Directorate of Economics & Statistics
Government of Rajasthan
Yojana Bhawan, Tilak Marg Jaipur
(Ph. 0141-2850201)

TENDER NOTICE

Bids are invited from eligible Total Solution Providers (TSP) for YIP Portal for providing

1. **Security Audit & re-furnishing Process**-
   1. Removal of Vulnerabilities during all iterations / audit trial of Security Audit as per DOITT&C Security Audit Team.
   2. SSO Integration Work
   3. SMS Integration Work
   4. Support on YIP portal during Hosting from Staging Server to Production Server.


The company reserves the rights to reject the whole or part of any bid without assigning any reason. The detailed scope of work, terms and conditions etc. are as mentioned in the tender document.

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<tr>
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<th>Estimated Project Cost</th>
<th>1.20 Lacs</th>
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NIB No. : A-04/2021/01
Dated : 10/06/2020

Director and Joint Secretary,
Directorate of Economics & Statistics

**Note** – Bidder should prepare a profile on egrass.raj.nic.in and then bidding document fee & bid security amount should be deposited on egrass.raj.nic.in through e challan.

1. Bidding Document fee 0075-00-800-52-01
2. Bid Security Amount 8443-00-103-00-00

Name and Signature of Authorized] Signatory of Bidder with seal
Tender Document

Tender for Total Solution Provider (TSP) for

Providing support service to complete the followings requirement of DES in
the existing YIP Application Software

1. Security Audit & re-furnishing Process-
   1. Removal of Vulnerabilities during all iterations / audit trial of Security Audit as
      per DOIT&C Security Audit Team.
   2. SSO Integration Work
   3. SMS Integration Work
   4. Support till Hosting from Staging Server to Production Server with all above 1,2
      and 3 works.

The period of the project will be of 1 month.

Directorate of Economics & Statistics

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Signatory of Bidder with seal
**Directorate of Economics & Statistics**
Government of Rajasthan
Yojana Bhawan, Tilak Marg Jaipur
(Ph. 0141-2850201, Fax – 0141–.................., Email – dir.des@rajasthan.gov.in)

**TENDER FORM**

| 1. | NIB Reference No. |
| 2. | **Procuring Entity** |
| 3. | **Name of the Tendering Authority** |
| 4. | **Address and Contact Detail of the Tendering Authority** |

|  | Directorate of Economics & Statistics |
|  | Director and Joint Secretary, Directorate of Economics & Statistics |
|  | Yojana Bhawan Jaipur, Rajasthan |
|  | Fax No. - 0141 – 2229756 |
|  | Email – dir.des@rajasthan.gov.in |

| 5. | **Total Solution Provider (TSP) for providing support service to complete the followings requirement of DES in the existing yip portal. The period of the project will be of 1 month.** |

| (A) Services to be procured | 1. **Security Audit & re-furnishing Process-** |
|  | 1. Removal of Vulnerabilities during all iterations / audit trial of Security Audit as per DOIT&C Security Audit Team. |
|  | 2. SSO Integration Work |
|  | 3. SMS Integration Work |
|  | 4. Hosting support from Staging Server to Production Server. |

| 6. | **Name of Bidder** |
| 7. | **Registered Office Address Bidder** |
| 8. | **Contact Detail of Bidder** |
| 9. | **Registrations with Various Acts by Bidder** |
| 10. | **Year of Establishment** |

|  | Phone No. |
|  | Fax No. |
|  | Website |
|  | Email Address |
|  | TIN No. |
|  | GST Registration No. |
|  | Permanent A/c No (PAN) |
|  | Service Tax Registration No. |
|  | CIN No. |

**As per Financial Documents.**

**Within 15 Days from date of issuance Work Order**

**M/s**

**Name and Signature of Authorized**

**Signatory of Bidder with seal**
<table>
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<tr>
<th>11. Type of Company</th>
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<th>Private Limited</th>
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<td>Partnership Firm</td>
<td>Sole Proprietor</td>
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<th>12. Area of Specialization in the Field of IT services of the Bidder Firm</th>
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<th>13. Any other relevant information (if any)</th>
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### Detail of Authorization

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(Note: Without EMD, Tender Fee, the tender shall not be accepted)

I have read the conditions of tender and contract annexed here carefully, and agrees to abide by all the conditions and have signed all the pages in token of acceptance thereof. As per condition of the tender document, the rate quoted in the enclosed schedule shall be valid for 180 days from the day of tender.

{designation} of the bidder company and have been authorized to sign and submit tender. The authority letter in this regard is enclosed along with Bid.

Signature of Authorized Signatory: ............................................

Name of Authorized Signatory: ............................................

Designation: ............................................

(Seal of the bidder firm)

Note - Bidder should prepare a profile on egrass.raj.nic.in and then bidding document fee & bid security amount should be deposited on egrass.raj.nic.in through e challan

1. Bidding Document fee 0075-00-800-52-01
2. Bid Security Amount 8443-00-103-00-00

Name and Signature of Authorized Signatory: ............................................

Signatory of Bidder with seal
Chapter-1
Overview & General Definitions

1.1 Overview

The Director and Joint Secretary, Directorate of Economics & Statistics, Jaipur wishes to receive bids from eligible bidders for selection of a Total Solution Provider (TSP) for providing support service to complete the following requirements of DES in the existing yip portal. The period of the project will be of 1 month.
1. Security Audit & re-furnishing Process:
   1. Removal of Vulnerabilities during all iterations / audit trial of Security Audit as per DOIT&C Security Audit Team.
   2. SSO Integration Work
   3. SMS Integration Work
   4. Hosting support from Staging Server to Production Server.

1.2 Definitions

In the contract (as defined below) the words and expressions defined below shall have the meanings assigned to them, except where the context requires otherwise:

1.2.1 "Bidder" means an individual, a firm, a company incorporated under the Indian Law that undertake to execute the such projects.

1.2.2 "Bid" means the Total Solution Provider's (TSP's) offer for the Services, as accepted by the Letter of Acceptance.

1.2.3 "Scope of Work" means the description of the scope, standard, and program or work, as included in the Contract and any alterations and modifications thereto in accordance with the Contract.

1.2.4 "Contract" means the Terms and Conditions of Contract, the Government's Requirements, the Bid, the Total Solution Provider's (TSP's) Proposal, the Schedules, the Letter of Acceptance, the Contract Agreement(s) and such further documents as may be expressly incorporated in the Letter of Acceptance or Contract Agreement.

1.2.5 "Appendix to Bid" means the completed appendices comprised in the bid, wherever the term "Appendix to Bid" is used, this shall mean "Appendix to Technical Proposal" and/or "Appendix to Financial Proposal", as may be appropriate.

1.2.6 "Total Solution Provider's (TSP's) Proposal" means the preliminary proposal submitted with the bid.

1.2.7 "Schedules" means the information and data submitted with the Bid.

1.2.8 "Schedule of Payments" means the Schedule designated as such (if any).

1.2.9 "Letter of Acceptance" means the formal acceptance of the bid by the Company.

1.2.10 "Contact Agreement" means the contract agreement (if any).

1.2.11 "Organisation" means DES or authorized representative or committee thereof.

Name and Signature of Authorized

(Stamp)

Signatory of Bidder with seal
1.2.12 "Total Solution Provider (TSP)" means the person, firm, company whose Bid has been accepted by the organisation and the legal successors in title to such person, but not (except with the consent of the organisation) any assignee of such person.

1.2.13 "Organisation's Representative" means the person or persons appointed by any one or all the organisations to act as Organisation's Representative for the purposes of the Contract and named as such in the Appendix to Bid, or other person appointed from time to time by the Company and notified as such to the Total Solution Provider (TSP).

1.2.14 "Total Solution Provider's (TSP's) Representative" means the person (if any) named as such in the Contract or other person appointed from time to time by the Total Solution Provider (TSP) & notified as such to the Company.

1.2.15 "Commencement Date" means the date on which the Total Solution Provider (TSP) receives the notice to commence or letter of acceptance of Bid issued by the tendering authority.

1.2.16 "Time for completion" means the time for completing the System or a Part/Phase/Section/Module (as the case may be), calculated from the Commencement Date.

1.2.17 "Contract Period" means the period from the Commencement Date to the date of complete taking over of the System and records.

1.2.18 "Day" means a calendar day.

1.2.19 "Year" means 365 days or 366 days in case of leap year.

1.2.20 "Contract Price" means the sum stated in the Letter of Acceptance as payable to the Total Solution Provider (TSP) for the execution, testing, commissioning and Total Facilities Management (operation and maintenance) of the system(s) etc. and services in accordance with the provisions of the Contract.

1.2.21 "Local Currency" means the currency of the India.

1.2.22 "Cost" means all expenditure properly incurred (or to be incurred) by the Total Solution Provider (TSP), whether on or off the Site, including overhead and similar charges, but does not include profit.

1.2.23 "System Documents" means all drawings, calculations, computer software (programs), samples, patterns, models, files, operation and maintenance manuals, and other manuals and information of a similar nature, to be submitted by the Total Solution Provider (TSP).

1.2.24 "Variation" means any alteration and/or modification to the Company's Requirements, which is instructed by the Company's Representative or approved as a variation by the Company's Representative.

1.2.25 "System" means IT based system including computer hardware, software, networking and installations.

1.2.26 "Services" means total solutions provided by the TSP in connection with the design, supply, installation, commissioning, training and Total Facilities Management (O&M) of the System(s) and outputs required in accordance with the contract.

1.2.27 "Section" means a part of the Services specifically defined in the Appendix to Bid as a Section (if any).

1.2.28 "Site" means the places provided by the tendering authority where the System is to be installed and any other places as may be specifically designated in the Contract as forming part of the Site.

1.2.29 "DES" means Directorate of Economics & Statistics.

[Signature of Bidder with seal]
1.2.30 “EMD” means Earnest Money Deposit.

1.2.31 “S.D.” means Security Deposit.

1.2.32 “Purchaser” means Directorate of Economics & Statistics and their authorized representatives.
1.2.33 participating Departments means those Government Department / Organizations where interns work during internship period.

1.2.34 “Existing TSP” means present TSP who has implemented existing software application for YIP.

1.2.35 "OFS" means Order for Supplies.

1.2.36 "TOO" means Transfer Out Order.

1.2.37 “DNO” means Departmental Nodal Officer (DNO) of participating Department.

○ Interpretation
Words importing persons or parties shall include firms and corporations and any organization having legal capacity. Words importing the singular also include the plural and vice versa where the context requires. Words importing one gender also include other genders.

○ Contract Agreement
The successful bidder shall be required to execute a Contract Agreement or Contract Agreements, in the form annexed with such modifications as may be necessary to record the Contract. The costs of stamp duties and similar charges imposed by law shall be borne by the TSP.

○ Communications
Wherever provision is made for the giving of issue of any notice, instruction, consent, approval, certificate or determination by any person, unless otherwise specified such communication shall be in writing.

Wherever provision is made for a communication to be “written” or “in writing”, this means any hand-written, type-written or printed communication, including the agreed system of electronic transmission.

All certificates, notices or written orders to be given to the Total Solution Provider (TSP) by the Company or the Company’s Representative, and all notices to be given to the Company or to the Company’s Representative by the Total Solution Provider (TSP), shall either be delivered by hand against written acknowledgement of receipt, or to be sent by airmail or mail or part of the agreed systems of electronic transmission. The addresses for the receipt of such communications shall be as stated in the Bid.

○ Provision of System Documents
The System Documents shall be in the custody and care of the Total Solution Provider (TSP), unless otherwise stated in the Scope of Work.

○ Company’s Use of Total Solution Provider’s (TSP’s) Documents
The Company may, without any cost, copy, use and communicate any such documents (including making and using modification) for the purposes of completing, up-dating, operating, maintaining, and modifying the System or any other purpose.

○ Total Solution Provider’s (TSP’s) Use of Company’s Documents
Copyright in the DES Requirements and other documents issued by the DES or the DES Representative to the Total Solution Provider (TSP) shall (as between the parties) remain the

Name and Signature of Authorized

Signatory of Bidder with seal
property of the Company. The Total Solution Provider (TSP) may, at his cost, copy, use and communicate any such documents for the purposes of the Contract. TSP shall be responsible for maintaining official secrecy as per prevailing land of laws. The TSP shall not be authorized to use such information/documents anywhere else without written approval of the DES except in execution of this project.

Confidential Details

Except with the prior written consent of the Economics & Statistics Department, the TSP and his personnel shall not at any time communicate any person or entity any confidential information disclosed to them for the purpose of the Services or discovered by them in the course of the Services, nor shall the TSP or the personnel make public any information as to the recommendations formulated in the course of or as a result of the Services. TSP shall be responsible for maintaining official secrecy as per prevailing laws.

For breach of this condition or any other condition TSP shall be liable for legal action against him besides forfeiture of Security Deposit.

○ Compliance with Statutes, Regulations and Law

The Total Solution Provider (TSP) shall, in all matters arising in the performance of the Contract, comply with, give all notices under, and pay all fees required by, the provisions of any national of statute, ordinance or other law, or any regulation of any legally constituted public authority having jurisdiction over the System.

The Total Solution Provider (TSP) shall obtain all permits, licenses or approvals required for any part of the Services, in reasonable time taking account of the times for delivery of the Equipment's and for completion of the Services.

The DES and the Total Solution Provider (TSP) shall comply with the laws of each country where activities are performed.
Chapter-2

2.1 Eligibility Criteria

2.1.1 The bidder means as defined at para 1.2.1.

2.1.2 The bidder should be established, reputed and reliable TSP with work experience in the field of setting up of IT infrastructure and providing ON-LINE Managed IT services which includes development and hosting of web based online software in the similar field, administration, management and maintenance of the developed online application software, setting up, administering and maintenance of datacenter, providing handholding manpower, implementation and capacity building support.

2.1.3 The bidder must have registered as Startups / MSME unit / SSI units / Company Act / Proprietor ship firm/ Private Ltd Firm/ Public Ltd Firm as per norms of State govt. / Central Govt.

Attested copy of registration has to be attached along with the bid.

2.1.4 The bidder/Company participating in the bidding should not be blacklisted by Central/ State Government, Central/ State PSU or any other organization.

2.1.5 The bidder may note that without the authenticated documents called for, as above in 2.1.1 to 2.1.4 the bid shall be summarily rejected.

2.2 Schedule of Bid Activities:

The eligible bidders may submit their bid offline in the prescribed bidding document on http://statistics.rajasthan.gov.in/ & http://sppp.rajasthan.gov.in. The schedule for this purpose is as under:

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Name and Signature of Authorized

(Office of the Director General of Information Technology and Education)

Signatory of Bidder with seal
Chapter-3

INTRODUCTION

3.1 Economics and Statistics Department, Government of Rajasthan

The Directorate of Economics and Statistics was established in the year 1956 as the Principal Statistical Organization in the State to feed the planning needs. Apart from this, Statistical cells in various State Government departments are also imparting statistical activities in the respective departments. The Directorate also keeps close liaison with the statistical organizations of the Central Government in statistical matters.

The Directorate is headed by Dr. Om Prakash Bainwa, Director & Joint Secretary, who is also functioning as Chief Registrar of Birth and Deaths, State Agricultural Statistical Authority and Officer on Special Duty for Annual survey of industries. The Economics & Statistics department is headed by the Economics & Statistics Director & Joint Secretary with its Head Quarter situated at Yojana Bhawan Jaipur with jurisdiction in whole state. At head quarter, Economics & Statistics Director & Joint Secretary is assisted by Joint Director (Administration/NSS/IT/...), Joint Director (Coordination), Joint Director (RYVP/YIP), Joint Director (IT), Joint Director (Vital), Joint Director (Jan Aadhar), Account officer, and some other officers. For effective control over field level functionaries, the state is divided in District, blocks.

On the recommendation of the Committee to review the National Statistical System, the Directorate of Economics and Statistics, Rajasthan has been declared as Nodal agency for the State for developing an efficient statistical system and coordinating the statistical activities in the State. As a Nodal Agency the Director of Economics and Statistics, Rajasthan is made responsible and entrusted with the following functions:

1. Co-ordination of Statistical activities of various departments / organizations of the State Government
2. Undertaking integration of data required in different policy sectors and suggest ways and means to improve the quality and coverage of data series
3. To avoid duplication in collection and compilation of data, and
4. To adopt accepted standards in collection of data, classification, processing and dissemination of data

Presently Directorate is working on following Indicators, surveys and activities:

- Birth Death and Marriage Registration - VITAL STATISTICS
- PRICE STATISTICS
- NSS
- INDUSTRIAL STATISTICS
- AGRICULTURE STATISTICS
- COORDINATION
- FINANCE AND STATE INCOME
- PUBLICATION
- TRAININGS
- NATIONAL SAMPLE SURVEY
- ECONOMIC CENSUS
- HUMAN DEVELOPMENT IN RAJASTHAN

Name and Signature of Authorized[10]

Signatory of Bidder with seal
3.2 YIP

Management of development schemes, programs, policy and regulatory frameworks are areas within the government which could be benefitted from an outsider perspective. An academically inclined person with interest in development management can benefit immensely from getting a ring-side seat within the government, through analysis of regulations, policy and public service delivery in general.

Young Interns program is an internship program consisting of leveraging skill sets of students of reputed institutions or young entrepreneurs / innovators/ employees of private sector /self-employed professionals / scholars/ educators/ any other on sabbatical leave and simultaneously the individuals gain invaluable insight while working for the state Government departments/ agencies. Thus, this program would be mutually beneficial to both the stakeholders.

This is purely an internship program and does not provide any type of employment or guarantee for any employment in future.

STRUCTURE OF INTERNSHIP: Structure of internship would be as follows:-

- Intern would be linked to the administrative department/ office responsible for sector of interest.
- Intern would be allotted a project for the duration / tenure of internship.
- A mentor would be appointed by administrative secretary/ HoD.
- A brief orientation program covering government functioning would be given to initiate the internship.
- After completion of internship interns have to submit final report to respective departments for certification.

3.3 Objectives

The objectives of the program are as follows:-

- To empower the young brains to learn and spread awareness and knowledge about various government programs and services for the benefit of society and to act as a bridge between the service providers and recipients.
- To develop operational and learning skills among young scholars.
- To strengthen their research and evaluation skills in the field of public administration and development services.
- To generate interest amongst youth towards public services.
- To get independent critical analysis of Government programs and seeks suggestions for corrective measures.
- To enhance the outreach and impact of Government schemes & programs.
Chapter-4

Existing IT Infrastructure

Young Inter Program of Economics and Statistics Department carrying out their day-to-day routine official activities through a Web based Online Software Application called Online Young Interns Program (Y I P) Portal. URL of the application is https://yip.rajasthan.gov.in.

This application is running from State Datacenter setup in Jaipur, Rajasthan.

4.1 The Stakeholders of the YIP
4.2 Role and Responsibilities - Carried out Online through YIP Portal by its Stakeholders

4.2.1 Role and Responsibilities – YIP Cell DES

- Planning department is the nodal department and Directorate of Economics & Statistics is responsible for implementation of the program.
- Allocation of Seats: After taking necessary administrative approval & sanction of Program, Number of Seats. Allocate the seat Administrative Department – sub Department wise.
- Allocation of Administrative Department, Sub Department Master.
- Allocation of Mentor, Nodal Officer and supervisor (Sub Department wise and period wise) Master
- Allocation of Applicant Category Master.
- After taking Mentor, Nodal officers and Supervisors Details from various participating Departments. DES manage DB and issue User ID and Password to all of them.
- Invite Application to grant YIP Internship through RISL recruitment Portal and import data in YIP Portal.
- Scrutinized the applications of eligible candidates on the basis of eligibility criteria.
- Allocation/ Creation Login of Mentors, Nodal Officers and supervisors (Sub Department wise and period wise).
- Send a letter along with Eligible candidate application forms to concern participating Departments Mentor / Nodal officer for selecting Interns as per available seats.
- As per Recommendation receive from various participation Department, DES issue “Grant Internship letter” of selected Interns to join at concern department as per allocated available seats with instruction to Accept or Refuse/ Reject joining on YIP portal and upload copy of Joining letter marked by supervisor/nodal officer along with document. Also send a copy of “Grant Internship letter” to all concern Departments and DNO along with system generated SMS.
- Payment is processed on monthly basis by DES after receiving “Monthly Satisfactory Performance Report”, attendance /absent with leave Report approved by Supervisor/ Departmental Nodal Officer (DNO) of Concern Participating Department.
Payment Report hardcopy will be sent to the Account section to produce pay to NIC pay manager.

DES Maintain all expenditure of YIP, Interns Payment ledger, Interns Leave Ledger, Interns Final Project Report with Summary of reports etc. for YIP Program. Some of them are covered in First Existing phase and remaining are covered in next phase 2021-22.

Grant Extensions of Internship on performance/recommendation of concern Department.

4.2.2 Role and Responsibilities - MENTOR of Participating Departments

- Assign/Mark and depute Departmental Nodal Officers (DNO) and Supervisors and sending required details to DES
- Approve the Recommendation receive from DNO
- View the Assigned Project work performance report, Monthly Attendance Report produced by Intern and approved by DNO/Supervisor.

4.2.3 Role and Responsibilities - NODAL Officer / SUPERVISOR of Participating Departments

- Recommendation of selected Interns send to DES after completing selection procedure from the received eligible Interns applicant forms. Recommendation of selected Interns send to issue “Grant Internship letter” of selected Interns as per allocated available seats
- Approve & Forward the Joining of Intern, produced by Intern.
- Assign / Issue Project Work, Monitor & Supervise the Project Work.
- Approve - On monthly basis Monthly satisfactory performance report, attendance/absent/leave Report should send to DES produced and updated by Intern and approved by Supervisor/Departmental Nodal Officer (DNO) of Concern Participating Department.
- Approve - On monthly basis Monthly work performance satisfactory performance report should send to DES produced and updated by Intern and approved by Supervisor/Departmental Nodal Officer (DNO) of Concern Participating Department.
- Approve the assigned Project work performance report on monthly basis produced and updated by Intern.
- Approve Final Project work performance report produced and updated by Intern after completion of internship.

4.2.5 Interns
• Apply on RISL recruitment Portal on Invite Application to grant YIP Internship.
• After receiving “Grant Internship letter” submit his/her joining report to Mentor/Nodal Officer/Supervisor.
• Upload his joining report along with required document on YIP Portal by taking his/her user id and password from DES/DNO and request to DNO to approved and forward Joining Report.
• Request to supervisor / DNO to Assign / Issue Project Work.
• On or before of 5th of every month, Monthly satisfactory performance report, attendance / absent / leave Report should submit and upload on YIP Portal of DES and request to approved by Supervisor/Departmental Nodal Officer (DNO).
• On or before of 5th of every month, Monthly work performance satisfactory performance report should submit, upload on portal and send to DES and request to approved by Supervisor/Departmental Nodal Officer (DNO).

- Request to DNO/ Supervisor to Approve Final Project work performance report produced and updated by Intern after completion of internship.

4.2.6 General Public

- Register Complaints related to YIP Program of Economics & Statistics Department.
- Getting response on registered complaint on the basis of the action taken by the Economics & Statistics Department
- Various types of other information pertaining to schemes, beneficiaries etc. Economics & Statistics Department.

4.3 Integration of YIP with Other Organizations / Software

<table>
<thead>
<tr>
<th>Organization / Software</th>
<th>Purpose of Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>RISL</td>
<td>Invite Application to grant YIP/RYVP Internship through RISL recruitment Portal and Import this data in YIP Portal. Integration with RYVP Portal.</td>
</tr>
<tr>
<td>DOIT &amp;C</td>
<td>Web Service for Masters, System generated SMS, Email and SSO Integration of DOIT &amp; C.</td>
</tr>
<tr>
<td>E-Mitra Portal</td>
<td>Receiving data for Invite Application to grant YIP Internship</td>
</tr>
<tr>
<td>Pay Manager, IFMS</td>
<td>Invite Application to grant YIP Internship. Getting Confirmation of expenditure, budget control through E-Gras / IFMS.</td>
</tr>
<tr>
<td>NICSI</td>
<td>Required as and when</td>
</tr>
</tbody>
</table>

4.4 Existing IT Infrastructure

4.4.1 About offices of Economics and Statistics Department
Sufficient IT hardware infrastructure is available in offices of the Economics & Statistics Department (DES) for carrying out their works through YIP Portal. DES Staff is also conversant with functioning and operations of existing software processes / modules of YIP. At the time of implementation of any new software process / module, proper training is provided to user concerned by TSP.

4.4.2 Datacenter Infrastructure

Presently, YIP is Hosted as http://yip.rajasthan.gov.in at State Data Centre (SDC) and used share resources of State Data Centre setup in Jaipur. Therefore, TSP will have to provide requisite support to manage the “State Data Centre activities” accordingly.

4.4.3 Software Modules Implemented

4.4.3.1 Economics & Statistics Department.

4.4.3.2 YIP Portal –

- **DES admin Login** Dash Board

- **Control panel** – Permissions, Menus, Roles, Country, State, District, City, Log manage, document type, email template, SMS template, location, application status, db manage, Not eligible candidate.
- **App Manage** – Batch, Department, sub department, categories, Phase, seat allotment seat view, Manage user

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name</th>
<th>File Number</th>
<th>Upload On</th>
<th>User</th>
<th>Total</th>
<th>Error</th>
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<td>admin</td>
<td>942</td>
<td>0</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Invite Application to grant YIP Internship through RISL recruitment Portal and Import data in YIP Portal.

- **Process** –

- **Scrutiny** – Eligible, Non Eligible Applicants. (Scrutinized the applications of eligible candidates on the basis of eligibility criteria.)

- **Form Forward** –
  Send the Eligible candidate application forms to concern participating Departments for selecting Interns as per available seats).

- Selecting One/All Department and then check box to eligible candidates related to the selected
Department and Submit. These Forms are transferred from DES to Participating Departments for taking Interview and to send recommendation as per available seats along with main/waiting merit number.

- Farm Forward to Department for Interview.

**Selection & Recommendation Process:**
As per Recommendation receive from various participation Department, DES issue “Grant Internship letter” of selected Interns to join at concern department as per allocated available seats. Also send a copy of “Grant Internship letter” to all concern Departments.

- Selection check box with Merit/Waiting list Number check box.
- Recommendation Submit & Forward to DES.

**Grant Internship Letter:** DES issue “Grant Internship letter” of selected Interns (along with system generated email and SMS) and a copy to concern participating department, as per Recommendation received from various participating department and allotted seats to them.

**Payment Process:** Payment is processed on monthly basis by DES after receiving “Monthly Satisfactory Performance Report”, attendance /absent with leave Report approved by Supervisor/ Departmental Nodal Officer (DNO) of Concern Participating Department. Payment Report hardcopy will send to Account section to produce pay to NIC pay manager.

**Misc. Portal Maintenance :-** DES Maintain all Expenditure of YIP, Interns Payment ledger, Interns Leave Ledger, Interns Final Project Report with Summary of reports etc. for YIP Program. Some of them are covered in First Existing portal and remaining are covered in next FY 2020-21.

**Grant Internship Extension:** Grant Extension of Internship of next phase on performance/recommendation of concern Department.

**View Process** - View the Assigned Project work performance report, Monthly Attendance Report
produced by Intern and approved by DNO/ Supervisor

- **Intern Login** Dash Board
  - **Intern Joining**: After receiving “Grant Internship letter” submit his/her joining report to Mentor/Nodal Officer/ Supervisor.
  - Upload his/her Joining report along with required document on YIP Portal by taking his/her **User Id and Password** from DES/ DNO and request to DNO to approved and forward Joining Report.
  - **Request to Issue Work Process**: Request to supervisor / DNO to **Assign / Issue Project Work**.
  - **Monthly attendance / absent / Leave Process with satisfactory performance report**: On or before of 5th of every month, **Monthly satisfactory performance report, attendance / absent / leave Report** should submit and upload on YIP Portal of DES and request to approved by Supervisor/ Departmental Nodal Officer (DNO).
  - **Monthly work performance Process with satisfactory performance**: On or before of 5th of every month, Monthly work performance satisfactory performance report should submit, upload on portal and send to DES and request to approved by Supervisor/ Departmental Nodal Officer (DNO).
  - **Request to DNO/ Supervisor to Approve** Final Project work performance report produced and updated by Intern after completion of internship.

- **View Reports**

- **Mentor Login** Dash Board
  - View Reports

- **DNO / Supervisor Login**
  - **Approve & Forward** the **Joining of Intern**, produced by Intern.
  - **Assign / Issue Project Work, Monitor & Supervise** the Project Work.
- **Approve** - On monthly basis *Monthly satisfactory performance report, attendance / absent / leave Report* should send to DES produced and updated by Intern and approved by Supervisor/ Departmental Nodal Officer (DNO) of Concern Participating Department.

- **Approve** - On monthly basis *Monthly work performance satisfactory performance report* should send to DES produced and updated by Intern and approved by Supervisor/ Departmental Nodal Officer (DNO) of Concern Participating Department.

- **Approve** the assigned Project work performance report on monthly basis produced and updated by Intern.

- **Approve** Final Project work performance report produced and updated by Intern after completion of internship.


- **View Reports**

- **General Public**
  - **Home Page**
    - Register Complaints related to YIP Program of Economics & Statistics Department.
    - General Information.
    - Getting response on registered complaint on the basis of the action taken by the Economics & Statistics Department.
    - Various types of other information pertaining to schemes, beneficiaries etc. Economics & Statistics Department.

- **Note**: SRS, Data base Design & structure and Source Code and Technical Document of existing YIP Portal can be seen at DES at any time during office hours.
Chapter-5

Scope of Work

5.1. Following activities would be covered under the scope of work:-

1. **Takeover of running existing online application software** i.e. online web application Young Interns Program (Y I P) Portal and its related infrastructure. Existing software have been written in Dot Net and database is on MS SQL Server.
   a. TSP / Software developer would be responsible for Carrying out the following works in the existing YIP PORTAL.
      1. **Removal of Vulnerabilities** during all iterations / audit trial of Security Audit as per DOIT&C Security Audit Team.
      2. **SSO Integration** Work
      3. **SMS Integration** Work
      4. **Hosting support with all 1 to 6 works for YIP** application from Staging Server to Production Server.

2. Initially the Period of the project will be 1 Month. Period will have to be extended for next 1 month on the basis of requirement.

5.2. **General Instructions, Conditions**

5.2.7.1 The present domain name of the YIP PORTAL is https://yip.rajasthan.gov.in

5.2.7.2 Existing software have been written in Dot Net and database is on MS SQL Server.

5.2.7.3 The Source Code as well as the Database structures of all the existing Applications and database developed by "the existing TSP" / "In house development team" would be made available to the successful bidder i.e. TSP by the tendering authority.

5.2.7.4 Licensing issues would be the responsibility of the DES.

5.2.7.5 For Security Audit charges will be paid by DES as and when required, and removal of vulnerabilities will be responsibility of TSP.

5.2.7.6 **Copyright of the domain name**, application software, database, data, and website contents would be with Economics & Statistics Department, Government of Rajasthan.

5.3. **Delivery period and Deliverables.**

5.3.1 15 days shall be given as Delivery Period to TSP to start its services as mentioned in the scope of work of YIP PORTAL from date of issuance of the Work Order.

5.3.2 Failing in starting its work of **YIP PORTAL** within delivery period, LD as per provisions of tender document shall be imposed.

5.4 **Role & Responsibility of High Power committee:-**

   A **High Power committee** is constituted for the following members - Joint Director (Administration) as Chairperson and, SAJD) as Member Secretary, Joint Director (YIP), Accounts Officer and HLA are the members of committee.

   A **High Power committee** is constituted to resolve the followings
   1. To monitor/review the progress of YIP Portal as an when needed.
   2. To resolve the issues between TSP and DES Officials, or any other which impact project health.
   3. Fund and Payment related Issue if any.
   4. Legal Issue if any.

**Note**: SRS, Data base Design & structure and Source Code and Technical Document of existing YIP Portal can be seen at DES at any time during office hours.

Name and Signature of Authorized  

Signatory of Bidder with seal
5.4 Role & Responsibility of High Power committee:-

A High Power committee is constituted for the following members - Joint Director (Administration) as Chairperson and, SA(JD) as Member Secretary, Joint Director (YIP), Accounts Officer and HLA are the members of committee.

A High Power committee is constituted to resolve the followings

1. To monitor/review the progress of YIP Portal – First working day of month, after every Three Months or as per when needed.
2. To resolve the issues between TSP and DES Officials, or any other which impact project health.
3. Fund and Payment related Issue if any.
4. Legal Issue if any.

Note :- SRS, Data base Design & structure and Source Code and Technical Document of existing YIP Portal can be seen at DES at any time during office hours.
Chapter - 6

PROJECT TAKE OVER

6.1 Take Over Procedure

The project rollout shall start with the kickoff meeting within 15 days from date of issuance of work order to be held at office of DES in Jaipur. In the meeting, TSP shall introduce its project team and the DES shall introduce their team handling the project.

In this meeting, TSP shall submit its time schedule for carrying out various activities of the project so that project may be completed within stipulated time limit. The project implementation schedule shall be discussed and approved. Thereafter, TSP shall carry out project activities as per above approved project implementation schedule.

6.3 Taking Over of the YIP Portal

6.3.1 TSP shall take over the existing software application i.e. YIP Portal along with all related infrastructures in their existing condition and working state within the Delivery Period and start management and maintenance on its own independently.

6.3.2 Tendering Authority shall provide running YIP Portal with its Source Code, Databases, related infrastructures and related documents to TSP in their existing condition and working state.

6.3.3 Tendering Authority on the written request of TSP may arrange a Knowledge Transfer (KT) session not more than 7 days between existing TSP/“in house development team” and new TSP for providing quick, better and effective transfer of knowledge to New TSP.

6.3.4 TSP shall assign manpower in DES for mentioned work in the Scope of work in Chapter 5 of the tender document.

6.3.5 TSP would ensure that its manpower have complete understanding of the YIP Portal and is able to administer and manage the YIP Portal at their level without any external support on or before 15th day from date of issuance of work order.

6.3.6 TSP should also prepare code of conduct for their manpower provided under the project as per their job responsibilities and should ensure that they comply with the same during their deployment under the project.
Chapter-7

BIDDING PROCESS & EVALUATION CRITERIA

7.1 Bidding Process

7.1.1 Bid Submission
(a) The bidders who are interested in bidding can download tender documents from https://plan.rajasthan.gov.in\statistics and http://sppp.rajasthan.gov.in also.
(b) Tenders are to be submitted offline in paper format in DES HQ on or before time.
(c) The Bid is the Financial Bid.
(d) Bidder shall submit their offer off-line in paper downloaded formats & financial proposal in sealed envelope. However, DD for Tender Fee and EMD should be submitted in this sealed envelope in the office of the Tendering Authority before date and time of opening of the Bid.
(e) Before submitting the tenders, it should be ensured that all the tender papers including conditions of the contract are signed by the tenderer.
(f) The requisite EMD, Tender Fee have to be submitted in office of the tendering authority before opening of Bid. If, EMD, Tender Fee is not submitted before opening of the Bid the bid shall be rejected.

7.1.2 Validity of Bids
Bids shall remain valid for 180 days after the date of Bid opening. A bid valid for a shorter period shall be rejected as non-responsive.

7.1.4 Prices must be quoted in the Financial Bid only.

7.1.5 Date & Time of Opening of Bid
   ➢ The bids will be opened as per time schedule advertised.

7.1.6 Financial Bid
   ➢ Financial Bid shall only indicate prices without any condition or qualification whatsoever.
   ➢ Taxes such as sales tax, VAT, service tax, GST etc., duties, fees, levies and other statutory levies by Central & State Government as may be applicable in relation to activities proposed to be carried out should be shown separately.
   ➢ Any decrease or increase in the taxes, statutory levies, duties etc. if takes place after award of contract shall be paid / adjusted at the time of payment. The applicable rate at the time of bidding required to be indicated clearly.
   ➢ Bidders should express the price of their services in Indian Currency only.

7.3 Cost of Preparation of Bids
The bidder shall be solely responsible for the cost of preparing and submitting the bid and all other related costs.

7.4 Bidder to Acquaint Himself Fully
   (I) The Bidder should study the existing application software of YIP Portal of DES.

Name and Signature of Authorized

Signatory of Bidder with seal
(II) Source code of the software, database and relevant documents will be made available to the successful bidder.

(III) TSP should also study the code and system design of existing application software and should build on the same architecture the new modules so that it can integrate seamlessly with present application.

(II) The bidder is advised to assess at his own level the quantum of work of the offices of the organization where the work is to be executed practically and satisfy himself before quoting his bids. The tendering committee owns no responsibility to this extent.

(III) The Bidder shall be deemed to have fully acquainted himself with the work and site conditions and carefully examined the special conditions, the specifications mentioned by Govt. from time to time for the said work, and shall be deemed to have fully informed himself regarding the local conditions, factors and various prevailing laws at time beings.

(IV) The Bidder shall also be deemed to have fully acquainted with various items involved in the works and deemed to have fully acquainted himself with the fact that the work is to be carried out at the office of the participating organization situated in Jaipur, Rajasthan.

(V) The Bidder should therefore plan his schedule of work properly so as to complete the work within stipulated time limit.

7.5 Bid Evaluation Process

The Bid Evaluation process proposed to be adopted by the tendering authority is as outlined in this clause. The tendering authority reserves the right to modify the process proposed to be followed for the evaluation of the bids at any time during the bid process without assigning any reason whatsoever and without intimating the bidders of any such change. The bids shall be evaluated as follows:

7.5.1 Opening of Bid

The Tendering Authority will open the Bids received online in the presence of bidders' representatives on 18/06/2020 at 3.00 PM in the office, Meeting Hall, Ground Floor, Directorate of Economics and Statistics, Yojana Bhawan, Jaipur.

7.5.3 Evaluation of Financial Bid

(a) The financial bid shall only be opened.
(b) Rates received through Financial Bids shall be compared on Total Project Cost mentioned in the financial bid.
(c) The Total Project Cost shall include the amount for whole work as per scop of work in chapter 5, on the basis of the rates quoted in the financial bid.
(d) The work shall be awarded to the bidder whose financial bid is found the lowest i.e. L1.
Chapter- 8

General Terms and Conditions

8.1 Earnest Money
(a) The tenderer shall furnish, as part of the Technical Bid, an Earnest Money amounting to ₹ 0.24 Lacs (Rs. Ten Thousand Only) in favor of Directorate of Economics & Statistics.
(b) In case of SSI/MSME Unit of Rajasthan, EMD shall be 0.5% of the project cost i.e. ₹ 0.006 Lacs (Rs. Six Hundred Only). Bidder shall submit the certificate of SSI/MSME Unit of Rajasthan along with Bid, failing which the bid shall be rejected and shall not be considered for technical evaluation.
(c) The EMD may be given in the form of banker's cheque / demand draft or bank guarantee in specified format strictly from a scheduled bank. Such negotiable instrument should be valid for a period of one year from the date of opening of Bid.

8.2 Security Deposit (SD) / Performance Security
(a) Successful Bidder shall carry out the services conformity with generally accepted professional and technically accepted norms relevant to such assignments that are required for the work under consideration and which are to the entire satisfaction of DES.
(b) In the event of any deficiency in services, the Successful Bidder shall promptly take necessary action to resolve it, at no additional fees to the Company.
(c) Successful bidder shall have to execute an agreement on a Non-Judicial Stamp of appropriate value within a period of 7 days from the date of work order.
(d) The earnest money deposited at the time of tender may be adjusted towards Security Deposit amount.

Successful bidder shall deposit an amount equal to 5% of the finalized total project cost as Security Deposit (SD) / Performance Security valid for 1 month successful completion of contract period, prior to signing the agreement.
(f) The SD / performance security money shall be refunded after one month of the successful completion of contract period / extended period provided there is no breach of contract on the part of contractor.
(g) No Interest on the EMD & Security Deposit / performance security shall be paid.
(h) The Successful Bidder shall be required to execute Service Level Agreement (SLA) and Non-Disclosure Agreement.
(i) Failure of the Successful Bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the SD / performance security.

Name and Signature of Authorized

Signatory of Bidder with seal
8.3 Liquidity Damages (LD)

(a) The delivery period is 15 days from the date of issuance of the work order i.e. TSP shall start providing services of YIP PORTAL as per "Scope of Work" defined in Chapter 5 of the Tender Document from the date of issuance of the Work Order.

(b) In the event of failure to start said services of YIP PORTAL as defined by Chapter 5 in the given delivery period, the tendering authority reserves the option to impose Liquidated Damages (LD) in the following manner:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Delay Limit</th>
<th>LD to be recovered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>If, delay upto ¼ of the Delivery Period</td>
<td>2.5% of the Total Project cost</td>
</tr>
<tr>
<td>2.</td>
<td>If, delay exceeding ¼ but upto ½ of the Delivery Period</td>
<td>5% of the Total Project cost</td>
</tr>
<tr>
<td>3.</td>
<td>If, delay exceeding ½ but upto ¾ of the Delivery Period</td>
<td>7.5% of the Total Project cost</td>
</tr>
<tr>
<td>4.</td>
<td>If, delay is equal to prescribed Delivery Period</td>
<td>10% of the Total Project cost</td>
</tr>
</tbody>
</table>

(c) If the successful bidder fails to execute the order / contract within the period specified in the tender, and if such failure have arisen from any unforeseen cause beyond the control of the bidder, the Director and Joint Secretary, DES on written request of successful bidder before expiry of delivery period may feel valid for an extension in the delivery period, may extend the delivery period without charging any liquidated damages. His decision shall be final regarding the sufficiency or otherwise for extension of time.

8.4 Rejection of bid.

The Bids which does not fulfill any of the conditions or the notified requirements, directions & guidelines laid down by the State Government and the organization will be considered to be incomplete and are likely to be rejected without assigning any reason thereof.

8.5 Alternative Proposals by Bidders

Bidders shall submit Bid, which comply with the documents, including the basic requirements as indicated in the bid documents. Alternative bid may not be considered. The Attention of bidders is drawn to the provisions that one bidder shall submit only one bid either individually or as partner in any of the organization failing which both or all such bids shall be rejected.

8.6 Disqualification

The competent tendering authority in its sole discretion and at any time during the processing of Bids, may disqualify any bidder from the bid process, if the bidder has:

- Submitted the Bid after the scheduled date and time of bid submission.
- Not meeting eligibility criteria.
- Unable to give live presentation of the applications mentioned in the Technical Bid.
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- If found to have record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- Submitted Bid which is not accompanied by required documents and Earnest Money Deposit (EMD) or is non-responsive.
- Failed to provide clarifications related thereto, when sought.
- Submitted more than one bids. This shall cause disqualification of all bids submitted by such applicants.
- A Bid not valid for at least 180 days shall be considered as non-responsive and would be disqualified.

Name and Signature of Authorized

Signatory of Bidder with seal
8.7. Forfeiture of Security Deposit / Performance Security

Security Deposit / Performance Security amount in full or part may be forfeited in the following cases:

(I) When the terms and conditions of contract is breached.
(II) When the bidder fails to make complete supply services satisfactorily.
(III) Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Director and Joint Secretary, DES in this regard shall be final.
(IV) Failure of the successful bidder to comply with the requirement of the contract shall constitute sufficient grounds, to award the contract to the next lowest evaluated bidder or call for new bids.

8.8. General Conditions

8.8.1 **GST, Income Tax, Service Tax, and Registration Clearance Certificates**: No bidder shall participate in the bid process without Registration under the provisions of relevant Act including GST Act and produces registration certificates. Bidder shall submit the GST Clearance Certificate / (tax payment receipt of last financial year) issued by the competent authority / Copy of latest return of Income Tax with the Technical Bid, failing which bid shall be rejected.

8.8.2 The authorized signatory bidder(s) shall sign the tender form at each page and at the end, in token of acceptance of all the terms and conditions of the tender.

8.8.3 Bidder shall quote firm prices against each of the item as detailed in the price bid. No conditional discounts shall be quoted in the bid e.g. discounts based on conditions linked with bid/Security Deposit/guarantees, advance payments, selection of combination of products or product options, number of personnel etc. Financial bids with such conditional discounts may be rejected.

8.8.4 **Comparison of Rates**: The Financial Bids of all the Bidder shall be evaluated as per procedure given in the evaluation criteria of this bid document. Tendering Authority reserves the right to award the contract to the firm quoting lowest rate or other then lowest rate at its sole discretion without assigning the reason thereof.

8.8.5 Direct or indirect canvassing on the part of the bidder or his representative shall be a disqualification.

8.8.6 Any change in the constitution of the bidder, etc. shall be notified forthwith in writing to The Director and Joint Secretary, DES and such change shall not relieve any former member of the company, firm etc. from any liability under the contract.

8.8.7 If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred by the bidder to the Director and Joint Secretary, DES for arbitration. Arbitrator will be appointed by the Director and Joint Secretary in consultation with the Principal Secretary Plan and IT and whose decision shall be final & binding. Expenditure of arbitrator shall be borne by DES and bidder equally.

8.8.8 All legal proceedings, if necessary, arises to be instituted by any of the parties (DES or TSP) shall have to be lodged in the courts situated in Jaipur only and not elsewhere.

8.8.9 **Currency of Payment**: Payment shall be made in Indian Rupees only.

8.8.10 **Change orders**: The Director and Joint Secretary, DES may at any time, by a written order given to the bidder, make change within the general scope of the Contract. If any such change causes an increase or decrease in the cost of, or the time required for, the bidder's performance of any part of the work under the contract, whether changed or not changed by the order, and equitable adjustment shall be made in the Security Deposit, Contract Price or delivery schedule, or both, and the contract shall accordingly

Name and Signature of Authorized [Signature]

Signatory of Bidder with seal
be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the bidder’s receipt of the DES’s changed order.

8.8.11 **Contract Amendments:** No variation in or modification of the terms of the Contract except as per Policy of Government of Rajasthan shall be made except by written amendment signed by both the parties i.e. the TSP and authorised representative of tendering authority.

8.8.12 **Purchaser Right to Accept any bid and to reject any or all bids:** The purchaser reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without assigning reasons & without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds or the Purchasers action.

8.8.13 **Notification of award:** Prior to the expiry of the period of the bid validity, the tendering authority will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of contract.

8.8.14 Upon the successful bidder’s furnishing of Security Deposit, The Director and Joint Secretary, DES, will notify each unsuccessful bidder and will discharge their EMDs. No interest shall be paid on EMD.

8.8.15 **Period of Validity:** Bids shall remain valid for 180 days from the last date of bid submission prescribed by the purchaser, which may be extended with mutual consent. The purchaser as non-responsive may reject a bid valid for a shorter period.

8.8.16 **Period of Contract:** The period of the contract shall be One month from the date of signing of contract.

8.8.17 **Extension after expiry of contract:** The contract may be extended after expiring of this contract successfully on mutually agreeable terms and conditions of both the parties.

8.8.18 **Force Majeure:**

(a) Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its Security Deposit, or termination for default, if any to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

(b) For purposes of this clauses, “Force Majeure” means an event beyond the control of the bidder and not involving the bidder’s fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

(c) If a Force Majeure situation arises, the bidder shall promptly notify the DES in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all prevented by the force majeure event.

(d) The purchaser may terminate this contract, by giving a written notice of minimum 30 days to the bidder being unable to perform a material portion of the services for a period of more than 60 days.

8.8.19 The bidder shall pay the expenses of stamp duty for execution of agreement.

8.8.20 If a bidder imposes conditions, which are in addition to or in conflict with the conditions mentioned herein, his tender shall liable to be rejected. In any case, none of such...
conditions will be deemed to have been accepted unless specifically mentioned in the
letter of acceptance of tender issued by the Tending Authority.

8.8.21 The Tendering Authority reserves the right to accept any tender not necessarily the
lowest, reject any tender without assigning any reasons and accept tender for all or
anyone or more of the articles for which bidder has been given or distribute items
to more than one firm.

8.8.22 Use of Contract Documents and information

a) The bidder shall not without Tendering Authority's prior written consent, disclose
the contract, or any provision thereof, or any specification, plan, drawing, pattern,
sample or information furnished by or on behalf of the purchaser in connection
therewith, to any person other than a person employed by the bidder performance
of the contract. Disclosure to any such employed person shall be made in
confidence and shall extend only so far, as may be necessary for purposes of such
performance.

b) The bidder shall not, without Tendering Authority's prior written consent, make
use of any document or information enumerated in this document except for
purposes of performing the contract.

c) Any document, other than the contract itself, shall remain the property of the
Purchaser and shall be returned (in all copies) to the purchaser on completion of
the Bidder's performance under the contract.

8.9 Penalty for Non Performance as per Service Level Agreement (SLA):
The Payment Authority would deduct the penalty for non performance of SLA from the monthly
payment. The detailed Performance parameters, the penalty structure and computation have
been defined in Chapter 10.

8.10 Payment Procedure & Payment Term

8.10.1 The Total Project Cost shall be borne by DES.

8.10.2 No advance payment or mobilization advance on or after award of work shall be
released.

8.10.3 Payment shall be released on completion of work. Bidder should submit triplicate Invoice
along with requisite verified in favor of Director & Joint Secretary, DES, Jaipur.

8.11 Any of the Financial Terms & Conditions not covered in this bid document shall be governed
as per the provisions of RTPP Act, 2012, RTPP Rules, 2013 and General Finance & Accounts
Rules prescribed by the Government of Rajasthan.

8.12 As per instructions of circular No. 3/2013 Dated 04-02-2013 finance (G&I) Department, Govt.
of Rajasthan Annexure enclosed. Please read carefully and comply :-

Annexure A : Compliance with the Code of Integrity and No. Conflict of Interest

Annexure B : Declaration by Bidders regarding Qualifications

Annexure C : Grievance Redressed during Procurement Process

8.13 Exit Management:

Name and Signature of Authorized

Signatory of Bidder with seal
At the end of the contract after 1 month TSP should submit all data, Software along with updated source code, System Design Document with all change request modification and User Manuals to the Director and Joint Secretary, DES.

Signature & Seal of the Bidder

Name and Signature of Authorized

Signatory of Bidder with seal
Following Demand Drafts are attached towards the proof of Tender Fee and Earnest Money Deposit:

<table>
<thead>
<tr>
<th>Tender Fee / EMD Paid</th>
<th>Deposit Mode</th>
<th>Name of Bank Issued the Document</th>
<th>Number &amp; Date of the Document</th>
<th>Amount</th>
<th>Fee in Favor of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender Fee</td>
<td>Demand Draft</td>
<td></td>
<td></td>
<td>Rs. 500/- (Rupees Five Hundred Only)</td>
<td>Directorate of Economics &amp; Statistics, Jaipur</td>
</tr>
<tr>
<td>Earnest Money Deposit</td>
<td>Demand Draft / Bank Guarantee</td>
<td></td>
<td></td>
<td>Rs. ___..00 (Rupees Only)</td>
<td></td>
</tr>
</tbody>
</table>

9.2 The rates quoted in the Financial Bid are valid up to minimum of 180 days from the last date of bid submission. The validity can be extended with mutual agreement.

9.3 We agree to abide by all the conditions mentioned in this Tender Notice/ documents issued by the Tendering Authority and also the further conditions of the said Tender 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).

9.4 The rates for the services as mentioned in the Financial Bid have been enclosed separately duly sealed and signed.

9.5 Reproduced/ re-word-processed formats or Bidder’s own formats for the price quotations shall disqualify the tender.

9.6 Tax Clearance Certificates for followings have been attached:-

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Type of Tax</th>
<th>Certificate Number</th>
<th>Whether tax Clearance Certificate enclosed (Y/N)</th>
<th>Enclosed at Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>GST</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Income Tax</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Firm Registration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Others if any</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9.7 Copy of any of the SEI CMM-3 or ISO : 9001 : 2008 or ISO : 9001 : 2015 Certificate for IT enabled service or / and turnkey E-Governance projects valid in force has been attached herewith if any.

9.8 We accept payment schedule as per details given in the tender document.

9.9 All papers submitted have been signed and sealed (along with annexures and enclosures).

9.10 It is to certify that all the information, documents furnished herewith are true, correct and complete to the best of our knowledge and belief. Nothing has been concealed having material impact in this regard. We (our concern) has never been black listed by a Govt. Deptt./ organization or held guilty by any competent authority. We know that our bid can be rejected.

Name and Signature of Authorized[31] 

[Signature]

Signatory of Bidder with seal
at any stage during the course of acceptance or even after final acceptance at our risk and cost
if any of the information is found false or for breach of any of the conditions.

Date:
Place:

Signature of Authorized Signatory
Name of Authorized Signatory: _______________________
(Seal of the Bidder)

Name and Signature of Authorized

Signatory of Bidder with seal
Chapter-10

Service Level Agreement

10.1 Performance Standards

This factor incorporates the maintenance standards, the upgradation standards and service level standards as defined in subsequent paras.

10.2 Service Level Standards

The TSP has to meet the service level norms failing which the contract is liable to be terminated.

(a) New version of application software should be deployed for the following within the prescribed time frame.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Particulars</th>
<th>Time frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Removal of Vulnerabilities during any iterations / audit trial of Security Audit as per DOIT&amp;C Security Audit Team.</td>
<td>3-7 Working Days per audit trial.</td>
</tr>
<tr>
<td>2</td>
<td>SSO Integration Work</td>
<td>Within 10 days</td>
</tr>
<tr>
<td>3</td>
<td>SMS Integration Work</td>
<td>Within 10 days</td>
</tr>
<tr>
<td>4</td>
<td>Support on YIP portal during Hosting from Staging Server to Production Server.</td>
<td>30 days</td>
</tr>
</tbody>
</table>

10.3 Penalty Clause on Not Complying SLA

If the TSP shall not be executing the contract as per the terms of agreement than DES may invoke any or all of the following clauses.

➢ Impose a penalty for various services if services are not delivered as per the benchmark level due to the fault of TSP.

OR

➢ Forfeit the performance Guarantee Amount.

OR

➢ Terminate the contract with 3-month notice or 3 month grace period.

a) Penalty for Downtime of Software Application

(i) Penalty for Delay in completing the work of YIP application shall be calculated and deducted on from bill.

<table>
<thead>
<tr>
<th>Delay in completing the work</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upto 24 hrs.</td>
<td>NIL</td>
</tr>
<tr>
<td>&gt; 24 - 48 Hrs.</td>
<td>2 %</td>
</tr>
<tr>
<td>&gt; 48 - 72 Hrs.</td>
<td>4 %</td>
</tr>
<tr>
<td>&gt; 72 - 96 Hrs.</td>
<td>6 %</td>
</tr>
<tr>
<td>&gt; 96 - 120 Hrs.</td>
<td>8 %</td>
</tr>
<tr>
<td>&gt; 120 Hrs.</td>
<td>10 % + Additional 3% per additional 24 hrs.</td>
</tr>
</tbody>
</table>

(ii) Net Payment to TSP after Penalties computed on account of Clause 10.3 (a & b) will be released.

Name and Signature of Authorized

[Signature]

Signatory of Bidder with seal
However, detailed SLA (Service Level Agreement) would be discussed and negotiated with the TSP and the draft would be drawn.

Annexure A : Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall -
(a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
(b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
(c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
(d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
(e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
(f) not obstruct any investigation or audit of a procurement process;
(g) disclose conflict of interest, if any; and
(h) disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-
The Bidder participating in a bidding process must not have a Conflict of Interest.
A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.
i. A Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:
a. have controlling partners/ shareholders in common; or
b. receive or have received any direct or indirect subsidy from any of them; or
c. have the same legal representative for purposes of the Bid; or
d. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or

g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

Doc1

Name and Signature of Authorized

[Signature]

Signatory of Bidder with seal

[Seal]
Annexure B: Declaration by the Bidder regarding Qualifications

Declaration by the Bidder

In relation to my/our Bid submitted to ...................... for procurement of
................................. in response to their Notice Inviting Bids No............
Dated.............. I/we hereby declare under Section 7 of Rajasthan Transparency in Public
Procurement Act, 2012, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and
   competence required by the Bidding Document issued by the Procuring Entity;
2. I/we 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;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our
   affairs administered by a court or a judicial officer, not have my/our business activities
   suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal
   offence related to my/our professional conduct or the making of false statements or
   misrepresentations as to my/our qualifications to enter into a procurement contract within
   a period of three years preceding the commencement of this procurement process, or not
   have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding
   Document, which materially affects fair competition;

Date:
Place:
Signature of bidder
Name:
Designation:
Address:

Name and Signature of Authorized

Signatory of Bidder with seal
Annexure C: Grievance Redressal during Procurement Process

The designation and address of the First Appellate Authority is ____________________________

The designation and address of the Second Appellate Authority is ____________________________

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten 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 Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose of it within thirty days from the date of the appeal.

(3) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:

(a) determination of need of procurement;
(b) provisions limiting participation of Bidders in the Bid process;
(c) the decision of whether or not to enter into negotiations;
(d) cancellation of a procurement process;
(e) applicability of the provisions of confidentiality.

(5) Form of Appeal

(a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.

(b) 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.

Doc1

Name and Signature of Authorized

Signatory of Bidder with seal
(c) 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.

(6) Fee for filing appeal
(a) 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.
(b) The fee shall be paid in the form of bank demand draft or banker’s cheque of a Scheduled Bank in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

(a) 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.

(b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,
   (i) hear all the parties to appeal present before him; and
   (ii) peruse or inspect documents, relevant records or copies thereof relating to the matter.

(c) 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.

(d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.
FORM No. 1

Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal No. ......... of ..............
Before the ................. (First / Second Appellate Authority)

1. Particulars of appellant:
   (i) Name of the appellant:
   (ii) Official address, if any:
   (iii) Residential address:

2. Name and address of the respondent(s):
   (i)
   (ii)
   (iii)

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:

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative:

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:

   (Supported by an affidavit)

7. Prayer:

Place: ........................................
Date: ........................................
Appellant's Signature

Doc1
FINANCIAL BID

Tender for Total Solution Provider (TSP) for

Providing support service to complete the followings requirement of DES in the existing YIP Application Software

1. Security Audit & re-furnishing Process-
   1. Removal of Vulnerabilities during all iterations / audit trial of Security Audit as per DOIT&C Security Audit Team.
   2. SSO Integration Work
   3. SMS Integration Work
   4. Support till Hosting from Staging Server to Production Server with all above 1,2 and 3 works.

The period of the project will be of 1 month.

Date & time of opening of the Financial Tender : As per schedule

Name and Signature of Authorized

Signatory of Bidder with seal
# CHAPTER - 11

## Financial Bid

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Particulars</th>
<th>Rate (in Rs. Lacs) including all tax and liabilities</th>
<th>Total Amount (in Rs. Lacs) including all tax and liabilities</th>
</tr>
</thead>
</table>
| 1.  | **Security Audit & re-furnishing Process**-  
1. Removal of Vulnerabilities during all iterations / audit trial of Security Audit as per DOIT&C Security Audit Team.  
2. SSO Integration Work  
3. SMS Integration Work  
4. Support till Hosting from Staging Server to Production Server with all above 1,2 and 3 works.  
The period of the project will be of 1 month. | | |

---

**Total Project Cost (Amount in words)**

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---------------------------------------------------------------------------------------------------

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Name and Signature of Authorized  
[Signature]

Signatory of Bidder with seal  
[Seal]