calls / emails / solutions provided • Security Audit Certificate in every alternate quarter • Source Code Audit & VAPT certificate per year • Source Code of entire software application and components used in RajUUP. • Report from S/w for enhancements done during the Quarter • Report on Issues and their completion Status	It will be commenced w.e.f. declaration of Date of O&M after stabilization i.e. stage T5 of the Application.	The payment of this phase shall be paid in equated 12 instalments of Component (B) on Quarterly basis. Additionally, remaining 18% of Development Cost of RajUUP & Migration of Legacy data as per Component (A) of financial bid shall be paid in 12 equated instalments i.e. 1.5% per quarter along with

Draft

S.No	Project Stage/ Milestone	Key Deliverables	Timeline	Applicable Payment
		Report from Issue Tracker. • UAT Signoff report / Go-Live Report		quarterly payment of O&M phase.

- The phase-wise allocation of applications and services specified in Annexure 14 shall constitute the initial implementation plan. RISL/DoIT&C may revise the sequencing or grouping of applications/services within the overall implementation timeline based on departmental priorities, implementation dependencies, integration readiness and data availability. Such revision shall be documented in the approved Phase-wise Implementation Plan.
- Each deliverable shall be submitted with the supporting documents, reports, source files, configurations, test evidence and approvals applicable to the respective milestone.
- RISL/DoIT&C, in consultation with the concerned User Department, Authority or ULB, shall review the submitted deliverable and communicate its acceptance or observations.
- The Selected Bidder shall address the observations and resubmit the revised deliverable within the timeline communicated by RISL/DoIT&C.
- A milestone shall be considered complete only after formal acceptance of the associated deliverables by the designated authority.
- Acceptance of a deliverable shall not relieve the Selected Bidder of its responsibility for completeness, accuracy, quality or compliance with the approved requirements.
- The deliverables under this section shall be linked to the corresponding payment milestones under Section 5.1 and to the applicable SLA and Liquidated Damages provisions.
- All deliverables shall be reviewed and accepted by RISL/DoIT&C in consultation with the concerned User Department, Authority or ULB, wherever applicable. The submission, review, acceptance and payment conditions shall be governed by Section 5.1 and other applicable provisions of this RFP.
- The admissible payments after Development, Deployment and UAT are subject to completion of development and testing of each of the constituting module.
- Any delay in the approval of the deliverable(s) submitted by the SI to RISL shall not account for the delay on SI's part.
- The selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- Due payments shall be made promptly by the Purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/selected bidder.
- The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.

Draft

- All remittance charges will be borne by the supplier/ selected bidder.
- In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- All services shall be treated as equally important and shall have equal weightage for the purpose of deliverable assessment. The Liquidated Damages (LD), in case of non-delivery or delayed delivery, shall be applicable only to the specific service(s) that have not been delivered within the stipulated timeline. No LD shall be imposed on services that have been successfully delivered as per the approved requirements.
- Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

The detailed format, submission mode, number of copies, review cycle and acceptance criteria for each deliverable shall be finalised during project inception.

5.2 Project Duration

The Contract Period shall commence from the date of issue of the Work Order and shall include:

1. The Contract Period shall commence from the date of issue of the Work Order/Letter of Intent (LoI) and shall include project initiation, requirement study, design, development, implementation, integration, data migration, testing, Go-Live, stabilisation and Operations & Maintenance activities.
2. The Selected Bidder shall complete all implementation activities in accordance with the deliverables and timelines specified under this Chapter.
3. Operations & Maintenance services shall be provided for a period of three years from the date of successful Go-Live acceptance.
4. The deliverables and timelines specified under this Chapter shall correspond to the applicable payment milestones under Section 5.1. Submission, review, acceptance, invoicing and payment conditions shall be as per same.

6 INSTRUCTIONS TO BIDDERS

The instructions contained in this Chapter shall govern the preparation, submission, opening and evaluation of Bids and the award of the Contract. The procurement process shall be undertaken in accordance with the Rajasthan Transparency in Public Procurement Act, 2012, the Rules made thereunder and the provisions of this Bidding Document.

6.1 Sale of Bidding/ Tender Documents

a) 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

Draft

on the State Public Procurement Portal and e-Procurement portal. The prospective Bidder shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.

b) The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.

c) Bidding documents purchased by Principal of any concern may be used by its authorized sole selling agents/ marketing agents/ distributors/ sub-distributors and authorized dealers or vice versa.

d) Cost (Fee) of Bid Document- Bid document fee will be charged as follows:

S.No.	Estimated Value of Bid (Rs. in Cr.)	Cost (Fee) of Bid Document (In Rs.)
1	Up to Rs. 1.00 Crore	1,000
2	Above Rs. 1.00 Crore to Rs. 5.00 Crore	2,000
3	Above Rs. 5.00 Crore	5,000

Note- The above charges will be collected in the form of Demand Draft / Banker's Cheque in the name of Managing Director, RISL payable at Jaipur. In case of SSI/MSME bid fees shall be 50 % of above specified rates.

e) RISL Processing Fees - RISL processing fees will charge as under-.

S.No.	Estimated Value of Bid (Rs. in Cr.)	Processing Fees (In Rs.)
1	Up to Rs. 0.50 Crore	500
2	Above Rs. 0.50 Crore to Rs. 1.00 Crore	1,500
3	Above Rs. 1.00 Crore to Rs. 5.00 Crore	2,000
4	Above Rs. 5.00 Crore	2,500

Note - The RISL processing fees 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 along with Bid Document Fee from the bidders.

f) 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 and Bid Security 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.

g) In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to date/time mentioned in NIT, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee,

Draft

RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.

h) 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 on http://eproc.rajasthan.gov.in before 30-09-2011 must register again).

i) 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.

j) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process.

k) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested in training may contact e-Procurement Cell, DoIT&C for booking the training slot.

Contact No: 0141-4022688 (Help desk 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

l) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids.

m) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a LoI has been issued or a formal contract is signed and executed between the procuring entity and the successful bidder.

n) Procuring 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.

o) The provisions of RTPP Act, 2012 and Rules, 2013 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.

p) 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

Draft

submitting the Bid to the procuring entity.

q) 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.

6.2 Pre-bid Meeting/ Clarifications/Modifications/Changes

a) Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.

b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential Bidder in respect of the procurement and the records of such conference shall be intimated to all Bidder and where applicable, shall be published on the respective websites.

c) The period within which the Bidder may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -

   a. Last date of submitting clarifications requests by the bidder: as per NIB
   b. Response to clarifications by procuring entity: as per NIB.

d) The minutes and response, if any, shall be provided promptly to all Bidder to which the procuring entity provided the bidding documents, to enable those Bidder to take minutes into account in preparing their bids, and shall be published on the respective websites.

e) At any time, prior to the deadline for submission of Bids, the procuring entity can for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.

f) In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.

g) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

h) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or in such extended time. Provided that the Bid last submitted, or the Bid as modified by the bidder shall be considered for evaluation.

i) The prospective bidders must submit their queries in the format given at Annexure-7

Draft

6.3 Changes in the Bidding Document

a) At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or because of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.

b) In case, any modification is made to the bidding document, or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.

c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the Bidder sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

d) Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:

e) Provided that the Bid last submitted, or the Bid as modified by the bidder shall be considered for evaluation.

6.4 Period of Validity of Bids

a) Bids submitted by the Bidder shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non- responsive Bid.

b) Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the Bidder to extend the bid validity period for an additional specified period. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.

c) Bidder that agrees to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

6.5 Submission of Bid Document

a) Bidder must submit their bids online at e-Procurement portal i.e., http://eproc.rajasthan.gov.in.

Draft

b) All the documents uploaded should be digitally signed with the DSC of authorized signatory.

c) A Single Stage-Two part/ cover system shall be followed for the Bid: -

- Technical Bid, including fee details, eligibility& technical documents.
- Financial Bid

d) The technical bid shall consist of the documents as per Annexure-2 in the sequence mentioned in the annexure.

e) The technical bid shall consist of the following documents

S. No.	Documents Type	Document Format
Fee Detail		
1.	Bidding document Fee (Tender Fee) Proof of submission (PDF)	Bidding document Fee (Tender Fee) Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement) Instrument/ Proof of submission (PDF)	RISL Processing Fee (e-Procurement) Instrument/ Proof of submission (PDF)
3	Bid Security Instrument/ Proof of submission (PDF)	Bid Security Instrument/ Proof of submission (PDF)
Technical & Eligibility Documents		
4	Bidder's Authorization Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	Bidder's Authorization Certificate along with copy of
5	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
6	Certificate of Conformity/ No Deviation As per Annexure-4(PDF)	As per Annexure-4 (PDF)

f) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid – Covering Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-8 (FBCOVER.PDF)
2.	Financial Bid– Format	As per BoQ (.XLS) format available on e-Procurement portal (Annexure 8)

g) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non- submission of the required documents or submission of the documents

Draft

in a different format/ content may lead to the rejections of the Bid submitted by the bidder.

h) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

i) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written English or Hindi Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

j) Alternative/ Multiple Bids shall not be considered at all.

6.6 Cost & Language of Bidding

a) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

b) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

6.7 Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all.

6.8 Bid Security

(a) In open competitive bidding, two-stage bidding, rate contract, electronic reverse auction, bid security shall be 2% or as specified by the State Government of the estimated value of subject matter of procurement put to bid. In case of Small-Scale Industries of Rajasthan, it shall be 0.5% of the quantity offered for supply and in case of sick industries, other than Small Scale Industries, whose cases are pending with Board of Industrial and Financial Reconstruction, it shall be 1% of the value of bid. Concessional bid security may be taken from registered bidders as specified by the State Government. Every bidder, if not exempted, participating in the procurement process shall be required to furnish the bid security as specified in the notice inviting

Draft

bids.

(b) In lieu of bid security, a bid securing declaration shall be taken from the –

a. Departments/Boards of the State Government or Central Government.

b. Government Companies as defined in clause (45) of section 2 of the Companies Act, 2013;

c. Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013;

d. Autonomous bodies, Registered Societies, Cooperative Societies which are owned or controlled or managed by the State Government or Central Government.

e. Bidder in procurement related to Panchayat Samiti Nandishala Jan Sahbhagita Yojana or Gram Panchayat Goshala/Pashu Asharya Sthal Jan Sahbhagita Yojana issued by the State Government.

(c) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the sealed bid.

(d) Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.

(e) The bid security may be given in the form of cash, a banker's cheque or demand draft or bank guarantee or electronic bank guarantee (e-BG), in specified format, of a scheduled bank or deposit through eGRAS. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.

(f) The bidding documents may stipulate that the issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity. In cases of International Competitive Bidding, the bidding documents may in addition stipulate that the bid security shall be issued by an issuer in India.

(g) Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.

(h) The bank guarantee or electronic bank guarantee (e-BG) presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not

Draft

preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.

(i) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.

(j) The Bid security taken from a bidder shall be forfeited in the following cases, namely:

a. When the bidder withdraws or modifies its bid after opening of bids.
b. When the bidder does not execute the agreement, if any, after placement of supply / work order within the specified period.
c. When the bidder fails to commence the supply of the goods or service or execute work as per supply / work order within the time specified.
d. When the bidder does not deposit the performance security within specified period after the supply / work order is placed; and
e. If the bidder breaches any provision of code of integrity prescribed for bidders specified in the Act and Chapter VI of these rules.

(k) In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.

(l) The Bid Security shall promptly be returned after the earliest of the following events, namely:-

a. The expiry of validity of bid security;
b. The execution of agreement for procurement and performance security is furnished by the successful bidder.
c. The cancellation of the procurement process; or
d. The withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

6.9 Deadline for the submission of Bids

a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.

b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum,

Draft

reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non- working day, the Bids shall be received or opened on the next working day.

6.10 Withdrawal, Substitution, and Modification of Bids

a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".

b) Bids withdrawn shall not be opened and processes further.

6.11 Opening of Bids

a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the Bidder or their authorized representatives who choose to be present.

b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.

c) The committee shall prepare a list of the Bidder, or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding Bidder' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.

d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the Bidder who have submitted the prescribed fee(s) to RISL).

e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -

   a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable).
   b. bid is valid for the period, specified in the bidding document.
   c. bid is unconditional and the bidder has agreed to give the required performance security; and
   d. Other conditions, as specified in the bidding document are fulfilled.
   e. Any other information which the committee may consider appropriate.

f) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.

Draft

g) The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

6.12 Selection Method

a) The selection criteria are Quality & cost-based selection (QCBS). The weightage of QCBS is 70:30 and bidder need to score minimum 70 marks to qualify the technical stage.

The method of selection is QCBS (Quality cum Cost based Selection) as per the formula given below. The weightage given to the Technical and Financial scores will be 70% and 30% respectively. The Contract will be awarded to the Bidder scoring maximum marks in technical and financial evaluations as per the qualifying criterion.

6.13 Clarification of Bids

a) To assist in the examination, evaluation, comparison and qualification of the bids, the bid evaluation committee may at its discretion, ask any bidder for a clarification regarding its bid. The committee's request for clarification and the response of the bidder shall be in writing.

b) Any clarification submitted by a bidder with regard to its bid that is not in response to a request by the committee shall not be considered.

c) No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial bids.

d) No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered, or permitted.

e) All communications generated under this rule shall be included in the record of the procurement proceedings.

6.14 Evaluation & Tabulation of Technical Bids

a) Determination of Responsiveness

(1) The bid evaluation committee shall determine the responsiveness of a bid on the basis of biding documents and the provisions of sub-section (2) of section 7.

(2) A responsive bid is one that meets the requirements of the bidding documents without material deviation, reservation, or omission where:

Draft

(a) “deviation” is a departure from the requirements specified in the bidding documents.
(b) “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding documents; and
(c) “Omission” is the failure to submit part, or all of the information or documentation required in the bidding documents.

(3) A material deviation, reservation, or omission is one that,
(a) if accepted, shall: - affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
(ii) limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights, or the bidder’s obligations under the proposed contract; or
(b) if rectified, shall unfairly affect the competitive position of other bidders presenting responsive bids.

(4) The bid evaluation committee shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.

(5) The procuring entity shall regard a bid as responsive if it conforms to all requirements set out in the bidding documents, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding documents, or if it contains errors or oversights that can be corrected without touching on the substance of the bid.

b) Non-material Non-conformities in Bids

a) The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.

b) The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.

c) The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.

c) Tabulation of Technical Bids

a) If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the Bidder against the criteria for qualification set out in the bidding document.

b) The members of bid evaluation committee shall give their recommendations below the table as to which of the Bidder have been found to be qualified in evaluation of Technical Bids and sign it.

Draft

c) The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.

d) The Bidder who qualified in the technical evaluation shall be informed in writing/ on e- procurement about the date, time and place of opening of their financial Bids.

6.15 Evaluation & Tabulation of Financial Bids

Subject to the provisions of "Acceptance of Successful Bid and Award of Contract" below, the procuring entity shall take following actions for evaluation of financial Bids: -

a) The financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;

b) the process of opening of the financial Bids shall be similar to that of technical Bids.

c) the names of the Bidder, the rates given by them, and conditions put, if any, shall be read out and recorded.

d) conditional Bids are liable to be rejected.

e) the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied.

f) The offers shall be evaluated as mentioned in sec 3.2.

g) The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids.

h) The technical marks shall be calculated on the basis of marking criteria mentioned at section 3.2 of this RFP.

i) The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.

j) it shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

k) If GST column specified in Financial Bid format, contains Zero or empty value for any of the items listed in the financial bid, the Total Amount would be considered as inclusive of GST.

6.16 Correction of Arithmetic Errors in the Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the

Draft

total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected; and

c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

6.17 Price/ purchase preference in evaluation

In case of MSMEs, purchase preference notified by the State Government shall be considered in the evaluation of Bids and award of contract.

6.18 Taxes & Duties

a) The TDS, GST etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.

b) For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.

c) For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.

d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

6.19 Copyright, Source Code and Intellectual Property Rights (IPR)

a) The copyright/ IPR in all drawings, design documents, source code and other materials

b) containing data and information furnished to the Purchaser that has been developed/customized by the Selected Bidder for the project herein shall remain vested in the Purchaser, or, if they are furnished to the Purchaser directly or through the Supplier/Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

Draft

c) The selected bidder shall not own any raw data/ intermediate data/ finished product/ customized solution/ initial, source code, intermediate & final reports etc. generated as part of this project. All such data / information should be transferred to RISL/ User Department or as directed by not keeping any copy of such data/ information with the successful bidder at the time of exiting the project or as desired by Department.

d) Intellectual Property Rights (IPR) of all the deliverables, including data captured, source code, intermediate data, all information pertaining to customized development of application / software component etc., shall remain with RISL.

e) The selected bidder shall not keep/ store/ distribute copy of raw as well as developed data at its premises or elsewhere without the knowledge of RISL during and after the completion of the contract period.

f) The selected bidder shall delete all such copies of data available with them during the closure of the contract and submit an understanding on to RISL in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only on the compliance of same.

g) Any breach of trust/ source code/ IPR during the project may lead to termination of the project and necessary action/ legal proceeding as deemed fit by RISL.

6.20 Negotiations

a) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.

b) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.

c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.

d) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.

e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.

f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to

Draft

the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.

g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

6.21 Exclusion of Bids/ Disqualification

a) A procuring entity shall exclude/ disqualify a Bid, if: -
   - the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
   - the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document.
   - the Bid materially departs from the requirements specified in the bidding document or it contains false information.
   - the bidder, submitting the Bid, his agent or anyone acting on his behalf, gave or agreed to give to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process.
   - a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.

b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.

c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
   - communicated to the concerned bidder in writing.
   - published on the State Public Procurement Portal, if applicable.

6.22 Conflict of Interest

a) A conflict of interest for bidders is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

b) A Bidder may be considered to be in conflict of interest with one or more parties in a bidding process if, including but not limited to: -
   - They have controlling partners in common.

Draft

- They receive or have received any direct or indirect subsidy from any of them.
- They have the same legal representative for purposes of the bid;
- They have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another.
- A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as a bidder, in more than one bid: or
- A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Qualification Criteria and Biding Forms, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

6.23 Breach of Code of Integrity by the Bidder

Without prejudice to the provisions of Chapter IV of the Act, in case of breach of any provision of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate action in accordance with the provisions of subsection (3) of section 11 and section 46.

6.24 Lack of competition

a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that:
    - the Bid is technically qualified.
    - the price quoted by the bidder is assessed to be reasonable.
    - the Bid is unconditional and complete in all respects.
    - there are no obvious indicators of cartelization amongst Bidder;
    - and the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document.

b) The bid evaluation committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the account's member.

c) In case of dissent by any member of bid evaluation committee, the next higher

Draft

authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re- invite Bids after recording reasons.

d) If a decision to re-invite the Bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

6.25 Acceptance of the successful Bid and award of contract

a) The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.

b) Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.

c) Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.

d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid. The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

e) The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.

f) Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.

g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of

h) performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the

Draft

bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

i) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LoI shall constitute a binding contract.

j) The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

6.26 Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

6.27 Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

6.28 Right to vary quantity

(1) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.

(2) Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, up to 5% of the value of the original contract.

(3) Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under: -

   a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
   b. 50% of the value of goods or services of the original contract.

6.29 Performance Security Deposit

1) Performance security shall be solicited from all successful bidders except the, -

   - Departments/Boards of the State Government or Central Government.
   - Government Companies as defined in clause (45) of section 2 of the Companies

Act, 2013.

- Company owned or controlled, directly or indirectly, by the Central Government, or by any State Government or Governments, or partly by the Central Government and partly by one or more State Governments which is subject to audit by the Auditor appointed by the Comptroller and Auditor-General of India under sub-section (5) or (7) of section 139 of the Companies Act, 2013.
- Autonomous bodies, Registered Societies, Cooperative Societies which are owned or controlled or managed by the State Government or Central Government. Bidder in procurement related to Panchayat Samiti Nandi Shala Jan Sahbhagita Yojana or Gram Panchayat Goshala/Pashu Asharya Sthal Jan Sahbhagita Yojana issued by the State Government.
- However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in a particular procurement or any class of procurement.

2) The amount of performance security shall be five percent, or as may be specified in the bidding documents, of the amount of supply order in case of procurement of goods and services and ten percent of the amount of work order in case of procurement of works. In case of Small-Scale Industries of Rajasthan it shall be one percent of the amount of quantity ordered for supply of goods and in case of sick industries, other than Small Scale Industries, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be two percent of the amount of supply order.

3) Performance security shall be furnished in any one of the following forms

- deposit though eGRAS.
- Bank Draft or Banker's Cheque of a scheduled bank.
- National Savings Certificates and any other script/instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Postmaster.
- Bank guarantee or electronic bank guarantee (e-BG) of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the rule 42 for bid security.
- Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the Fixed Deposit Receipt that the bidder furnishes an undertaking from the bank to make payment/premature payment of the

Draft

Fixed Deposit Receipt on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.

- In case of procurement of works, the successful bidder at the time of signing of the contract agreement, may submit option for deduction of performance security from each running and final bill @ 10% of the amount of the bill.

4) Performance security furnished in the form specified in clause (b) to (e) of sub-rule (3) shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.

6.30 Additional Performance Security

In addition to Performance Security as specified above, an Additional Performance Security shall also be taken from the successful bidder in case of unbalanced bid. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Daft, Banker's Cheque, Government Securities or Bank Guarantee. For the purpose of this rule-

- Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value.
- Estimated Bid Value means value of subject matter of procurement mention in bidding documents by the Procuring Entity.
- Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.

The Additional Performance Security shall be refunded to the contractor after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the contractor.

6.31 Execution of agreement

a) A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

b) The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.

Draft

c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract, or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding documents.

d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

e) For additional Work Orders placed during the Contract duration, the bidder shall execute a separate agreement for the incremental value and duration. The Bidder shall also submit Performance Security against these work orders.

6.32 Confidentiality

a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -

- impede enforcement of any law.
- affect the security or strategic interests of India.
- affect the intellectual property rights or legitimate commercial interests of Bidder.
- affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.

b) The procuring entity shall treat all communications with Bidder related to the procurement process in such manner as to avoid their disclosure to competing Bidder or to any other person not authorized to have access to such information.

c) The procuring entity may impose on Bidder and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.

d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

Draft

6.33 Cancellation of procurement process

a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.

b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -

   a. at any time prior to the acceptance of the successful Bid; or

   b. after the successful Bid is accepted in accordance with (d) and (e) below.

c) The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.

d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all Bidder that participated in the procurement process.

e) If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.

f) If a bidder is convicted of any offence under the Act, the procuring entity may: -

   a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into.

   b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

6.34 Code of Integrity for Bidder

Any bidder participating in procurement process shall-

i. Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;

ii. Not misrepresent or omit information that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;

iii. Not indulge in any collusion, bid rigging or anticompetitive behaviour to impair the transparency, fairness and progress of the procurement process;

iv. Not misuse any information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process.

v. Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement

Draft

process;

vi. Not obstruct any investigation or audit of a procurement process;

vii. Disclose conflict of interest, if any; and

viii. Disclose any previous transgressions with any entity in India or any other country during the last three years or any debarment by any other procuring entity.

6.35 Interference with Procurement Process

A bidder, who: -

a) withdraws from the procurement process after opening of financial bids.

b) withdraws from the procurement process after being declared the successful bidder.

c) fails to enter procurement contract after being declared the successful bidder.

d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds, shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

6.36 Appeals

a) Subject to section 4 of RTPP Act, 2012, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of this Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of ten days or such other period as may be specified in the pre-qualification documents, bidder registration documents or bidding documents, as the case may be, from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved: Provided that after the declaration of a bidder as successful in terms of section 27of RTPP Act, 2012 , the appeal may be filed only by a bidder who has participated in procurement proceedings. Provided further that in case a procuring entity evaluates the technical bid before the opening of the financial bid, an appeal related to the matter of financial bid may be filed only by a bidder whose technical bid is found to be acceptable.

b) If the officer designated under sub-section (1) fails to dispose of the appeal filed under that sub-section within the period specified in subsection (3), or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed under sub section (2), the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within fifteen days

Draft

from the expiry of the 31 period specified in sub-section (3) or of the date of receipt of the order passed under sub-section (2), as the case may be.

c) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.

d) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.

First Appellate Authority

Secretary/ Principal Secretary, IT&C, Govt. of Rajasthan

Second Appellate Authority

Secretary, Finance (Budget) Department, Govt. of Rajasthan.

e) Fee for filing appeal

i. Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.

ii. The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.

f) Whoever intentionally files any vexatious, frivolous, or malicious appeal or complaint with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

6.37 Risk and Cost

If the bidder, breaches the contract by failing to deliver goods, services, or works according to the terms of the agreement, the procuring authority may be entitled to terminate the contract and procure the remaining unfinished goods, services, or works through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR. In such cases, the defaulting contractor bears the risk associated with their failure to fulfil their contractual obligations. If the cost of procuring the goods, services, or works from another source is higher than the original contract, the defaulting contractor is liable for the additional cost incurred by the procuring authority. The Risk & Cost amount payable by the contractor or recoveries in lieu of Risk Purchase may be recovered from supplier by encashing/invoking Bank Guarantee, Security Deposits available with PE against the same or any other contract or may be adjusted against dues payable to supplier by PE against other purchase orders/contracts/work orders etc. by any unit/region etc. of PE.

Draft

6.38 Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

6.39 Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the "The Rajasthan Transparency Public Procurement Act 2012", with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

6.40 Offenses by Firm/ Company

a) Where an offence under "The Rajasthan Transparency Public Procurement Act 2012" has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:

   Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence

b) Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.

c) For the purpose of this section-
   a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
   b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.

d) Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

Draft

6.41 Debarment from Bidding

a) A bidder shall be debarred by the State Government if he has been convicted of an offence.

   a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or

   b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

b) A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.

c) If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for Bidder" above, it may debar the bidder for a period not exceeding three years.

d) Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.

e) The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

6.42 Monitoring of Contract

a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.

b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the bidder's premises where the work is being completed may be inspected.

c) If delay in delivery of goods and service is observed a performance notice would be given to the bidder to speed up the delivery.

d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

Draft

e) No new partner/ partners shall be accepted in the firm by the bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.

f) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

6.43 Bid Prices/Comparison of Rates

a) Bid prices should be FOR / FOB.

b) Bid prices should be inclusive of all other taxes, levies, insurance etc. but excluding of GST/CST.

c) The prices under a rate contract shall be subject to price fall clause as per as per Rule 29 (2)(h) of RTPP Rules 2013. Price fall clause is a price safety mechanism in rate contracts and it provides that if the rate contract holder quotes / reduces its price to render similar goods, works or services at a price lower than the rate contract price to anyone in the State at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under that rate contract and the rate contract shall be amended accordingly. The firms holding parallel rate contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen days' time to intimate their acceptance to the revised price. Similarly, if a parallel rate contract holding firm reduces its price during currency of the rate contract, its reduced price shall be conveyed to other parallel rate contract holding firms and the original rate contract holding firm for corresponding reduction in their prices. If any rate contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.

d) For bids invited for Fixed Quantity as one package the evaluation would be done for all the items of the package put together. The item(s) for which no rates has/have been quoted or left blank would be treated as zero i.e. the bidder will supply these item(s) free of cost and the total amount would be computed accordingly. There is no option with Bidder to submit quote for partial quantity of any items. Procuring Entity will award contract to the lowest priced responsive bidder for this whole package together. Discounts of any kind shall not be considered.

e) For bids invited as item-wise, the bid evaluation would be done for each item separately. There is no option with Bidder to submit quote for particle quantity for any items. If the Bidder does not want to Bid for a particular item, then it should be left blank or filled Zero. Procuring Entity will award the contract for each item separately to the lowest priced responsive bidder for that item. Discounts of any kind shall not be considered.

Draft

6.44 Change in Law

Unless otherwise specified in the Contract, if after the date of Bid submission, any law, regulation, ordinance, order or by law having the force of law is enacted, promulgated, abrogated, or changed in India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions.

6.45 Contract Documents

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

6.46 Contract Price Validity Period

It is purchase by RISL for the implementation period and the three-year O&M period and may be extended by 2 (1 +1) years on same terms and conditions subject to price fall clause.

6.47 Rejection

a) Module/ sub modules of the developed software not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.

b) If, however, due to exigencies of user department work, such replacement either in whole or in part, issss not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.

c) The rejected Module/ sub modules of the developed software shall be removed by the supplier/ bidder/ selected bidder within 15 days of intimation of rejection or the timeline decided by the purchase officer, after which Purchase Officer shall not be responsible for any loss, shortage or damage and shall have the right to dispose of such modules/submodules of the developed software as he/she thinks fit, at the selected bidder's risk and on his account.

d) The manpower deputed by the supplier shall be reviewed by the purchaser in terms of its qualification, experience, efficiency, cooperation, discipline and performance and services. The purchaser, upon finding any deficiency in any of the parameter, may reject any of the manpower by giving 15 days' time, as decided by the purchaser, which the selected bidder has to replace within the given time frame.

Draft

7 GENERAL TERMS AND CONDITIONS

7.1 Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

a) "Contract" means the Agreement entered into between the Purchaser and the successful/ bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.

b) "Contract Documents" means the documents listed in the Agreement, including any amendments thereto.

c) "Contract Price" means the price payable to the successful/ bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.

d) "Day" means a calendar day.

e) "Delivery" means the transfer of the Goods from the successful/ bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.

f) "Completion" means the fulfilment of the related services by the successful/ bidder in accordance with the terms and conditions set forth in the Contract.

g) "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ bidder is required to supply to the Purchaser under the Contract.

h) "Purchaser" means the entity purchasing the Goods and related services, as specified in the bidding document.

i) "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ bidder under the Contract.

j) "Subcontractor" means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ bidder.

k) "Supplier/ Successful or Bidder" means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement and includes the legal successors or permitted assigns of the successful/ bidder.

l) "The Site," where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions,

Draft

specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

7.2 Interpretation

a) If the context so requires it, singular means plural and vice versa.

b) Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.

c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

d) Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

e) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

f) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

7.3 Language

a) The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.

b) The successful/ selected bidder shall bear all costs of translation to the governing

Draft

language and all risks of the accuracy of such translation.

7.4 Joint Venture, Consortium or Association

Joint venture, consortium, or association is not allowed in this bid.

7.5 Eligible Services

For purposes of this Clause, the term “services” includes include the services to be delivered by the selected bidder as per scope of work defined in this RFP.

7.6 Qualifications/Eligibility of Bidders

Any bidder participating in the procurement process shall -

a) Possess the necessary professional, technical, financial and managerial resources and competence required by the bidding documents, pre-qualification documents or bidder registration documents, as the case may be.

b) Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.

c) Not have, and their directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;

d) A bidder should not have a conflict of interest in the procurement in question as stated in rule 81 and the bidding documents. The procuring entity shall take appropriate actions against the bidder in accordance with section 11 and Chapter IV of the Act, if it determines that a conflict of interest has flawed the integrity of any procurement process.

e) The bidder has to be a company/proprietor/LLP or partnership firm/ Society/Corporation/ Board etc. registered for this purpose under any Law/Act of Govt. of India/ Govt. of State. Supporting documentary evidence (Certificate of incorporation/ Registration, etc.) need to be enclosed.

f) A bidder may be a natural person, private entity, government owned entity or, where permitted in the bidding documents, any combination of them with a formal intent to enter into an agreement or under an existing agreement in the form of a Joint Venture. In the case of a Joint Venture: -

i. all parties to the Joint Venture shall sign the bid and they shall be jointly and

Draft

severally liable; and

ii. a Joint Venture shall nominate a representative who shall have the authority to conduct all business for and on behalf of any or all the parties of the Joint Venture during the bidding process. In the event the bid of Joint Venture is accepted, either they shall form a registered Joint Venture company/firm or otherwise all the parties to Joint Venture shall sign the Agreement.

g) A bidder debarred under section 46 shall not be eligible to participate in any procurement process undertaken by, -

- any procuring entity, if debarred by the State Government.
- a procuring entity if debarred by such procuring entity.

h) In case of procurement of goods, bidder must be a manufacturer, distributor or bona-fide dealer in the goods and it shall furnish necessary proof for the same. Where applicable, proof of authorization by the manufacturer or country distributor in India, shall be enclosed.

i) Any other eligibility criteria like Experience, Turnover, Profitability, Net worth etc. may be incorporated taking in view the requirement of project or procurement subject.

7.7 Notices

a) Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term “in writing” means communicated in written form with proof of dispatch and receipt.

b) A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

7.8 Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.

7.9 Scope of Supply

a) Subject to the provisions in the bidding document and contract, the services to be supplied shall be as specified in the bidding document.

b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such services not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the services as if such services were expressly mentioned in the Contract.

Draft

7.10 Delivery & Installation

a) Subject to the conditions of the contract, the completion of the services shall be in accordance with the delivery and completion schedule specified in the bidding document.
b) The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.
c) The Supplier/ Selected Bidder shall arrange to supply, install and commission software/ system as per specifications within the specified delivery/ completion period at locations mentioned in the PO/ WO.

7.11 Supplier's/ Selected Bidder's Responsibilities

The Supplier/ Selected Bidder shall supply all the services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

7.12 Purchaser's Responsibilities

a) Whenever the supply of goods and related services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so, required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
b) The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

7.13 Contract Price

a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
b) Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.
c) The rate quoted by the bidder for each item mentioned in the tender shall remain valid for purchase by RISL for a period of contract and may be extended on same terms and conditions subject to price fall clause.

7.14 Recoveries from Supplier/ Selected Bidder

a) Recovery of liquidated damages, short supply, breakage, rejected articles shall be made ordinarily from bills.

Draft

b) The Purchase Officer shall withhold amount to the extent of short supply, broken/ damaged or for rejected articles unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with RISL.

c) The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

7.15 Taxes & Duties

a) The TDS, GST etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.

b) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

7.16 Copyright

The copyright in all drawings, design documents, source code and other services/materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the RISL.

7.17 Confidential Information

a) The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection. with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

b) The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.

c) The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.

d) The obligation of a party under sub-clauses above, however, shall not apply to information that: -

Draft

i. the Purchaser or Supplier/ Selected Bidder need to share with user department /RISL or other institutions participating in the Contract.

ii. now or hereafter enters the public domain through no fault of that party.

iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or

iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

e) The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.

f) The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

7.18 Sub-contracting

a) The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.

b) If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.

c) Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

7.19 Extension in Delivery Period and Liquidated Damages (LD)

a) Except as provided under clause “Force Majeure”, if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause “Termination”.

b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.

c) Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.

i. The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for

Draft

extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.

ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.

iii. Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:

   a. When delay has occurred due to delay in providing of information/ data by RISL or other departments as per terms of the contract..

iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, whatsoever beyond the contracted cost shall be paid for the delayed supply of goods and service.

v. It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.

vi. If RISL is in need of the services rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.

d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete: -

No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the	7.5 %

Draft

	prescribed period of delivery, successful installation, and completion of work	
d.	Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work	10.0 %

e) Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.

7.20 Patent Indemnity

a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -

b) the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and

c) ii. the sale in any country of the products produced by the Goods. Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.

d) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

e) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.

f) The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.

g) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions

Draft

or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual.

7.21 Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and

b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.

7.22 Force Majeure

a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, due to rains at identified locations, quarantine restrictions, and freight embargoes.

c) If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.23 Change Orders and Contract Amendments

a) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable

Draft

adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.

b) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

7.24 Termination

a) **Termination for Default**

The Procuring Entity, without prejudice to any other remedy under the provisions of the Act, the Rules or for breach of Contract, by Notice of default giving two weeks' time to the Supplier, may terminate the Contract in whole or in part.

i. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by PE; or

ii. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or

iii. If the supplier/ selected bidder/authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.

iv. If the supplier/ selected bidder commits breach of any condition of the contract. If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.

b) Termination for Insolvency

PE may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to PE.

c) Termination for Convenience

Draft

The Contract may terminate, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective.

Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.

The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect: -

i. To have any portion completed and delivered at the Contract terms and prices; and/or
ii. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

7.25 Exit Management

a) Preamble

i. The word 'parties' include the procuring entity and the selected bidder.
ii. This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
iii. In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
iv. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

b) Transfer of Assets

i. The selected bidder may continue work on the assets for the duration of the exit management period which may be as decided by purchaser period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
iii. RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during

Draft

the exit management period requiring the selected bidder to provide DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.

iv. Upon service of a notice, as mentioned above, the following provisions shall apply: -

a. In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.

b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.

c. That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.

d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL.

c). Cooperation and Provision of Information during the exit management period

i. The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.

ii. The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.

Draft

b) Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

i. Documentation relating to Intellectual Property Rights.

ii. Project related data and confidential information.

iii. All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and

iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).

v. Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.

c) Transfer of certain agreements

i. On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in Favor of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leaders, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.

ii. Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.

d) General Obligations of the selected bidder

i. The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.

ii. The selected bidder shall commit adequate resources to comply with its obligations

Draft

under this Exit Management Clause.

e) Exit Management Plan

i. The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project.

ii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and

iii. Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and

iv. If applicable, proposed arrangements and plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.

v. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.

vi. Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.

vii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.

viii. During the exit management period, the selected bidder shall use its best efforts to deliver the services.

ix. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.

x. It would be the responsibility of the selected bidder to support new operator during the transition period.

f) Training, hand-holding and knowledge transfer

i. The selected bidder shall hold technical knowledge transfer sessions with designated technical team of RISL in the last 3 months of the project duration.

ii. The selected bidder shall hold operational hand-holding sessions on existing application with the designated officers/staff members, so that RISL can continue with the Application even after Selected Bidder exits the project.

7.26 Settlement of Disputes

General: If any dispute arises between the supplier/ selected bidder and RISL during the execution

Draft

of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ selected bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ selected bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ selected bidder.

7.27 Verification of Eligibility Documents by RISL

RISL reserves the right to verify all the statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by the RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations and liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder are found to be false, manipulated or forged during verification process, strict action shall be taken as per RTPP Act 2012.

7.28 Jurisdiction

The jurisdiction in respect of all claims and matters arising under the contract shall be the courts situated in Jaipur, Rajasthan.

7.29 Provision in Conflict

If a clause or a provision or a term or a condition is in conflict with RTPP Act, 2012 and RTPP Rules, 2013, in this situation, provisions and rules of RTPP Act, 2012 and RTPP Rules, 2013 shall prevail.

8 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

8.1 Service Level Standards/ Requirements/ Agreement

Total penalties except those defined in “Penalty on absence of Resources” shall not be higher than 10% of Agreed Quarterly Payment for respective quarter whereas total penalty including penalties towards “Penalty on absence of Resources” shall not be higher that the Agreed Quarterly Payment for respective quarter.

8.1.1 Penalty on Non-Availability/ Non-Accessibility of the application:

- The bidder shall also ensure that the application should be accessible and available for 24X7.
- In case of Non-Availability/ Non-Accessibility of the application, penalty shall be deducted as follows:

Draft

Note:

a. Prime Business Hours (PBH): 05:00 AM to 09:00 PM (16 Hours)

b. Non-Prime Business Hours (NPBH): 09:00 PM to 05:00 AM (8 Hours)

c. Non-availability/ non-accessibility of the application will be considered if any module/ sub-module/ functionality/ services of the deployed application is not available/ accessed by any individual/ group of users of the application.

8.1.2 Penalty for replacement / Exit of a resource

The Selected Bidder shall ensure continuity of the resources deployed under the project. Replacement of deployed resources shall generally not be permitted except with the prior approval

Overall Availability %	**Penalty in % of the quarterly payable Amount**	
	PBH	**NPBH**
≥ 99.5%	No Penalty	No Penalty
≥ 99.0% and < 99.5%	2 %	1 %
≥ 98.5% and < 99.0%	6 %	5%
≥ 98.0% and < 98.5%	8%	7%
≥ 97.0% and < 98.0%	10 %	9%
Note: Down-time of 5 days in a month for consecutive 2 months may be treated as breach of contract. Also, the penalty defined in this section shall be used only when the software/ application is not accessible/ functional/ active, but the hardware is functional at the respective site.		

of RISL.

Replacement of a resource shall be permitted without levy of replacement penalty in the following cases:

- resignation of the resource from the Selected Bidder's organisation, subject to submission of appropriate documentary evidence;
- death or medical reasons supported by appropriate documentary evidence;
- replacement directed by RISL due to failure of the resource to meet the required standards, including qualification, efficiency, cooperation, discipline or performance; or
- any other replacement specifically approved by RISL without penalty.

The replacement resource shall possess qualifications and experience equal to or higher than the minimum requirements prescribed under the RFP and shall be subject to approval of RISL.

The Selected Bidder shall deploy the approved replacement within 15 days from the date of relieving/non-availability of the outgoing resource, or within such other period as may be specified/approved by RISL.

The Selected Bidder shall ensure adequate knowledge transfer and handover between the outgoing and incoming resources, wherever feasible, so that project activities and service delivery are not adversely affected.

Draft

For replacement initiated by the Selected Bidder for reasons other than those specified above, the following replacement penalty shall apply:

- Within 6 months of deployment: ₹10,000 per resource per instance
- After 6 months and up to 1 year: ₹5,000 per resource per instance
- After 1 year: ₹3,000 per resource per instance

8.1.3 Penalty on absence of Resources

- In the case of absence of a resource (apart from Government Holidays) during project period, no payment will be made for the days a resource is absent.
- In addition, following penalties will be levied for all absence of the respective resource without prior approval from OIC:

S .No.	Resource Deployment Description	Penalty on non-availability of resource per day
1	Project Manager	Rs. 2000/-
2	Technical Architect	Rs. 2000/-
3	Team Leader Technical	Rs. 1000/-
4	Senior Developer	Rs. 1000/-
5	Business Analyst	Rs. 1000/-
6	Android/ iOS Developer	Rs. 1000/-
7	UI/UX Designer	Rs. 500/-
8	QA Engineer/ Tester	Rs. 500/-
9	AI/ML Developer	Rs. 500/-
10	Data Analyst	Rs. 500/-

Penalty would be deducted from the applicable payments. All applicable penalties will be in addition to liquidated damages.

- Every resource shall be eligible for 18 leaves per year (proportionately divided for period of engagement in case not engaged for whole year). However, leave is not a right and, as per requirement of the project, project OIC may deny leave(s) to a particular resource(s).
- If any resource has leave balance at the end of calendar year (As on 31st Dec.), the leaves up to 9 will be carry forwarded in the next subsequent year of the contract duration.

Note:

a) Replacement of deployed resources shall be governed by Section 8.1.2 of this RFP.

b) In case a resource is absent/non-deployed beyond the permissible leave or replacement period, the applicable absence/non-availability provisions and penalties under this Section shall continue to apply until the approved replacement resource is deployed.

Draft

c) The replacement resource shall possess qualifications and experience equal to or higher than the requirements prescribed under the RFP.
d) An absence of more than half an hour from the work place, without having permission from OIC shall be considered as absence from duty.
e) * Application down penalty shall not be imposed if Application is down due to issues like n/w issue, administrative decisions etc. of RISL/RSDC.

3. Penalty Clause

a) The following Penalty conditions shall be incorporated in the SLA:
b) The Penalty shall be calculated on a quarterly basis.
c) The total deduction on account of penalties shall not exceed 10% of the total quarterly payment except those defined in "Penalty on absence of Resources".
d) Two consecutive quarterly deductions of penalty more than 10% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.
e) The penalties shall not be charged to Technology partner where the default is not attributable to them.

8.1.4 Quality of Services

- In case negative feedback is received repeatedly verbally or in writing against any of the resources deployed, the purchaser may issue written notice to the bidder for a suitable replacement.
- In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance), the Purchaser on their own discretion may decide to replace the specific resource and issue written notice to the bidder for a suitable replacement. The selected agency shall be responsible to replace the resource(s) (of equivalent qualifications or above) within 15 days, unless otherwise applicable LD will be imposed as per RFP.
- The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL).

Draft

9 ANNEXURES

9.1 ANNEXURE 1: COVERING LETTER FOR TECHNICAL BID

(To be submitted on the Company Letter head of the Tenderer, sealed and signed)

To,

Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, Tilak Marg,

C-Scheme, Jaipur (Rajasthan)

Dear Sir,

Ref: Request for Proposal (RFP) Notification No: ……., dated: .....

1. I/We, the undersigned bidder, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of work, technical specifications, Service Level Standards & in conformity with the said bidding document for the same.
2. I/We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
3. I/We hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP.
4. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
5. I/We agree to abide by this RFP for a period of days as specified in NIB from the closing date fixed for submission of bid as stipulated in the RFP document.
6. I/We understand that the Purchaser is not bound to accept any bid received in response to this RFP.
7. In case we are engaged by the Purchaser, we shall provide any assistance/ cooperation required by Purchaser, appointed auditing agencies (if any), state government officials and other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.

S.No	Category	Details
1	Name and Address of Bidder	

Draft

2	Name, Designation and Address of the contact person to whom all references shall be made regarding this Tender	
3	Contact number and email id. of designated person:	

Signature……

In the capacity of……

Duly authorised to sign Proposal for and on behalf of……

Seal of the Organization: -

Date: …… Place:

……

Draft

9.2 ANNEXURE 2: TECHNICAL BID DOCUMENTS

S .No.	Particular	List of Documents (To be filled by bidder)	Reference Page No. (To be filled by bidder)
	Fee Details		
1.	Technical Bid Cover letter, Bidding document Fee (Tender Fee), RISL Processing Fee (e-Procurement) Bid Security (EMD)	Instrument/ Proof of submission (FEE.PDF) • Scanned copy of Fee Receipt/DD/Banker Cheque Along with Annexure-1 (Technical Bid cover letter)	
Eligibility Documents (As per Clause no. 3.1. Pre-Qualification Criteria)			
2.	Bidder's Authorization Certificate	a. As per Annexure-3 b. copy of PoA/ Board resolution stating that Auth. Signatory (DSC holder) can sign the bid/ contract on behalf of the firm. (AUTH.PDF)	
3.	Certificate of Conformity/ No Deviation	As per Annexure-4 (PDF)	
4.	Legal Entity	a. Copy of valid Registration Certificates or Copy of Certificates of incorporation b. Copy of Certificate of Name Change (If any)	Yes, Company is Registered under Companies Act, 1956 (Company No _____) Corporate Identity Number (CIN): _____ (Page No. __) URL to Verify the document _____
5.	Financial: Turnover from Software Development	CA Certificate with CA's Registration Number/ Seal and UDIN	
6.	Financial Net Worth	CA Certificate with CA's Registration Number/ Seal and UDIN	
7.	Technical Capability	Project-wise (Up to Three Projects) set of documents as follows: a. Annexure-5 per project reference And A Set of documents mentioned in section 3.1. for the criteria	

Draft

S .No.	Particular	List of Documents (To be filled by bidder)	Reference Page No. (To be filled by bidder)
8.	Manpower Strength	Certificate from HR Head clearly specifying the number of resources on it rolls and must submit proof of PF Challan / payment proof for the three months as evidence of having active manpower on payroll as on the date of bid submission.	
9.	Tax registration	a. Income Tax / PAN number GSTN where his business is. located	
10.	Certification	• Copy of valid CMMi Level 5 • ISO 9001:2015 Certification	
11.	Mandatory Undertaking	A Self Certified letter as per Annexure-6: Self-Declaration	
12.	Others (if any)	Other Documents which are left above as per the RFP	

Draft

9.3 ANNEXURE-3: BIDDER'S AUTHORISATION CERTIFICATE

{to be filled by the bidder}

To,

Managing Director,

RajCOMP Info Services Limited (RISL), First

Floor, Yojana Bhawan, Tilak Marg, C-Scheme,

Jaipur (Rajasthan),

[Reference No. …….... Dated .....]

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: Verified Signature:

Authorized Signatory:

Seal of the Organization:

Date:_____

Place: _____

Draft

9.4 ANNEXURE 4: CERTIFICATE OF CONFORMITY/ NO DEVIATION

{To be submitted by the bidder only on his Letter Head duly signed by Auth. Sign.}

To,

Managing Director,

RajCOMP Info Services Limited (RISL), First

Floor, Yojana Bhawan, Tilak Marg, C-Scheme,

Jaipur (Rajasthan)

CERTIFICATE

This is to certify that, our Technical bid is in conformity to the entire scope of work/ services and Terms & Conditions mentioned in RFP, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the scope of work of the bidding document and that there are no deviations of any kind from the scope of work/services.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date: _____

Place: _____

Draft

9.5 ANNEXURE 5: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION & TECHNICAL EVALUATION CRITERIA

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within country:	Project Duration:
Name of Customer:	Total No. of staff-months of the assignment:
Contact person with address, phone, fax and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year): Completion date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	

Draft

9.6 ANNEXURE-6: SELF DECLARATION

{to be filled by the bidder}

To,

Managing Director,

Raj COMP Info Services Limited (RISL), First

Floor, Yojana Bhawan, Tilak Marg, C-Scheme,

Jaipur (Rajasthan),

In response to the NIB Ref. No. _____

dated _____ for

{Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. of_____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding, -

a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity.
b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document.
c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
d) does not have any previous transgressions with any entity in India or any other country during the last three years.
e) does not have any debarment by any other procuring entity.
f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons.
g) does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings.
h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,
Name of the Bidder:
Authorized Signatory:
Date: _____
Place: _____

Draft

9.7 ANNEXURE-7: PRE-BID QUERIES FORMAT

{to be filled by the bidder}

[Reference No: ……., dated: ……]

Name of the Company/Firm: _____

_____

Bidding Document Fee Receipt N_____ Dated_____for Rs._____ /-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.

Draft

9.8 ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT(COVER LETTER)

To,

Managing Director,

Raj COMP Info Services Limited (RISL), First

Floor, Yojana Bhawan, Tilak Marg, C-Scheme,

Jaipur (Rajasthan),

Reference: NIB No.:_____Dated: _____

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Minimum Qualification criteria of resources, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price is inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of ….. days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:

Draft

Financial Bid Format

Indicative Financial Bid Format

- This is an indicative BoQ. The BoQ available at e-procurement portal shall be considered as final.}
- Bidder has to quote compulsorily in all items otherwise complete bid will be rejected.
- Taxes shall be paid as applicable.
- This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only.
- **The grand total of the total of quoted rates in the below table shall be used for evaluation of this tender.**
- The Bidders needs to submit their Financial Proposal at e-procurement website as per the below mentioned templates:

Tender Inviting Authority: Managing Director, RISL							
Name of Work: RFP for Selection of Agency for study, design, development, and implementation of Rajasthan Unified Urban Portal (RajUUP) and Operations & Maintenance Services for a period of three years							
NIT Ref. No:					**Dated:**		
Bidder Name:							
S. No	**Description**	**Unit**	**Qty**	**Unit Rate including all incidental charges, taxes, levies and duties but excluding GST (in INR)**	**Gst for Unit Rate (in INR)**	**Unit Rate inclusive of GST (in INR)**	**Total Amount including all taxes (in INR)**
A	**B**	**C**	**D**	**E**	**F**	**G = (E+F)**	**H= (D*G)**
1	Study, Design, Development and implementation of RajUUP along with data migration	Nos	1				
2	Operations & Maintenance for three years	Nos	1				
Total in Figures:							
Total in Words							

Draft

9.9 ANNEXURE-9A: BANK GUARANTEE FORMAT {to be submitted by the bidder`s bank}

BANK GUARANTEE FORMAT-BID SECURITY

(To be stamped in accordance with Stamp Act and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify>M/s..... (Name & full address of the firm)(Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

   It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No._____ dated _issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalized Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e., <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

   And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____(Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the .....(Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at .....(Hereinafter referred to as the Guarantor)do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation, or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary

Draft

for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s. ……(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal etc.
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____(Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e., <please specify>days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws, and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee, or the subject matter hereof brought by you may not be enforced in or by such count.
10. We hereby confirm that we have the power/s to issue this Guarantee in your Favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your Favor.

Date …… (Signature) …… Place …… (Printed Name) …… (Designation) …… (Bank's common seal) ……

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

(1) ……

……

(2) ……

……..

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

Draft

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non- judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/ her Favor authorizing him/ her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalized Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL.
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:

Draft

9.10 ANNEXURE-9B BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act and on a Stamp, Paper purchased from Rajasthan State only and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,

The Managing Director,

RajCOMP Info Services Limited (RISL),

First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s .....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No dated .....made between the RISL through …… and .....(Contractor) for the work (hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs. (Rupees .....only), we .....(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request of Contractor(s) do hereby undertake to pay. to the RISL an amount not exceeding Rs.....(Rupees.....only) on demand.

2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees. only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We. (Indicate the name of Bank), bound ourselves with all directions given by RISL. regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees. only).

3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.

4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

Draft

5. We (indicate the name of Bank) further agree with the RISL that the RISL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

7. We ..... (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.

8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees. only).

9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.

10. We (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.

11. We hereby confirm that we have the power(s) to issue this guarantee in your Favor under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of……For and on behalf of the <Bank> (indicate the Bank)

Draft

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL.

For and on behalf of the RISL

Signature (Name & Designation)

Draft

9.11 ANNEXURE-10: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal No ……of ……

Before the ..... (First/ Second Appellate Authority)

1. Particulars of appellant:
    a. Name of the appellant:<please specify>
    b. Official address, if any: <please specify>
    c. Residential address:<please specify>
2. Name and address of the respondent(s):
    a. <please specify>
    b. <please specify>
    c. <please specify>
3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved:<please specify>
4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:<please specify>
5. Number of affidavits and documents enclosed with the appeal:<please specify>
6. Grounds of appeal (supported by an affidavit) :<please specify>
7. Prayer:<please specify>

Place …….

Date……

Appellant's Signature

Draft

9.12 ANNEXURE-11: RESOURCE DEPLOYMENT AND QUALIFICATION AND EXPERIENCE OF THE RESOURCES

S.No	Resource Category	Total Count	Required Exp (In Years)
A	**Implementation Period**		
1	Project Manager	1	10+
2	Technical Architect	1	10+
3	Team Leader Technical	1	10+
4	Senior Developer	12	5+
5	Business Analyst	3	10+
6	Android/ iOS Developer	1	5+
7	UI/UX Designer	3	5+
8	QA Engineer/ Tester	2	5+
9	AI/ML Developer	1	10+
10	Data Analyst	1	5+
	Total Count	**26**	
B	**O&M Period**		
1	Team Leader Technical	1	10+
2	Senior Developer	2	5+
3	Mobile Developer (Android/ iOS)	1	5+
	Total Count	**4**	

S.no	Description of Resource	Desirable Qualification and Experience
1	Project Manager	**Qualification:** B.E./B.Tech/MCA and MBA or equivalent from a recognized institution. **Experience:** Minimum 10 years of overall IT experience, including at least 5 years in managing large-scale e-Governance, Enterprise Application or Digital Transformation projects. **Key Responsibilities:** • Overall project planning and governance • Stakeholder coordination and reporting • Resource and risk management • Monitoring project milestones and deliverables

Draft

S.no	Description of Resource	Desirable Qualification and Experience
		• Ensuring quality, timelines and contractual compliance
2	Technical Architect	**Qualification:** B.E./B.Tech/MCA or equivalent from a recognized institution **Experience:** Minimum 10 years of experience in application design, development and implementation of enterprise-scale software applications. **Key Responsibilities:** • Design and define the overall technical and application architecture of RajUUP. • Define microservices, APIs, integration and deployment architecture. • Ensure scalability, performance, security, interoperability and high availability of the solution. • Review and guide application design, database design and integration approach. • Ensure adherence to the approved technology stack, architecture and technical standards. • Provide technical guidance to development, integration, database, DevOps and other technical teams. • Review technical design and development deliverables and address architecture-related issues. • Coordinate with RISL/DoIT&C, RSDC and other technical stakeholders on architecture and integration requirements.
3	Team Leader Technical	**Qualification:** B.E./B.Tech/MCA or equivalent from a recognized institution **Experience:** Minimum 10 years of experience in design, development and implementation of enterprise-scale software applications. . **Key Responsibilities:** • Lead and coordinate the application development team for implementation of RajUUP. • Translate approved SRS/FRS and technical design into development activities. • Guide development of application modules, microservices and APIs. • Ensure adherence to approved architecture, technology stack, coding standards and secure development practices. • Review source code, application configurations and technical deliverables. • Coordinate with Technical Architect, integration, database, DevOps, mobile and testing teams. • Support resolution of technical issues during development, testing, deployment and stabilisation.
4	Senior Developer	**Qualification:** B.E./B.Tech/MCA or equivalent. **Experience:** Minimum 5 years of experience in (as mentioned below)

Draft

S.no	Description of Resource	Desirable Qualification and Experience
		• Enterprise application development • Service-oriented and API-led integration • Secure coding practices • Workflow-based application modules • Government application delivery. • Experience with Microservices project development
5	Business Analyst	**Qualification:** B.E./B.Tech/MCA or equivalent from a recognized institution **Experience:** Minimum 10 years of experience in business process consulting, requirement gathering and enterprise application projects. **Key Responsibilities:** • Requirement elicitation and workshops • Process study and gap analysis • BRS/SRS/FRS preparation • Functional validation and UAT support • Coordination with user departments
6	Mobile App Developer (Android/ iOS)	**Qualification:** B.E./B.Tech/MCA or equivalent. **Experience:** Minimum 5 years of experience in design, development, integration and implementation of Android/iOS mobile applications.. **Key Responsibilities:** • Design, develop and maintain mobile applications for Android/iOS platforms. • Integrate mobile applications with backend systems, APIs and third-party services. • Ensure application performance, security, usability and compatibility across devices. • Perform debugging, testing and resolution of application issues. • Support application deployment, version upgrades and release management.
7	UI/UX Designer	**Qualification:** B.E./B.Tech/MCA or equivalent. **Experience:** Minimum 5 years of experience in UI/UX design for web and/or mobile applications, including user journeys, wireframes, prototypes and responsive interface design. **Key Responsibilities:** • Design intuitive and consistent UI/UX for RajUUP web and mobile applications. • Prepare user journeys, wireframes, prototypes and screen designs. • Ensure responsive design across supported devices and screen sizes. • Ensure consistency of UI components, layouts and design standards across applications/modules. • Incorporate accessibility and usability requirements in the application design. • Coordinate with functional and development teams for implementation of approved designs. • Review implemented screens for conformity with approved UI/UX designs

Draft

S.no	Description of Resource	Desirable Qualification and Experience
8	QA Engineer/ Tester	**Qualification:** B.E./B.Tech/MCA or equivalent. **Experience:** Minimum 5 years of experience in software testing and quality assurance . **Key Responsibilities:** • Prepare test plans and test cases • Conduct functional and integration testing • Defect tracking and resolution support • UAT coordination • Quality compliance verification
9	AI/ML Developer	**Qualification:** B.E./B.Tech/MCA or equivalent. **Experience:** Minimum 10 years of experience in AI/ML solutions, including experience in designing and implementing AI/ML models and analytics solutions . **Key Responsibilities:** • Design and implement approved AI/ML use cases, including predictive analytics, anomaly detection and intelligent alerts for RajUUP. • Develop, validate, integrate and optimise AI/ML models using applicable RajUUP data. • Monitor model performance and coordinate implementation with application, data and integration teams.
10	Data Analyst	**Qualification:** B.E./B.Tech/MCA or equivalent. **Experience:** Minimum 5 years of experience in data analysis, MIS, dashboards, reporting and business intelligence/analytical solutions. **Key Responsibilities:** • Develop and maintain KPIs, MIS, dashboards and analytical reports for RajUUP. • Analyse service, workflow and transactional data for trends, exceptions, pendency, SLA and decision support. • Validate data accuracy and coordinate with application/database teams for analytics and reporting requirements

Draft

9.13 ANNEXURE-12: FORMAT FOR CVs OF KEY PROFILES

Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	

Academic Qualifications: ○ Degree ○ Academic institution graduated from ○ Year of graduation ○ Specialization (if any) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company (the SDA)	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: Organizations worked for in the past ○ Organization name ○ Duration and dates of entry and exit ○ Designation ○ Location(s) ○ Key responsibilities • Prior project experience ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project ○ Total team size Please provide only relevant projects.	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

<Name of Applicant> Month YYYY

Draft

9.14 ANNEXURE-13: DRAFT AGREEMENT FORMAT

{to be mutually signed by bidder and procuring entity}

This Contract is made and entered into on this _day of _, 2026 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s___, a company registered under the Indian Companies Act, 1956 with its registered office at _____ (herein after referred as the "Successful Bidder/ Supplier") which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas,

Purchaser is desirous of appointing an agency for <project title>as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated _____ of <NIB No >.

And whereas

M/s___ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

Purchaser has accepted the bid of supplier and has placed the Work Order vide Letter No. dated__, on which supplier has given their acceptance vide their Letter No._____dated __ _____.

And whereas

The supplier has deposited a sum of Rs. _____/- (Rupees ____) in the form of _____ ref no. _____ dated _____ of

Bank and valid up to __as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIB Ref. No. _____dated _and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.

2.In consideration of the payment to be made by RISL to M/s…… at the rates set forth in the LOI no. ____ dated _will duly supply the said articles/services

Draft

set forth thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

3.The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.

4.The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be affected from the date of LOI i.e., _____and completed by supplier within the period as specified in the RFP document.

5.In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply/ install/ complete: -

• Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5%
• Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work.	5.0%
• Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	7.5%
• Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	10.0%

Note:

i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
ii. The maximum amount of agreed liquidated damages shall be 10%.
iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.

6.This agreement is being executed on behalf of M/s (Concerned Department) ……, to procure defined goods and services, RISL is acting merely. as a Pure agent who neither intends to hold or holds any title to the goods and services are required to be delivered in the name M/s (Concerned Department) along with invoices of supplied items, although payment will be made by RISL on behalf of said department.

7.All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.

Draft

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this _____day of _____, 2026/27.

Draft

9.15 ANNEXURE 14: INDICATIVE LIST OF MODULES AND FUNCTIONAL REQUIREMENTS

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
1	Unified Property ID	Online	Unique property ID; GIS-linked property register; ownership, occupancy, usage, area, scheme, plot and property history; legacy-record linkage.	Phase 1
2	Lease Deed Issue (E-Patta)	Online	Freehold and leasehold patta; leasehold-to-freehold conversion; one-time lease certificate; scrutiny, dues, approval and issuance.	Phase 1
3	Free Hold lease Deed Issue	Online	Freehold and leasehold patta; leasehold-to-freehold conversion; one-time lease certificate; scrutiny, dues, approval and issuance.	Phase 1
4	Issue Free Hold E-Patta in lieu of already issued Patta	Online	Freehold and leasehold patta; leasehold-to-freehold conversion; one-time lease certificate; scrutiny, dues, approval and issuance.	Phase 1
5	Name Transfer/Substitution	Online	Transfer, substitution, inheritance and mutation applications; scrutiny; objections; fee and dues verification; approval and record updation.	Phase 1
6	Subdivision/Reconstitution	Online	Ownership and planning-rule validation; technical scrutiny; revised plot configuration; fee assessment and approval.	Phase 1
7	One Time Lease Certificate (OTLC)	Online	Freehold and leasehold patta; leasehold-to-freehold conversion; one-time lease certificate; scrutiny, dues, approval and issuance.	Phase 1
8	Possession Letter Allotment Through Lottery	Online	Application and eligibility; scheme registration; preference; secure draw/lottery; allotment; waiting list; payment, cancellation and refund.	Phase 1
9	Issue of Possession Letter	Offline	Possession letter, sale permission, property NOC, no-dues certificate and other approved land/property certificates; verification, approval and digital issuance.	Phase 1
10	Issue of Allotment Letter	Offline	Possession letter, sale permission, property NOC, no-dues certificate and other approved land/property certificates; verification, approval and digital issuance.	Phase 1
11	90-A Land Conversion	Online	Agricultural-to-non-agricultural conversion; land-use change; zoning and master-plan validation; NOCs, charges, approval and order issuance.	Phase 1
12	Change in Land Use (CLU)	Offline	Agricultural-to-non-agricultural conversion; land-use change; zoning and master-plan validation; NOCs,	Phase 1

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
			charges, approval and order issuance.	
13	Layout Plan Approval	Online	Layout submission; planning and development-control validation; technical scrutiny; NOCs; fee assessment; approval and revisions.	Phase 1
14	Allotment Through Reservation Letter	Offline	Application and eligibility; scheme registration; preference; secure draw/lottery; allotment; waiting list; payment, cancellation and refund.	Phase 1
15	Accounting Management System	Offline	Chart of accounts and financial-year setup; general ledger, journal vouchers and approvals; budget and fund control; accounts payable and receivable; billing, demand, receipt and payment accounting; bank and cash-book management with reconciliation; contractor and vendor payments; statutory deductions and tax records; asset and liability accounting; period-end closure; financial statements, audit trails and management reporting.	Phase 1
51	Allotmernt Letter with Patta	Offline	Application and eligibility verification; allotment scrutiny; dues and payment validation; approval; allotment letter and patta issuance; record updation.	Phase 1
64	Lease Amount Deposit	Online	Lease-demand verification; online deposit and receipt generation; payment-status tracking; bank reconciliation; adjustment of dues and property-account updation.	Phase 1
65	Name Transfer Through Aarakshan	Online	Transfer through reservation entitlement; applicant and property verification; scrutiny; objections; fee and dues validation; approval and record updation.	Phase 1
66	Name Transfer With Patta	Online	Name-transfer application; ownership, inheritance and property verification; scrutiny; objections; fee and dues validation; approval; updated patta issuance and record updation.	Phase 1
16	Work Management System	Offline	Proposal, estimate, sanction, tender/work-order linkage, contractor, milestone, measurement, bill, progress, completion and defect-liability records.	Phase 2
17	Correction in Legacy Documents	Offline	Correction or updation of patta, site plan, allotment letter and related legacy records; verification, approval, version history and revised-document issuance.	Phase 2

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
18	Building Plan Approval System (BPAS)	Partially Online	Building-plan submission and scrutiny; rule validation; NOCs; fee assessment; inspection; approval; completion and occupancy certificate. Dashboard-based monitoring of completion and occupancy certificate applications, including district-wise and authority-wise status, pendency, processing timelines, SLA status and issuance details.	Phase 2
19	Issue of Completion Certificate	Partially Online	Building-plan submission and scrutiny; rule validation; NOCs; fee assessment; inspection; approval; completion and occupancy certificate. Dashboard-based monitoring of completion and occupancy certificate applications, including district-wise and authority-wise status, pendency, processing timelines, SLA status and issuance details.	Phase 2
20	Issue of Occupancy Certificate	Partially Online	Building-plan submission and scrutiny; rule validation; NOCs; fee assessment; inspection; approval; completion and occupancy certificate. Dashboard-based monitoring of completion and occupancy certificate applications, including district-wise and authority-wise status, pendency, processing timelines, SLA status and issuance details.	Phase 2
21	Cancellation of Approved Building Map	Partially Online	Building-plan submission and scrutiny; rule validation; NOCs; fee assessment; inspection; approval; completion and occupancy certificate. Dashboard-based monitoring of completion and occupancy certificate applications, including district-wise and authority-wise status, pendency, processing timelines, SLA status and issuance details.	Phase 2
22	Certified Copies of Required Documents (Scheme Map, Site Plan, Allotment, Possession, Court-Related, Any other documents)	Offline	Possession letter, sale permission, property NOC, no-dues certificate and other approved land/property certificates; verification, approval and digital issuance.	Phase 2
23	Submission of Maps Approved by Registered Architect	Offline	Building-plan submission and scrutiny; rule validation; NOCs; fee assessment; inspection; approval; completion and occupancy certificate. Dashboard-based	Phase 2

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
			monitoring of completion and occupancy certificate applications, including district-wise and authority-wise status, pendency, processing timelines, SLA status and issuance details.	
24	Booking of Community Center	Online	Community centres, halls, municipal facilities and marriage gardens; availability, booking, approval, payment, cancellation, refund and utilization.	Phase 2
26	Developer Registration	Offline	Registration, profile and document verification of developers; approval, validity, renewal, suspension, deactivation and linkage with applicable applications and projects.	Phase 2
27	Khancha Land (Strip of Land)	Offline	Scheme creation; land bank; parcel and plot inventory; reservation, availability, valuation, allotment status and property linkage.	Phase 2
28	Land Exchange After Allotment	Offline	Transfer, substitution, inheritance and mutation applications; scrutiny; objections; fee and dues verification; approval and record updation.	Phase 2
29	JDA Land on Rent	Offline	Estate asset register; lease, licence, rent, tenant and occupancy management; agreement, renewal, transfer, billing, dues, inspection, eviction and termination.	Phase 2
30	Urban Development (UD) Tax / Property Tax	Online	Assessment and self-assessment; exemptions and rebates; demand, billing, payment, arrears, notices, recovery and mutation linkage.	Phase 2
31	Award to Reservation	Online	Application and eligibility; scheme registration; preference; secure draw/lottery; allotment; waiting list; payment, cancellation and refund.	Phase 2
32	Enforcement Monitoring System	Offline	Inspection and violation records; challan, penalty and environmental compensation; payment; appeal/review; repeat-offender tracking and closure.	Phase 2
33	Tobacco License Permission	Offline	Application, applicant and premises details; document scrutiny; eligibility and regulatory compliance verification; fee assessment and payment; inspection; licence issuance, renewal, amendment, suspension and cancellation; violation and enforcement tracking.	Phase 2
53	Building Construction Permission Upto 500 Sq Mt	Online	Building-plan submission and scrutiny; rule validation; NOCs; fee assessment; inspection; approval; completion and occupancy certificate. Dashboard-based	Phase 2

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
			monitoring of completion and occupancy certificate applications, including district-wise and authority-wise status, pendency, processing timelines, SLA status and issuance details.	
54	Correction in Approved Building Plan	Offline	Correction or amendment of an approved building plan; applicant and property verification; revised drawing submission; rule validation; technical scrutiny; fee assessment; approval and revised-plan issuance.	Phase 2
55	Correction in Issued Allotment Letter	Offline	Correction or updation of patta, site plan, allotment letter and related legacy records; verification, approval, version history and revised-document issuance.	Phase 2
56	Correction in Issued Lease Deed	Offline	Correction or updation of patta, site plan, allotment letter and related legacy records; verification, approval, version history and revised-document issuance.	Phase 2
57	Correction in Issued Name Transfer	Offline	Correction of issued name-transfer records; applicant, ownership and property verification; supporting-document scrutiny; approval; version history and revised-document issuance.	Phase 2
58	Correction in Issued Possession Letter	Offline	Correction or updation of patta, site plan, allotment letter and related legacy records; verification, approval, version history and revised-document issuance.	Phase 2
59	Correction in Issued Sub-Division and Reconstitution	Offline	Correction of issued subdivision or reconstitution records; ownership and planning-rule validation; revised plot configuration; technical scrutiny; approval and revised-document issuance.	Phase 2
60	Correction in Multiple Issued Documents	Offline	Correction or updation across multiple issued property documents; consolidated verification; supporting-document scrutiny; approval; version history; synchronized record updation and revised-document issuance.	Phase 2
62	Land allotment	Offline	Application and eligibility; land and plot availability; reservation and valuation; scrutiny; approval; demand and payment; allotment, cancellation and record updation.	Phase 2
67	Re-Validation in Issued Lease Deed (After 3 Years)	Offline	Revalidation of an issued lease deed after three years; deed and property verification; compliance and dues check; applicable fee	Phase 2

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
			assessment; approval and revalidated-deed issuance.	
68	Re-Validation in Issued Lease Deed (Upto 3 Years)	Offline	Revalidation of an issued lease deed up to three years; deed and property verification; compliance and dues check; applicable fee assessment; approval and revalidated-deed issuance.	Phase 2
25	E-Auction (Online)	Online	Auction catalogue and notice; bidder participation; earnest money; live bidding; evaluation; result; payment, allotment and cancellation.	Phase 3
34	Land Surrender and Compensation	Offline	Surrender or acquisition proposal; parcel and ownership verification; survey; notices; objections; valuation, award, compensation, possession and record updation.	Phase 3
35	Institutional Land Allotment	Online	Application and eligibility; scheme registration; preference; secure draw/lottery; allotment; waiting list; payment, cancellation and refund.	Phase 3
36	Above Ground Telecom Infrastructure	Online	Application and permission for mobile towers, poles, ducts and other telecom infrastructure; applicant and site details; document submission; site scrutiny; applicable NOCs; inspection; fee and charge assessment; approval, renewal and compliance monitoring.	Phase 3
37	Underground Telecom Infrastructure	Online	Application and permission for mobile towers, poles, ducts and other telecom infrastructure; applicant and site details; document submission; site scrutiny; applicable NOCs; inspection; fee and charge assessment; approval, renewal and compliance monitoring.	Phase 3
38	Make Payment Against Property	Online	Assessment and self-assessment; exemptions and rebates; demand, billing, payment, arrears, notices, recovery and mutation linkage.	Phase 3
39	Online Tender Participation	Online	Online publication and participation in tenders; bidder submission, document management, fee and payment linkage, status tracking, evaluation support and award communication.	Phase 3
40	Trade Licence	Online	New licence, renewal, amendment, inspection, fee assessment, issuance, suspension and cancellation.	Phase 3
41	Fire NOC	Online	Risk classification; application scrutiny; inspection; deficiency	Phase 3

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
			compliance; issuance, renewal, suspension and revocation.	
42	Sewer Connection	Online	Sewer connections; service requests; desludging scheduling; operator and vehicle allocation; trip tracking; disposal confirmation and charges.	Phase 3
43	Street Vendor Registration / Licence	Online	Survey; registration; vending-zone allocation; certificate, renewal, fee, relocation and enforcement records.	Phase 3
44	Signage Licence / Advertisement Permission	Online	Site and structure registration; permission; scrutiny; inspection; fee; licence, renewal, violation and removal.	Phase 3
45	Road Cutting Permission	Offline	Utility and location details; technical scrutiny; inspection; permission fees and restoration charges; completion and restoration verification.	Phase 3
46	Solid Waste Management Services	Offline	Collection zones and routes; vehicles and trips; door-to-door collection; bulk generators; processing and disposal records; GIS-based mapping of collection points, routes and facilities; GPS tracking of vehicles; and monitoring of missed locations and route deviations.	Phase 3
47	Grievance (E-Sunwai)	Offline	Citizen complaints and service requests; omnichannel complaint registration; category-wise routing; SLA monitoring; escalation; field verification; citizen feedback; appeal and reopening; grievance analytics and reporting.	Phase 3
48	Tree Guard	Offline	Request, approval, location, allotment and monitoring of tree guards and related urban-greening activities, including beneficiary, installation and maintenance records.	Phase 3
49	Water Harvesting Deposit Refund	Offline	Demand generation; payment through online and offline modes; verification; bank reconciliation; daily transaction closure.	Phase 3
50	Pet Registration	Offline	Pet and owner records; vaccination details; licence, renewal, fee, transfer, cancellation and compliance.	Phase 3
52	Apply for Advertisement	Offline	Site and structure registration; advertisement application and permission; document scrutiny; inspection; fee assessment; licence issuance, renewal, violation tracking and removal.	Phase 3

Draft

S.No.	Service Name	Application Current Status	Functional Scope	Implementation Phase
61	Extension of Project Duration/Validity Period	Online	Application for extension of project duration or validity; project and approval verification; progress and compliance review; fee assessment; competent-authority approval and revised-validity issuance.	Phase 3
63	Land Surrender and Compensation Against Sector Road/Master Plan Road/Other Road/Scheme	Offline	Surrender or acquisition proposal; parcel and ownership verification; survey; notices; objections; valuation, award, compensation, possession and record updation.	Phase 3
69	Submit Objection For Vigyapati	Offline	Notice-wise objection submission; applicant and property details; supporting documents; scrutiny; hearing and departmental remarks; decision, disposal order and status tracking.	Phase 3
70	e-Lottery	Offline	Application and eligibility; scheme registration; preference; secure electronic draw/lottery; allotment; waiting list; result publication; payment, cancellation and refund.	Phase 3
71	Housing Scheme Management	Offline	Housing-scheme creation; land, unit and inventory management; eligibility and application processing; reservation and lottery; allotment; demand and payment; possession, cancellation, refund and scheme reporting.	Phase 3
72	Rent and Lease Management	Offline	Estate asset register; lease, licence, rent, tenant and occupancy management; agreement, renewal, transfer, billing, dues, inspection, eviction and termination.	Phase 3
73	Industrial Land Management	Offline	Industrial land bank and plot inventory; application and eligibility; reservation, valuation and allotment; lease and possession; billing and dues; transfer, subdivision, compliance monitoring, resumption and record updation.	Phase 3

Note: The modules and functional requirements specified in this Annexure are indicative and constitute the initial functional scope of RajUUP. Detailed workflows, business rules, user roles, forms, reports, integrations, data requirements and acceptance criteria shall be finalised during the requirement study and SRS/FRS preparation stage, within the development timelines, by the Project OIC (Officer-in-Charge) in consultation with the concerned User Departments and stakeholders. The Selected Bidder shall implement all requirements approved by RISL/DoIT&C within the prescribed project timelines.

Draft