

**Request for feedback/comments on RFP for****“Be Startup – Promotion of Startups in IT/ITeS Sector”**

With the aim to fulfil the commitment of promoting startups in Rajasthan, **Be Startup – Rajasthan** program is envisaged to be initiated by Department of Information Technology & Communication and RajCOMP Info Services Limited, which will ensure providing a platform for Startups in Rajasthan to showcase their skillset and talent, and give ample opportunity to get associated in eGovernance projects benefitting not just themselves, but also the state in the larger perspective.

**For this purpose, RISL intends to empanel eligible Startups and associate with them for eGovernance projects in Rajasthan.** Through this empanelment, RISL shall empanel startup organizations/ firms and expedite the procurement process and promote startups in Rajasthan pertaining to certain IT/ITeS Projects.

RISL envisages obtaining inputs and feedback on the draft RFP for the said empanelment from Startups and Entrepreneurs who intend to get engaged with RISL for its projects. You are requested to provide your inputs/feedback on [itday@rajasthan.gov.in](mailto:itday@rajasthan.gov.in) by April 15, 2016. The same would be evaluated and considered with the final document pertaining to the empanelment.



(Akhil Arora)

Chairman & Managing Director

## Be Startup - Rajasthan

### Request for Proposal (RFP) Document for Empanelment of IT/ITeS Startups with RISL

[Reference No.]

<b>Procuring Authority</b>	Managing Director, RISL, First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
<b>Date &amp; Time of Pre-bid meeting</b>	
<b>Last Date &amp; Time of Submission of Bid</b>	
<b>Date &amp; Time of Opening of Technical Bid</b>	

#### Category/Categories applied for:

Sr.	Category of Items/ Services	Processing fee (Non-refundable)		Application form Fee (Non-refundable)	
		Amount	Deposited/ Enclosed (Yes/No)	Amount	Deposited/ Enclosed (Yes/No)
1.	Website/Portal development and FMS on deliverable basis	Rs. 5,000/-		Rs. 1,000/-	
2.	Mobile App development and FMS on deliverable basis	Rs. 5,000/-		Rs. 1,000/-	

<b>Name of the Bidding Company/ Firm:</b>	
<b>Contact Person (Authorised Bid Signatory):</b>	
<b>Correspondence Address:</b>	
<b>Mobile No.</b>	<b>Telephone &amp; Fax Nos.:</b>
<b>Portal &amp; E-Mail:</b>	

#### 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: [dsaxena@rajasthan.gov.in](mailto:dsaxena@rajasthan.gov.in)

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## ABBREVIATIONS & DEFINITIONS

<b>Act</b>	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto
<b>AEM</b>	Adobe Experience Manager Enterprise Web Content Management Platform
<b>Authorised Signatory</b>	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.
<b>BG</b>	Bank Guarantee
<b>Bid Security</b>	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.
<b>Bid/ eBid</b>	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
<b>Bidder</b>	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
<b>Bidding Document</b>	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
<b>CMC</b>	Contract Monitoring Committee
<b>Competent Authority</b>	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. Managing Director, RISL in this bidding document.
<b>Contract/ Procurement Contract</b>	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
<b>Contract/ Project Period</b>	The Contract/ Project Period shall be for a period of Two (02) year from the date of issue of letter of Rate Contract to the successful bidder(s). Rate Contract may be extended for a period of one (01) year with mutual consent
<b>Day</b>	Calendar Day as per GoI/ GoR
<b>DC</b>	Data Centre
<b>DeitY, GoI</b>	Department of Electronics and Information Technology, Government of India
<b>Designated Location</b>	Indicated in the RFP wherever required
<b>DoIT&amp;C</b>	Department of Information Technology and Communications, Government of Rajasthan.
<b>eGRAS</b>	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). e-GRAS 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 portal: <a href="https://egras.raj.nic.in/">https://egras.raj.nic.in/</a>
<b>FOR/ FOB</b>	Free on Board or Freight on Board
<b>GoI/ GoR</b>	Govt. of India/ Govt. of Rajasthan

<b>Goods</b>	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
<b>ICT</b>	Information and Communication Technology.
<b>IFB</b>	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)
<b>INR</b>	Indian Rupee
<b>ISI</b>	Indian Standards Institution
<b>ISO</b>	International Organisation for Standardisation
<b>IT</b>	Information Technology
<b>ITB</b>	Instruction to Bidders
<b>LD</b>	Liquidated Damages
<b>LoI</b>	Letter of Intent
<b>NCB</b>	A bidding process in which qualified bidders only from within India are allowed to participate
<b>NIB</b>	Notice Inviting Bid
<b>Notification</b>	A notification published in the Official Gazette
<b>PAN</b>	Permanent Account Number
<b>PC</b>	Procurement/ Purchase Committee
<b>PQ</b>	Pre-Qualification
<b>Procurement Process</b>	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
<b>Procurement/ Public Procurement</b>	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
<b>Project Site</b>	Wherever applicable, means the designated place or places.
<b>PSD</b>	Performance Security Deposit. Instrument obtained against the issue of each individual work order
<b>Purchaser/ Tendering Authority/ Procuring Entity</b>	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.
<b>RC</b>	Rate Contract

<b>RISL</b>	RajCOMP Info Services Limited
<b>RSDC</b>	Rajasthan State Data Centre, New IT Building, Yojana Bhawan, Jaipur
<b>RVAT</b>	Rajasthan Value Added Tax
<b>SD</b>	Security Deposit obtained against the issue of Rate Contract.
<b>SDC</b>	State Data Centre, Yojana Bhawan, Jaipur
<b>Services</b>	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
<b>Selected Bidder/ Successful Bidder</b>	The bidder finally selected through this RFP and issued LoI/ Letter of Rate Contract.
<b>SLA</b>	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a 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.
<b>State Government</b>	Government of Rajasthan (GoR)
<b>State Public Procurement Portal</b>	<a href="http://sppp.raj.nic.in">http://sppp.raj.nic.in</a>
<b>Source Location</b>	Department of IT & Communication in this RFP
<b>Subject Matter of Procurement</b>	Any item of procurement whether in the form of goods, services or works
<b>TIN</b>	Tax Identification Number
<b>VAT/ CenVAT</b>	Value Added Tax/ Central VAT
<b>WO/ PO</b>	Individual Work Order/ Purchase Order

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

NIB Ref No:

Date:

Unique Bid No:

<b>Unique Bid Number</b>				
<b>Name &amp; Address of the Procuring Entity</b>	<ul style="list-style-type: none"> <li>Name: RajCOMP Info Services Limited (RISL)</li> <li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> </ul>			
<b>Name &amp; Address of the Project Officer In-charge (POIC)</b>	<ul style="list-style-type: none"> <li>Name: Ms Deepshikha Saxena, SA &amp; Joint Director</li> <li>Email- dsaxena@rajasthan.gov.in</li> <li>Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur (Rajasthan)</li> </ul>			
<b>Subject Matter of Procurement</b>	<p>RISL invites applications for short listing eligible start up organizations / firms for empanelment with RISL. This empanelment initiative will be useful to promote startups in Rajasthan and provide due opportunities to Startups. Through this empanelment process, the bidders who fulfil the requisite eligibility criteria will be empanelled for supply of goods or services or both in their category of empanelment, the value of which is up to the amount mentioned below:</p>			
	<b>Sr.</b>	<b>Category of Items/ Services</b>	<b>Processing fee (Non-refundable)</b>	<b>Value of Tender / Work</b>
	1.	Website/Portal development and FMS on deliverable basis	Rs. 5,000/-	Upto 25 Lac
	2.	Mobile App development and FMS on deliverable basis	Rs. 5,000/-	Upto 25 Lac
<b>Bid Procedure</b>	Single-stage One Envelope			
<b>Bid Evaluation Criteria (Selection Method)</b>	<p>All the application forms shall be scrutinized on the basis of documents and information submitted by applicant Startup Organizations and the technical presentation. Based upon scrutiny, applicants who will fulfil the pre - qualification and technical criteria and other conditions as stated in the application form shall be empanelled.</p>			
<b>Websites for downloading Bidding Document, Corrigendum's, Addendums etc.</b>				
<b>Period of Sale of Bidding Document</b>				
<b>Date/ Time/ Place of Pre-bid Meeting</b>				

<b>Bid Validity</b>	90 days from the bid submission deadline
<p>Note:</p> <ol style="list-style-type: none"><li>1) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Application Forms.</li><li>2) 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.</li><li>3) 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.</li></ol> <p>The provisions of RTPPA 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.</p>	

**(Akhil Arora)**  
**Chairman & Managing Director, RISL**

## 2. PROJECT PROFILE & BACKGROUND INFORMATION

### 1) Introduction

The emergence of Information and Communications Technology (ICT) has provided means for faster and better communication, efficient storage, retrieval and processing of data and exchange and utilization of information to its users, be they individuals, groups, businesses, organizations or governments. So far as governments are concerned, the coming together of computerization and internet connectivity/web-enablement in association with process re-engineering, promises faster and better processing of information leading to speedier and qualitatively better decision making, greater reach and accountability, better utilization of resources and overall **Good Governance**.

It has been observed, that Startup initiatives are not able to participate in the tendering process due to lack of experience/turnover and other related high eligibility criteria. Therefore, with the aim to fulfil the commitment of promoting startups in Rajasthan as declared in the Rajasthan eGovernance and IT/ITeS Policy 2015, **Be Startup – Rajasthan** program is being initiated, which will ensure providing a platform for Startups in Rajasthan to showcase their skillset and talent, and give ample opportunity to get associated in eGovernance projects benefitting not just themselves, but also the state in the larger perspective.

By executing the Be Startup – Rajasthan program, the Government of Rajasthan intends to promote Startups in Rajasthan by providing opportunities to get empanelled and associated for IT/ITeS Projects, providing them experience as well as exposure to Government operated eGovernance initiatives across the state.

RajCOMP Info Services Limited (RISL) undertakes frequent procurement initiatives on behalf of various Government Departments/ Organizations across the State of Rajasthan. For multiple such cases/projects, work requires out of the box thinking, approach and quick implementation – which are three pillars for any startup.

RISL, through BE Startup – Rajasthan, acknowledges that startups can, with their skill set and out of the box approach of working, can deliver for projects at a very fast pace. Therefore, with this empanelment, an opportunity is being provided to all Startups to get empanelled and associated for projects appropriate for them, without the hassle of large eligibility and experience criteria.

RISL intends to empanel qualified and eligible startup organizations / firms with predefined man month equivalent industry standard rates, and would like to invite bids for short listing eligible startup organizations / firms and empanelling them for one (01) calendar year which may further be extended for one more year. This empanelment initiative will be useful to expedite the procurement process and promote startups in Rajasthan. Through this empanelment process, the bidders who fulfil the requisite eligibility criteria will be empanelled for supply of goods or services or both in their category of empanelment, the value of which is up to the amount mentioned below:

Sr.	Category of Items/ Services	Processing fee (Non-refundable)	Value of Tender / Work
1.	Website/Portal development and FMS on deliverable basis	Rs. 5,000/-	Upto 25 Lac
2.	Mobile App development and FMS on deliverable basis	Rs. 5,000/-	Upto 25 Lac

This Empanelment shall remain valid for a period for one year however, the tenure of empanelment may be extended further for another 12 months based on the performance of the firm and mutual consent of RISL and the respective Organization / Firm and availability of budget under the specific category.

### 3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

#### 1) Prequalification Criteria

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

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956 OR A partnership firm registered under Indian Partnership Act, 1932.	- Copy of valid Registration Certificates  - Copy of Certificates of incorporation
2	Years of Existence	The bidder should have been registered only after April 1, 2012. Firms/companies registered previous to this date, shall not be eligible to participate in this empanelment.	Copy of valid Registration Certificates  Copy of Certificates of incorporation
3	Financial: Turnover	The average financial turnover of the bidder in the last 3 financial years, i.e. 2013-14 to 2015-16 should not be more than 3 Crores INR.	CA Certificate with CA's Registration Number/ Seal
4	Financial: Net Worth	The net worth of the bidder, as on March 31, 2015 should be Positive.	CA Certificate with CA's Registration Number/ Seal
5	Tax registration and clearance	The bidder should have a registered number of i. Service Tax ii. Income Tax / Pan number. If applicable, the bidder should have cleared his VAT/ CST/Service Tax dues up to 31st March 2015 to the Government.	Copies of relevant certificates of registration
6	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 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	A Self Certified letter as per Form-3: Self-Declaration

S. No.	Basic Requirement	Specific Requirements	Documents Required
		commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) comply with the code of integrity as specified in the bidding document.	

## 2) Technical Criteria

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Presentation	The bidder having provided all documents as mentioned above should be called for a technical presentation, to be given to a senior panel finalized by RISL, explaining their methodology, approach, skillset and resource strength. The presentation shall be ranked on the basis of following criteria: 1. Methodology – 2 Marks 2. Approach – 2 Marks 3. Skillset – 2 Marks 4. Resource strength – 4 Marks The minimum eligibility criteria for empanelment shall be 7 marks on the scale of 10.	The date of presentation shall be intimated to the bidders.

### Consortium in any form is not allowed

- 3) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -
- the procuring entity shall disqualify a bidder as per the provisions under “Clause: 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.

#### **4. SCOPE OF WORK, DELIVERABLES & TIMELINES**

##### **4.1. CATEGORY-1: Website/Portal development and FMS on deliverable basis**

Anytime during the tenure of the empanelment, the Organization / Firm may be required to undertake various project activities under different categories of work / service.

- Under the Rajasthan Web Restructuring Plan, RISL on behalf of various government departments of Rajasthan, shall develop integrated Portals for these departments through outsourcing. RISL needs competent firms to develop these portals and integrate their web applications.
- Portal Development projects with RISL shall be executed/ completed by the firms selected for rate contract and would therefore save time, money and efforts thereby enhancing the efficiency of overall service delivery by RISL.
  - Improve the Service delivery of RISL to various state line departments/ PSUs/ Boards by making it quick and efficient
- Lead to Consist and uniform purchase policies and procedures leading to standardization.
- Shall Improve the Quality of Service provided by RISL.

The portals to be developed have to comply to the following international and national guidelines:

- W3C HTML5
- WCAG, i.e. Web Content Accessibility Guidelines 2.0
- UAAG, i.e. User Agent Accessibility Guidelines 2.0
- GIGW, i.e. Guidelines for Indian Government Portals

In addition, each portal should have the following features:

- Complete Responsiveness on the following devices
  - All mobiles above 4" Screen Size
  - All tablets, including iPad
  - All primary desktop and laptop screen resolution
- Multi language support

The exact quantities of portals to be developed, managed and maintained, scope of work, deliverables and timelines shall depend on the specific work to be done and will be specified in the individual work order(s) provided under this Rate Contract. However, the tentative scope of work is as follows:

The bidder shall develop, implement, maintain and manage portals, covering the following activities:



#### 4.1.1. Gather Requirements

- i. Selected Bidder shall visit the concerned Department and collect its requirement from the officer(s) concerned. Departments/ Organizations typically have an abstract idea of what they want as an end result, but not what portal should do. Successful bidder shall understand comprehensive requirements of the department.
- ii. This stage shall involve engagement of individuals/ teams from bidder side to get detailed and accurate requirement from the department; often there has to be a lot of communication to and fro between the bidder's team and Department to understand these requirements and avoid communication gaps. The bidder is expected to perform the following under this phase: -
  - ✓ User requirements
  - ✓ Portal requirement
- iii. **User Requirement Specification (URS) for Portals** would be the deliverable of this phase. User Requirement Document for **Portals** shall (include but not limited to) the following:
  - ✓ Users of the System and their Access Roles in the System
  - ✓ Modules Required by the Department, e.g. Photo Gallery, Tenders, Orders and Circulars etc
  - ✓ Functionalities required in the Modules Upload, Download, Update, Search etc
  - ✓ Number of Tabs, Language for Tabs, i.e. English/ Hindi/ Both
  - ✓ Access management Details

- ✓ External interfaces with System, e.g. Payment gateway, SMS gateway, MSDG gateway etc

#### 4.1.2. Design, Coding & Testing of Portal

- i. Bidder shall develop a portal design document based on the requirements given by User department
- ii. Bidder shall design the portal as per approved user requirement specification (URS)
- iii. Bidder shall design portal which meets all guidelines and standards mentioned in Section 4.1 of the RFP
- iv. Bidder shall collect and create metadata for developing and deploying the portal
- v. Bidder shall Incorporate Security features as per latest OWASP Top 10 vulnerabilities
- vi. Bidder shall test the portal for functionality as per user requirement and for performance
- vii. Output of this stage will be Portal Design Document along with its Code, documentation etc



##### 4.1.2.1. Deployment Environment for Portal at RSDC

Bidder shall develop the portal and same shall be used for deployment at RSDC.

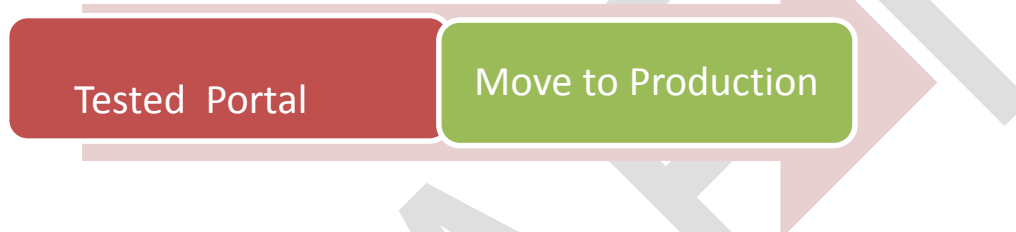
##### 4.1.2.2. Minimum Functionalities/ features in the portal

- a. **Bilingual Menus/ Tabs** on all the pages of the portal. On selecting the language at the home/index page, language of menus/ tabs at all the pages shall change to selected language.
- b. Developed in **Three (3) different themes** where in colours of tabs, and other background User Interface (UI) can be changed with minimal efforts
- c. Functionality **to add and remove tabs/ menus in the web pages**

by the admin of the portal

- d. Different Access Levels on the developed portal for closed user groups
- e. Facility for maintaining ***number of visits to the portal***
- f. Module for uploading, editing of nodal officer details of the developed portal
- g. ***Search functionality*** to search the portal for any content etc
- h. Functionality for increasing / decreasing the fonts on the portal

#### 4.1.3. Go-Live for Portal



- a. Bidder shall deploy the portal and take the User Acceptance from the project OIC at RISL.
- b. Bidder shall deploy the tested portal code to the production server and make the portal stable for its usage.
- c. Bidder shall additionally provide training to departmental users for operating the portal including updating contents on the portal.
- d. Changes in the production would be controlled and must be rigorously tested before being deployed on production.
- e. Bidder shall resolve the bugs reported during the Go-Live of the portal.

#### 4.1.4. Security and Audit of Portal

- a. Adequate security levels and audit trails must be provisioned in the portal to protect the integrity of the developed portal. Portal shall have adequate user security by ensuring that only the authorized personnel have access to specific elements. The audit trail should provide a facility to trace the path of changes on Portal.
- b. The security audit of the portal shall be done in 2 ways, – i.e. internal security audit by RISL, which shall be done on regular

basis and external security audit by RISL, which is done once a year. It shall be the responsibility of the selected bidder to correct and resolve any errors found during the security auditing during the entire development/FMS period.

#### **4.1.5. Training on Portal**

- a. The selected bidder shall ensure that all documentation is in place (user training, operation procedures, etc.).
- b. The selected bidder shall also ensure a proper hands-on training to the designated end-users on the portal. Training could have multiple sessions as per the need and requirement of the project/application. The content of the training and schedule shall be mutually decided by RISL and the selected bidder later at an appropriate time period. The requisite training infrastructure like the place, computers, and projector with screen shall be provided by RISL/ designated department.
- c. The selected bidder would also provide a Help / Training module, Visual help kit which will be downloadable by the end-users of the Portal.

#### **4.1.6. O&M/ Facility Management Services (FMS) for one year**

- a. Selected bidder shall perform ongoing day-to-day changes and enhancements in the portal developed under rate contract, as per the need/ requirement of RISL/ designated department.
- b. Selected bidder shall provide technical support in addition to the email, phone and remote login to address analyze and fix any technical glitches within the existing features. The scope of technical support includes rectification of errors within the already developed solution, issues related to content management, addition or removal of feature(s) from the developed solution and/or transferring solution from one server to another server if required.
- c. Selected bidder shall adopt change management procedures to ensure that no unwarranted changes are carried out to the portal. All the changes carried out by Bidder must be formally approved

by RISL/ designated department and recorded too.

- d. Selected bidder shall have proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.
- e. Selected bidder shall perform Performance Tuning and ensure resilient performance of the developed web portal.
- f. Selected bidder Shall Check status and take remedial actions, in case of problems/ bugs/ vulnerabilities are reported.
- g. Selected bidder shall incorporate necessary features in the application to automate the back-up of database at regular intervals such as daily, weekly, monthly etc.
- h. Selected Bidder shall additionally provide following
  1. Database and System Administration support
  2. User Maintenance and authorizations
  3. Backup Management
  4. Debugging, modification, tuning, monitoring and updation in the portal as and when required by the user department for smooth functioning of the application
  5. Ensuring the portal works properly
  6. Proper version control and configuration management of the source code
  7. Providing first level of support (L1) for logging and resolution of the compliant and bug fixing of the portal
  8. Supervision and training of personnel of user department on new features added to the implemented portal.
- i. Addition of new functionalities/ pages during FMS would be considered as a Change Request as mentioned in this RFP Document.

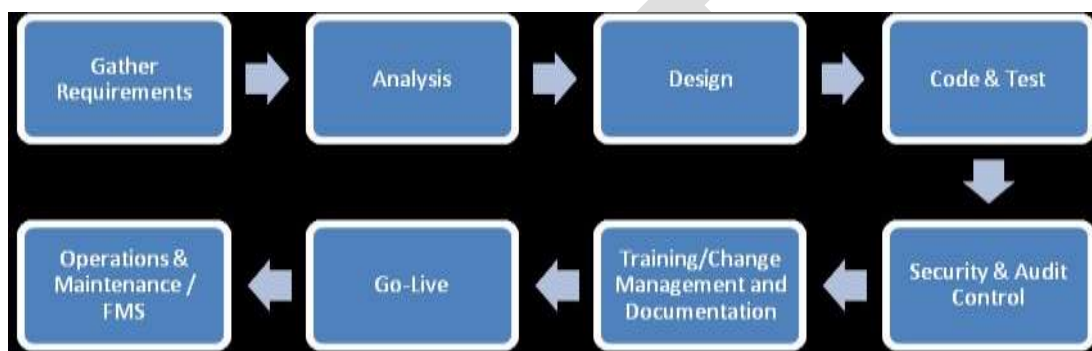
#### **4.2. CATEGORY-2: Mobile App development and FMS on deliverable basis**

Mobile App development includes Web/Native/Hybrid mobile Applications on IBM

Worklight platform, which is the standard mobile application development platform for Rajasthan.

Under the Mobile App category, the Firm may be required to undertake various activities as detailed below. Various aspects/ phases of Mobile App development (on any OS / Database / Application platform) must be kept in mind by the applicants while submitting the proposal for empanelment under this category.

Figure below shows the process flow during the various phases of the Mobile App development life cycle which are expected for compliance by the selected applicant(s).



#### 4.2.1. Gather Requirements

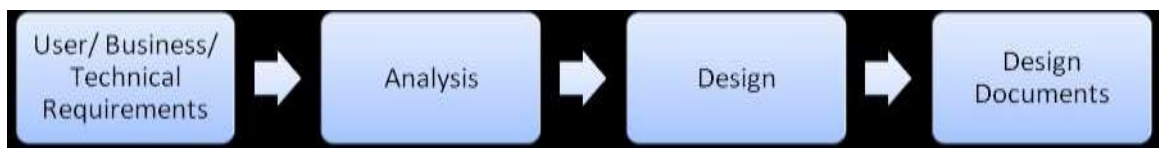
- i. An important task in creating a mobile app is extracting the requirements or requirements analysis. Customers typically have an abstract idea of what they want as an end result, but not what mobile app should do. Hence, incomplete, ambiguous, or even contradictory requirements should be recognized by skilled and experienced mobile app engineers of the empanelled firm at this point.
- ii. Requirements analysis would require the engagement of individuals/ teams from client as well as firm sides to get detailed and accurate requirements; often there has to be a lot of communication to and from to understand these requirements. Requirement gathering would be the most crucial aspect as many times communication gaps arise in this phase and this leads to validation errors and bugs in the mobile app.
- iii. The firm is expected to perform the following under this phase: -
  - ✓ User requirements
  - ✓ Hardware and Software requirements
  - ✓ Applicable Standards/ Models
  - ✓ Integration of existing SMS/ E-Mail/ Payment Gateways with the Application
- iv. A User Requirements document would be the outcome of this phase.

#### 4.2.2. Perform Analysis

- i. Once the general requirements are gathered from the client by the empanelled firm, an analysis of the scope of the development should be determined and clearly stated. This is often called a Scope document.
- ii. The goal of system analysis would be to determine where the problem is in an attempt to fix the system. This step would involve breaking down the system in different pieces to analyze the situation, analyzing project goals, breaking down what needs to be created and attempting to engage users so that definite requirements can be defined.

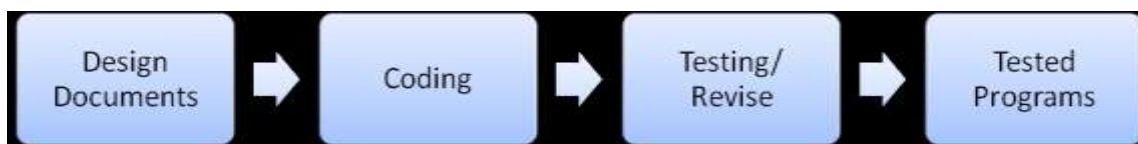
#### 4.2.3. **Design Phase**

- i. In systems design phase, the empanelled firm is expected to describe the design functions and operations in detail, including screen layouts, business rules, process diagrams and other documentation. The output of this stage will describe the new system as a collection of modules or subsystems.
- ii. The design stage should take as its initial input the requirements identified in the approved requirements document. For each requirement, a set of one or more design elements should be produced as a result of interviews, workshops, and/or prototype efforts.
- iii. Design elements should describe the desired mobile app features in detail, and should generally include functional hierarchy diagrams, user-friendly screen layout diagrams (English only or Bi-Lingual i.e. English and Hindi), tables of business rules, business process diagrams, pseudo code, and a complete entity-relationship diagram with a full data dictionary. These design elements are intended to describe the mobile app in sufficient detail that skilled programmers may develop the mobile app with minimal additional input design
- iv. Develop the design in its various iterations
  - High-level design (HLD)
  - Detailed design
  - Hand over the design for approval by the end-user (Purchaser)
- v. Figure below depicts the design phase up to the point of starting development. Once all of the requirements have been gathered, analyzed, verified, and a design has been produced, the empanelled firm would pass on the programming requirements to his mobile app programmers.

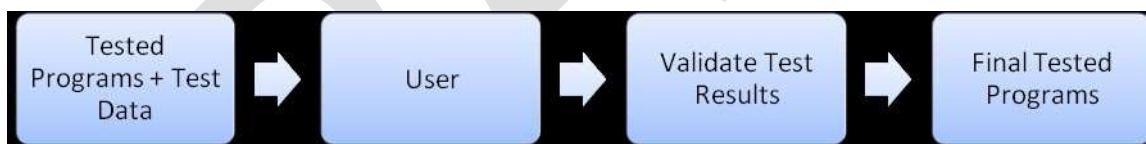


#### 4.2.4. Code and test Mobile App

- i. The empanelled firm's Mobile App programmers would take the design documents (programming requirements) and then proceed with the iterative process of coding, testing, revising, and testing again, as depicted in the figure below.



- ii. It should also be clearly noted that the firm is required to test the developed application for functionality and usability as per the details given below.
- iii. The firm would perform the following system tests: -
  - a Perform integration test (test application with other programs to verify that all programs continue to function as expected).
  - b Perform performance (volume/ load) test using production data.
- iv. After the mobile app have been tested by the empanelled firm's application programmers/ testers, they will be part of a series of formal user and system tests. These would be used to verify usability and functionality from a user point of view, as well as to verify the functions of the application within a larger framework as depicted in the picture below.



#### 4.2.5. Security and Audit Control

- i. Adequate security levels and audit trails must be in place to protect the integrity of the developed Mobile App. User security helps control the Application contribution process by ensuring that only the authorized personnel have access to specific elements of the application. The audit trail should provide a facility to trace the path of changes on Application.
- ii. It would be the responsibility of the empanelled firm to get done the IT Security Audit of the developed mobile app before the commissioning of project. The cost towards all such audits shall be borne by the empanelled firm. Hence, the firm is advised to quote accordingly.
- iii. Wherever the application would be used for online transactions i.e. commercial transactions are involved on-line over the Internet, the firm shall use SSL with at least 128-bit encryption certificate and PKI based security for user authentication and content encryption for all critical transactions.
- iv. Based on the project requirement, the Mobile App shall undergo Safe-to-Host certification by any CERT-In empaneled agencies under DIT, GoI.

#### 4.2.6. **Training & Documentation**

- i. The empanelled firm shall ensure that all documentation is in place (user training, operation procedures, etc.).
- ii. The empanelled firm shall also ensure a proper hands-on training to the designated end-users on the application developed by him. Training could have multiple sessions as per the need and requirement of the project/application. The content of the training and schedule shall be mutually decided by RISL and the firm later at an appropriate time period. The requisite training infrastructure like the place, computers, and projector with screen shall be provided by RISL/ designated department.
- iii. The empanelled firm would also provide an On-line Help and an On-line Interactive Training module, Visual help kit which will be downloadable by the end-users of the Mobile App.

#### 4.2.7. **Go-Live Phase**

- i. The final phase in the development life cycle would be to go to production and become steady state. As a prerequisite to going to production, the empanelled firm's development team needs to provide documentation. This would usually consist of user training and operational procedures. The user training would familiarize the users with the new application. The operational procedures documentation would enable Operations to take over responsibility for running the application on an ongoing basis.
- ii. In production, the changes and enhancements would be handled by a group (possibly the same programming group) that would perform the maintenance. At this point in the life cycle of the application, changes would be tightly controlled and must be rigorously tested before being implemented into production, as depicted in the picture below.



- iii. Also, as mentioned before, to meet the user requirements or solve problems, it must be ensured by the empanelled firm that the application solution is designed to reside on any platform or a combination of platforms. As per the current trends, the specific application could be located in any of the three environments: Internet, enterprise network, or central site. The operating system must provide access to any of these environments.

#### **4.2.8. Operations & Maintenance Phase/ Facility Management Services (FMS)**

##### **i. Facility Management Services:**

The empanelled firm, during the maintenance phase of the application: - o Shall perform ongoing day-to-day changes and enhancements to Mobile App, onsite, as per the need/ requirement of RISL/ designated department.

- o Shall ensure define change management procedures to ensure that no unwarranted changes are carried out to the application. All the changes carried out by firm must be formally approved by RISL/ designated department and recorded too.
- o Shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations. o If required, shall convert/ migrate the existing IT-enabled soft data in to new system from various sources which will be saved at centralized server at Rajasthan State Data Center (RSDC)/ designated location.
- o Shall perform Performance Tuning and ensuring resilient performance of the developed application.
- o Maintain Service Level Agreement adhering to SLA requirement of the project.
- o Shall Check status and take remedial actions, in case of problems/ bugs are reported.
- o Shall maintain the Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
- o Shall be required to incorporate necessary features in the application to automate the back-up of database at regular intervals such as daily, weekly, monthly etc.
- o Shall perform the proper hand-holding of the developed application to RISL/ designated department.

##### **ii. Change Requests:**

RISL may at any time, by a written order given to the firm, make changes within the general scope of the Agreement in any one or more of the following:

- o Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for the Competent Authority.
- o The method of deployment, shipping or packing.
- o Schedule for Installation Acceptance.
- o The place of delivery; and/or the Services to be provided by firm.

The change request / management procedure will follow the following steps:

- Identification and documentation of the need for the change: The information related to initiator, initiation date and details of change required and priority of the change will be documented by RISL.
- Analysis and evaluation of the Change Request: Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analyzed and documented by SI.
- Approval or disapproval of the change request: RISL will approve or disapprove the change requested including the additional payments, after discussion with SI on the impact of the change on schedule.
- Implementation of the change: The change will be implemented in accordance to the agreed cost, effort, and schedule.
- Verification of the change: The change will be verified by the RISL on implementation of the change request.

#### **4.3. Empanelment and Work Allotment Methodology**

All eligible firms, who qualify and get empanelled with RISL, will be provided with opportunity to compete for projects being implemented through this empanelment process. Industry standard man-month rates for resources are specifically defined in section 4.4 of this RFP. For every such project under this empanelment, the scope of work and timelines shall be shared with the empanelled firms, and shall be requested to provide quotation for number of man months required for the project, in line with the scope of work and timelines. The lowest quoting empanelled firm shall be allotted with the project.

An empanelled firm shall not be allotted work for more than INR 1 Crore in one financial year. If all the empanelled firms have been allotted work for more than INR 1 Crore, or if only one empanelled firm is available to quote because of quota limit achievement by other empanelled firms, the above mentioned limit may be raised, which will be duly intimated in advance to all empanelled firms.

#### **4.4. Pre-defined man-month rates for Resources**

RISL, keeping in view the industry standards, has defined man-month rates for different types of resources which may be required for any project under this empanelment. However, it is not mandatory for a project to have all types of resources, and the empanelled firms shall quote on per project basis.

The rates are as follows:

S.No.	Resource Type	Pre-defined Man Month Rate
1.	Project Manager	91200
2.	Delivery Manager	68300
3.	UI Design Lead	56900
4.	UI Designers	39800
5.	Senior Developers	51200
6.	Developer	37000
7.	Senior Quality Expert	39800
8.	Quality Expert	28400
9.	Senior Content/Technical writers	28400
10.	Content/Technical writers	20500
11.	Mobile Application Developers	62600
12.	Solution/ Technology Architect	85400
13.	Database Expert	74000
14.	Security Expert	47200
15.	Testing-Lead	47200
16.	Tester	31300
17.	Business Analyst	48400
18.	GIS Expert	29000
19.	Training and Change Management Expert	29000

- These rates have been calculated based on industry standards.
- These rates are inclusive of all taxes.
- The empanelled firms are to follow these man month rates only for quoting man month efforts for projects. Any deviation from the same may cause for disqualification of the empanelled firm.

#### 4.5. Roles & Responsibilities of Stakeholders

##### 4.5.1. Responsibilities of RISL:

- Provide access of its premises to the team of successful bidder
- Provide technical consultancy and support to the department
- Approving the deliverables submitted by the successful bidder
- Coordinate with department and successful bidder and resolve issues in the project
- Conduct project review meetings with Department and Successful bidder and monitor the implementation of the project
- Provide necessary infrastructure and support in deploying the developed application in the State data centre

- g. Coordinating Committee for Content management i.e contribution, moderation, approval publishing, archival etc of the contents
- h. Evaluate and approve the effort estimates provided by the selected bidder for development and deployment of application website.
- i. Ensure coordination between RSDC and other stakeholders of the project.
- j. Review and approve the Payments to the bidder.
- k. Any other help/ assistance/ co-ordination required for the successful implementation and operations of the work/ project.

**4.5.2. Responsibilities of Concerned Department:**

- a. Appoint nodal officer(s) for providing the requirement for development of Web Portal /Mobile app and continuous Content Management.
- b. Report bugs in the application for immediate rectification.
- c. Provide access to the selected bidders' personnel for meetings and requirement gathering.
- d. Ensure presence of all stakeholders for trainings.

## **5. INSTRUCTION TO BIDDERS (ITB)**

### **1) Sale of Application form**

- a) The sale of Application form shall commence from the date of publication of Notice Inviting Application for empanelment. The complete Application form shall also be placed on the State Public Procurement Portal. The prospective applicants shall be permitted to download the Application form from the RISL website and pay its price while submitting the Application to the procuring entity.
- b) The Application form shall be made available to any prospective applicant who pays the price for it in cash or by bank demand draft, banker's cheque.
- c) Application form 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.

### **2) Pre-Bid Meeting/ Clarifications**

- a) Any prospective applicant may, in writing, seek clarifications from the procuring entity in respect of the Application form.
- b) A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the Notice Inviting Application For Empanelment and to clarify doubts of potential applicants in respect of the procurement and the records of such conference shall be intimated to all applicants and where applicable, shall be published on the respective websites.
- c) The period within which the applicants 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: -
  - ✓ Last date of submitting clarifications requests by the applicant: as given in NIT
- d) The minutes and response, if any, shall be provided promptly to all applicants to which the procuring entity provided the Application form, so as to enable those applicants to take minutes into account in preparing their Application form, and shall be published on the respective websites.

### **3) Changes in the Application form**

- a) At any time, prior to the deadline for presenting Application form, the procuring entity may for any reason, whether on its own initiative or as a result of a request

for clarification by a applicant, modify the Application form by issuing an addendum in accordance with the provisions below.

- b) In case, any modification is made to the Application form or any clarification is issued which materially affects the terms contained in the Application form, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial Application form.
- c) In case, a clarification or modification is issued to the Application form, the procuring entity may, prior to the last date for submission of Application form, extend such time limit in order to allow the applicants sufficient time to take into account the clarification or modification, as the case may be, while submitting their Application form.
- d) Any applicant, who has submitted his Application 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 Application form, when changes are made to the Application form by the procuring entity:  
Provided that the Application last submitted or the Application as modified by the applicant shall be considered for evaluation.

#### **4) Format and Signing of Application form**

- a) The applicant shall prepare one original set of the Application form called Application in the manner as specified in the Application form.
- b) The Application form shall be typed or written in ink and it's all the pages shall be signed by the applicant or a person duly authorised to sign on behalf of the applicant, in token of acceptance of all the prerequisite and various requirements as specified in the Application form.
- c) Any corrections in the Application Form such as interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the Application Form.

#### **5) Sealing and Marking of Application form**

- a) Applicants may submit their Application form by post or by hand delivery in one large single envelope.

- b) The inner and outer envelopes shall:
- bear the name and complete address along with telephone/ mobile number of applicant;
  - bear complete address of the procuring entity with telephone number, if any;
  - bear the specific identification of the Application Form pursuant to Notice Inviting Application for Empanelment and any additional identification marks as specified in the Application form; and
  - bear category and levels of Empanelment under which bid is submitted
  - bear a warning not to be opened before the time and date for Application opening, in accordance with the Notice Inviting Application For Empanelment.
- c) If all envelopes are not sealed and marked as required, the procuring entity shall assume no responsibility about its consequences.
- d) For empanelment with RISL, the applicant must submit the following information along with attested copies of supporting documents, failing which the Application Form shall not be considered for empanelment.
- e) Firms who would like to apply under multiple categories, should treat each category as independent and submit separate envelopes for each category. Firm shall submit all the required documents as mentioned in “Pre-Qualification” for each application and in separate envelope with respective processing fees and application form fees. Each envelope shall have details of Category and Level under which the firm is applying. Each application/envelope should have following documents

S. No.	Documents Type	Document Format
Fee Details		
1.	Application Form Fee	Instrument/ Proof of submission
2.	Processing Fee	Instrument/ Proof of submission
3.	Application Form	As per Form 1

4.	Bidder's Authorization Certificate and Power of Attorney	As per Form 2 and Copy of Power of Attorney/ Board Resolution to sign the bid on behalf of the firm.
5.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	
6.	Self Declaration by Bidders	As per Form 4
7.	Signed Copy of RFP document	Sealed and Signed copy of the RFP Document

#### 6) Application Form Fee, Processing Fee

- a) Applications shall be considered in the prescribed Application Form only, which can be obtained from the office of the Empanelment Authority during office hours on any working day, on payment of Rs. 1,000/- (non-refundable) towards application form fee in cash or by demand draft (DD) in favour of the Managing Director, RISL. In case, the Application Form is sought by post, Rs. 100/- towards postal charges will be charged extra.
- b) Applications not submitted in prescribed form will be rejected. Application Forms can also be downloaded from website <http://risl.rajasthan.gov.in> but Rs. 1,000/- towards application form fee (per category) should be deposited along with it.
- c) All the Applications should be accompanied with the prescribed Processing fees (NonRefundable) as mentioned in chapter 1 titled "Invitation for Inviting Application for Empanelment", for each category, in favour of the "Managing Director, RISL", in the form of Cash or Bank DD/ Banker's Cheque payable at "Jaipur".

#### 7) Cost & Language of Bidding

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

- a) The Application, as well as all correspondence and documents relating to the Application exchanged by the Applicant 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.

#### **8) Deadline for the submission of Application form**

- a) As per RFP

#### **9) Receipt and Custody of Application form**

- a) The Application form shall be received by hand delivery, by courier or by post in the specified format up to the specified time and date and at the specified place, by the person authorised by the procuring entity.
- b) The person authorised to receive the Application form shall provide a receipt signed by him with date and time of receipt of Application to the person, who delivers the Application.
- c) All Application form received unsealed, in torn or damaged condition through post or by personal delivery shall be so marked and signed on the cover by the person receiving the same and get signed on it by the person delivering it and put in a fresh cover and reseal, if so warranted. All such entries shall be attested by the receiving person.
- d) The received Application form shall be kept in safe custody in lock and key by the person authorised to receive the Application form.
- e) The record of Application form received late through post shall be entered in Application form receipt register after closing the register.
- f) Application form received by telegram or given on form other than the prescribed form shall not be considered.

#### **10) Opening of Application form**

- a) The sealed Application box shall be opened by the Application opening committee constituted by the procuring entity at the time, date and place specified in the

Application form in the presence of the applicants or their authorised representatives, who choose to be present.

- b) The Application form receiving person shall also hand over all the Application form received by him up to the time and date for submission of Application form to the Convener of Application form opening committee and obtain its signature in the Application form receipt register.
- c) The Application opening committee may co-opt experienced persons in the committee to conduct the process of Application opening.
- d) The Application form shall be opened by the Application form opening committee in the presence of the applicants or their authorised representatives who choose to be present. All envelopes containing Application form shall be signed with date by the members of the committee in token of verification of the fact that they are sealed. The envelopes shall be numbered as a/n, where 'a' denotes the serial number at which the Application envelop has been taken for opening and 'n' denotes the total number of Application form received by specified time.
- e) The Application opening committee shall prepare a list of the applicants or their representatives attending the opening of Application form and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding applicants' names and addresses. The authority letters brought by the representatives shall be attached to the list. The list shall be signed by all the members of Application opening committee with date and time of opening of the Application form.
- f) All other envelopes shall be opened one at a time and the following details shall be read out and recorded: -
  - ✓ the name of the applicant and whether there is a substitution or modification;
  - ✓ the Application form fee;
  - ✓ the Processing fee, if required; and
  - ✓ any other details as the committee may consider appropriate.

After all the Application form have been opened, they shall be initialled and dated on the first page of the each Application by the members of the Application form opening committee. Alterations/ corrections/ additions/ over-writings shall be initialled legibly to make it clear that such alteration, etc., were existing in the Application at the time of opening.

- g) No Application shall be rejected at the time of Application opening except, alternative Application form (if not permitted) and Application form not accompanied with the proof of payment or instrument of the required price of Application form, processing fee (if any) or user charges and Processing fee.
- h) The Application opening committee shall prepare a record of the Application opening that shall include the name of the applicant and whether there is a withdrawal, substitution, or modification, the Application form fee, any conditions put by applicant and the proof of the payment of price of Application form and Processing fee. The applicants or their representatives, who are present, shall sign the record. The omission of applicant's signature on the record shall not invalidate the contents and effect of the record. The members of the committee shall also sign the record with date.

**11) Selection Method:**

- a) All the application forms shall be scrutinized on the basis of information and supporting documents submitted by the applicant and subsequent presentation.
- b) The applicants meeting all the eligibility criteria, category specific requirements and other conditions as stated in the application form shall be considered for empanelment

**12) Clarification of Application form**

- a) Bidders are advised to be extremely careful while submitting the application for empanelment
- b) No clarification shall be solicited from the bidders and in case of absence of any document/ any deficiency is found by the Purchaser in the bid, while evaluation of any application, the application shall be summarily rejected. Bidder can however submit new Application (with fresh /new Application Fee and Processing Fee) with all the required documents for consideration in the next evaluation cycle.

**13) Evaluation & Tabulation of Application form**

- a) Preliminary Examination of Application form

The Application evaluation committee constituted by the procuring entity shall conduct a preliminary scrutiny of the opened Application form to assess the prima-facie responsiveness and ensure that the: -

- ✓ Application is signed, as per the requirements listed in the Application form;
- ✓ Application has been sealed as per instructions provided in the Application form;
- ✓ Application is valid for the period, specified in the Application form;
- ✓ Application is accompanied by Application form fee and Processing Fees.
- ✓ Application is unconditional and the applicant has agreed to give the required performance security; and
- ✓ other conditions, as specified in the Application form are fulfilled.

b) Determination of Responsiveness

- ✓ The Application evaluation committee shall determine the responsiveness of an application on the basis of Application form and the provisions of pre-qualification/ eligibility criteria of the Application form.
- ✓ A responsive Application is one that meets the requirements of the Application form without any material deviation, reservation, or omission where: -
  - a. “deviation” is a departure from the requirements specified in the Application form;
  - b. “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Application form; and
  - c. “Omission” is the failure to submit part or all of the information or documentation required in the Application form.
- ✓ 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 Application form; or
    - limits in any substantial way, inconsistent with the Application form, the procuring entity’s rights or the applicant’s obligations under the proposed contract; or

- b) if rectified, shall unfairly affect the competitive position of other applicants presenting responsive Application form.
- ✓ The Application evaluation committee shall examine the technical aspects of the Application in particular, to confirm that all requirements of Application form have been met without any material deviation, reservation or omission.
  - ✓ The procuring entity shall regard an application as responsive if it conforms to all requirements set out in the Application form, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the Application form, or if it contains errors or oversights that can be corrected without touching on the substance of the Application.
- c) **Non-material Non-conformities in Application form**
- ✓ The Application evaluation committee may waive any non-conformities in the Application that do not constitute a material deviation, reservation or omission, the Application shall be deemed to be substantially responsive.
  - ✓ The Application evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the applicant under (b) above.
- d) **Tabulation of Application form**
- ✓ All Applications shall be tabulated by the Application evaluation committee in the form of a comparative statement for the respective category to evaluate the qualification of the applicants against the criteria for qualification set out in the Application form.
  - ✓ The members of Application evaluation committee shall give their recommendations below the table as to which of the applicants have been found to be qualified in evaluation of Technical Application form and sign it.

#### **14) Exclusion of Application form/ Disqualification**

- a) A procuring entity shall exclude/ disqualify an application, if: -
- ✓ the information submitted, concerning the qualifications of the applicant, was false or constituted a misrepresentation; or

- ✓ the information submitted, concerning the qualifications of the applicant, was materially inaccurate or incomplete; and
  - ✓ the applicant is not qualified as per pre-qualification/ eligibility criteria mentioned in the Application form;
  - ✓ the Application materially departs from the requirements specified in the Application form or it contains false information;
  - ✓ the applicant, submitting the Application, his agent or any one 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;
  - ✓ an applicant, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) An application shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- c) Every decision of a procuring entity to exclude an application shall be for reasons to be recorded in writing and shall be: -
- ✓ communicated to the concerned applicant in writing;
  - ✓ published on the State Public Procurement Portal, if applicable.

**15) Acceptance of the successful Application and participation in the work through empanelment**

- a) All eligible firms, who qualify and get empanelled with RISL, will be provided with opportunity to compete for projects being implemented through this empanelment process. Industry standard man-month rates for resources are specifically defined in section 4.4 of this RFP. For every such project under this empanelment, the scope of work and timelines shall be shared with the empanelled firms, and shall be requested to provide quotation for number of man months required for the project, in line with the scope of work and timelines. The lowest quoting empanelled firm shall be allotted with the project.
- b) Man month quotation enquiry for procurement from empanelled vendors for projects costing upto the financial limit for respective categories for procurement from empanelled vendors will be placed on the website and will also be sent

directly to eligible empanelled bidders of the relevant category through e-mail or by post.

- c) The remaining procedure of tendering and the terms and conditions of the RFP/ Contract including provision for bid security, Performance Security deposit, Liquidated Damages, etc. shall be similar to those prescribed for procurement of goods and services through open tenders and detail for the same shall be provided to eligible empanelled bidders.

#### **16) Information of Empanelled Applicants**

Information of the empanelled applicants post evaluation and selection, shall be communicated to all participating applicants and published on the respective website(s) as specified in Notice Inviting Application for Empanelment.

#### **17) Procuring entity's right to accept or reject any or all Application form**

The Procuring entity reserves the right to accept or reject any Application, and to annul (cancel) the Empanelment process and reject all Application form at any time prior to award of contract, without thereby incurring any liability to the applicants.

#### **18) Validity of the empanelment**

This Empanelment shall remain valid for a period for one year from the date of issue of empanelment letter / agreement with the empanelled firm. However, the tenure of empanelment may be extended further for another 12 months based on the performance of the firm and mutual consent of RISL and the respective Organization / Firm.

#### **19) Confidentiality**

- a) Notwithstanding anything contained in this Application form 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:
- ✓ a. impede enforcement of any law;
  - ✓ affect the security or strategic interests of India;
  - ✓ affect the intellectual property rights or legitimate commercial interests of applicants;

- ✓ 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 Application, or the intellectual property rights of the procuring entity.
- b) The procuring entity shall treat all communications with applicants related to the procurement process in such manner as to avoid their disclosure to competing applicants or to any other person not authorised to have access to such information.
- c) The procuring entity may impose on applicants 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.

## **20) 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 -
  - ✓ at any time prior to the acceptance of the successful Application; or
  - ✓ after the successful Application is accepted in accordance with (d) and (e) below.
- c) The procuring entity shall not open any Application form or proposals after taking a decision to cancel the procurement and shall return such unopened Application form or proposals.
- d) The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all applicants that participated in the procurement process.

- e) If the applicant whose Application has been accepted as successful fails to sign any written procurement contract as required, the procuring entity may cancel the procurement process.
- f) If a applicant is convicted of any offence under the Act, the procuring entity may: -
  - ✓ cancel the relevant procurement process if the Application of the convicted applicant has been declared as successful but no procurement contract has been entered into;
  - ✓ 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 applicant.

## **21) Code of Integrity for Applicants**

- a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- b) The code of integrity include provisions for: -
  - ✓ Prohibiting
    - a) any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
    - b) any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
    - c) any collusion, Application rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
    - d) improper use of information shared between the procuring entity and the applicants with an intent to gain unfair advantage in the procurement process or for personal gain;
    - e) any financial or business transactions between the applicant and any officer or employee of the procuring entity;

- f) 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 process;
  - g) any obstruction of any investigation or audit of a procurement process;
  - ✓ disclosure of conflict of interest;
  - ✓ disclosure by the applicant of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a applicant or prospective applicant, as the case may be, the procuring entity may take appropriate measures including: -
- ✓ exclusion of the applicant from the procurement process;
  - ✓ calling-off of pre-contract negotiations and forfeiture or encashment of Processing fee;
  - ✓ forfeiture or encashment of any other security or bond relating to the procurement;
  - ✓ recovery of payments made by the procuring entity along with interest thereon at bank rate;
  - ✓ cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
  - ✓ debarment of the applicant from participation in future procurements of the procuring entity for a period not exceeding three years.

## **22) Interference with Procurement Process**

An applicant, who: -

- a) withdraws from the procurement process after being declared the successful applicant;
- b) fails to enter into procurement contract after being declared the successful applicant;
- c) fails to provide performance security or any other document or security required in terms of the Application form after being declared the successful applicant, without valid grounds,

shall, in addition to the recourse available in the Application form 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.

### 23) Appeals

- a) Subject to “Appeal not to lie in certain cases” below, if any applicant or prospective applicant is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the 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 10 days 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 applicant as successful in terms of “Award of Contract”, the appeal may be filed only by a applicant who has participated in procurement proceedings:
  - ✓ Provided further that in case a procuring entity evaluates the technical Application before the opening of the financial Application, an appeal related to the matter of financial Application may be filed only by a applicant whose technical Application is found to be acceptable.
- b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- c) If the officer designated under (a) above fails to dispose of the appeal filed under that subsection within the period specified in (c) above, or if the applicant or prospective applicant or the procuring entity is aggrieved by the order passed, the applicant or prospective applicant 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 15 days from the expiry of the period specified in (c) above or of the date of receipt of the order passed under (b) above, as the case may be.
- d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:

- e) The officer or authority to which an appeal may be filed under (a) or (d) above shall be :

First Appellate Authority: Chairman, RISL or as determined by GoR

Second Appellate Authority: Finance Department, GoR

- f) Form of Appeal:

- ✓ Every appeal under (a) and (c) above shall be as per Form-4 along with as many copies as there are respondents in the appeal.
- ✓ 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.
- ✓ 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.

- g) Fee for Appeal: Fee for filing appeal:

- ✓ 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.
- ✓ 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.

- h) Procedure for disposal of appeal:

- ✓ The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- ✓ On the date fixed for hearing, the First Appellate Authority or Second Appellate
  - a) Authority, as the case may be, shall,-
  - b) hear all the parties to appeal present before him; and
- ✓ peruse or inspect documents, relevant records or copies thereof relating to the matter.
- ✓ After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- ✓ The order passed under (c) shall also be placed on the State Public Procurement Portal.

- i) No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the applicant or the procuring entity, shall be disclosed in a proceeding under an appeal.

#### **24) 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.

#### **25) 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 applicant, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

#### **26) Offenses by Firms/ Companies**

- 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-

- ✓ "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
- ✓ "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.

## **27) Debarment from Application**

- a) A applicant shall be debarred by the State Government if he has been convicted of an offence
- ✓ under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
  - ✓ 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 applicant 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 applicant has breached the code of integrity prescribed in terms of "Code of Integrity for applicants" above, it may debar the applicant for a period not exceeding three years.
- d) Where the entire Processing fees or the entire performance security or any substitute thereof, as the case may be, of a applicant has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the applicant 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 applicant under this section unless such applicant has been given a reasonable opportunity of being heard.

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## 6. **SPECIAL TERMS AND CONDITIONS OF EMPANELMENT**

***Note: Firms should read these conditions carefully and sign and comply strictly while sending their applications.***

- 1) Firms who would like to apply under multiple categories, should treat each category as independent and submit separate envelopes for each category. Firm shall submit all the required documents as mentioned in “Pre-Qualification” for each application and in separate envelope with respective processing fees and application form fees. Each envelope shall have details of Category under which the firm is applying.
- 2) No clarification shall be solicited from the bidders and in case of absence of any document/ any deficiency is found by the Purchaser in the bid, while evaluation of any application, the application shall be summarily rejected.
- 3) The empanelment of applicants under various categories does not mean guarantee of supply/ work orders.
- 4) RISL may delete any category at any point of time as per requirement.
- 5) The scope of work mentioned in the respective categories is indicative and not exhaustive. The actual scope of work will be defined on case to case basis for participating in Request for Proposals/ Financial Bids which would be invited for supply of goods and/ or services related to Information Technology.
- 6) Review of list of empanelled Firms : The list of empanelled Firms will be reviewed by RISL from time to time during the period of Empanelment with regard to –
  - a) Adhering to time schedule for completion of job.
  - b) Quality of service.
  - c) Adherence to terms and conditions of Purchase/Work Order.
  - d) General Conduct of the firm.
  - e) Quality of supplied goods and maintenance of goods and services during warranty and AMC.
- 7) Firms who default on above points may be removed from the empanelled list either for a limited period or on a permanent basis on case-to-case basis in addition to imposing such liquidated damages / penalties and other actions as may be permissible under bid/tender conditions of the relevant work order / contract.
- 8) This Empanelment shall remain valid for a period for one year from the date of issue of empanelment letter / agreement with the empanelled firm. However, the tenure of empanelment may be extended further for another 12 months based on the performance

of the firm and mutual consent of RISL and the respective Organization / Firm. For extension the empanelled firm has to submit an affidavit as per form 6, three months prior to expiration of the empanelment i.e. last date of empanelment. No fees shall be charged for extension.

- 9) The empanelled firms will become eligible for participating in the RFP/ tendering process providing quotation for man months on the basis of predefined per man month cost for different types of resources for projects of supply of services in their category of empanelment, which would be invited during the period of their empanelment. However as per project requirement, RISL may again ask for some eligibility criteria with the respective man month quotation from the empanelled vendors.
- 10) Tender Inquiry for procurement from empanelled vendors: Request for quotation of man months for projects of supply of services costing upto the financial limit for respective categories for procurement from empanelled vendors will be placed on the website and will also be sent directly to eligible empanelled bidders of the relevant category through e-mail or by post.

## APPLICATION FORM

### 1. Addressed to:

<b>Name of the Empanelment Authority</b>	Managing Director
<b>Address</b>	RajCOMP Info Services Limited (RISL) C-Block, 1 <sup>st</sup> Floor, Yojana Bhawan, Tilak Marg, Jaipur (Rajasthan) – 302005
<b>Telephone</b>	2229394, 5103902
<b>Tele Fax</b>	0141-2228701
<b>Email</b>	dsaxena@rajasthan.gov.in

### 2. Firms Particulars:

<b>Name of Firm</b>				
<b>Name of Authorized Person with Designation</b>				
<b>Registered Office Address incl. Pin Code</b>				
<b>Address of the Firm incl. Pin Code</b>				
<b>Year of Establishment</b>				
<b>Type of Firm</b>	<b>Public Limited</b>	<b>Private Limited</b>	<b>Partnership</b>	<b>Proprietary</b>
<b>Put Tick ( <input type="checkbox"/> ) mark</b>				
<b>Telephone Number(s)</b>				
<b>Email Address/ Web Site</b>	<b>Email:</b>	<b>Web-Site:</b>		
<b>Fax No.</b>				
<b>Mobile Number</b>	<b>Mobile:</b>			
<b>Certification/Accreditation/Affiliation, if Any (attach proof)</b>				

3. Details of the categories applied and corresponding empanlment and application fee are as given below

Sr.	Category of Items/ Services	Processing fee (Non-refundable)		Application form Fee (Non-refundable)	
		Amount	Deposited/ Enclosed (Yes/No)	Amount	Deposited/ Enclosed (Yes/No)

1.	Website/Portal development and FMS on deliverable basis	Rs. 5,000/-		Rs. 1,000/-	
2.	Mobile App development and FMS on deliverable basis	Rs. 5,000/-		Rs. 1,000/-	

4. We agree to abide by all the terms and conditions mentioned in this form issued by the Empanelment Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Place:

Seal/ Signature of Auth. Signatory

**Form-2****BIDDER'S AUTHORIZATION CERTIFICATE****{to be filled by the Applicant}**

To,  
{Procuring entity},

\_\_\_\_\_,  
\_\_\_\_\_

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: -  
Authorised Signatory: - Seal  
of the Organization: -

Verified Signature:

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Form-3****SELF-DECLARATION {to be filled by the Applicant}**

To,

{Procuring entity},

\_\_\_\_\_

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 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;
- 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: - Authorised Signatory: - Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Form-4****MEMORANDUM OF APPEAL UNDER THE RTTP 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 a 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: &lt;please specify&gt;

## 4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: &lt;please specify&gt;

## 5. Number of affidavits and documents enclosed with the appeal: &lt;please specify&gt;

## 6. Grounds of appeal (supported by an affidavit): &lt;please specify&gt;

## 7. Prayer: &lt;please specify&gt;

Place .....

Date .....

Appellant's Signature

**Form -5**

**(Affidavit to be furnished by the firm who had empanelled in the \_\_\_\_\_ Category during  
the year 2017-2018 for extension)**

I, (name of deponent), aged-\_\_\_\_, (Partner / Director / Proprietor) of (name of Firm), do state on oath and solemnly affirm the following for extension of empanelment of our firm for next one year:

1. That I am the Authorized Signatory of M/s.....(name of bidder) (hereinafter referred to as "firm"), which/who was empanelled under \_\_\_\_\_ (empanelment Category) pursuant to NIB Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for the year 2014-15 . As per Condition of the RISL letter no. -----dated-----for empanelment of firm, I am filing present affidavit, on behalf of aforesaid firm.
2. I state that M/s.....(name of supplier), which has submitted application for empanelment of firm under \_\_\_\_\_ category, has all the pre qualification (as per PREQUALIFICATION/ ELIGIBILITY CRITERIA Chapter 3) prescribed in the NIB Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ as on \_\_\_\_\_.
3. I further state that the bidder was not black listed by any Organization or Government for non performance of contractual obligation from the date of empanelment to till date.
4. I state that all the details and particulars furnished while empanelling under \_\_\_\_\_ category are true and correct to my knowledge. The certificates and other documents submitted are true copies of the original and particulars shown in those documents and certificates with regard to concerned bidder are true and correct.
5. In case any particular or details given in aforesaid bid is found to be inaccurate or incorrect or the certificate or any documents furnished by the firm is found to be fabricated and not genuine, either on inspection by Authorized Personnel of RISL or on the basis of information received through other sources, I understand that our empanelment under \_\_\_\_\_ category will be liable to be rejected and in case order for supply is given, the same will be liable to be rescinded and the same will be without prejudice to any other consequences to which the concerned supplier will be exposed for misrepresentation and misleading RISL

Solemnly affirmed at \_\_\_\_\_ on this \_\_\_\_ day of-----, 2015

-----  
Deponent

## Form -6 **PRE-BID QUERIES FORMAT** {to be filled by the bidder}

**Name of the Company/Firm:** \_\_\_\_\_

Bidding Document Fee Receipt No. \_\_\_\_\_ 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 No.	Rule	Rule Details	Query/ Clarification	Suggestion/

***Note:** - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bidding/ tender document fee.*