

**DEPARTMENT OF TOURISM**  
**(Government of Rajasthan)**  
**Office: Hotel KhasaKothi Campus, M.I. Road, Jaipur.**  
**Phone: 0141- 5115100, 2361648 Fax: 0141- 5110593**

No.: F.8( )DT/Trade/2014-15/27263

Date : 04-12-2015

**e-REQUEST FOR PROPOSALS (RFP)**

**(Bid No. : 36/2015-16)**

e-RFPs are invited from the leading Companies for the establishment, operation and management of an integrated interactive system for designated tourist sites in Rajasthan on a build, own, operate and transfer (BOOT) basis.

Detailed RFP documents can be downloaded from our web site [www.rajasthantourism.gov.in](http://www.rajasthantourism.gov.in) (under tender section) or [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in) or [www.sppp.rajasthan.gov.in](http://www.sppp.rajasthan.gov.in) till 07-01-2016 not later than 5:00 PM.

Completed RFP documents along with necessary supporting documents and required EMD/bid security, bid document Fee and e-bid processing Fee can be uploaded on [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in) till 07-01-2016 upto 5:00 PM. Demand draft of Rs.1000/- as e-bid processing fee will have to be deposited in favour of MD, RISL, Jaipur and required EMD/bid security of Rs. 75 Lacs and Rs. **5000/-** as bid document fee in favor of Director, Department of Tourism, Rajasthan, Jaipur should be deposited in Department of Tourism before scheduled time.

  
**Director**

# **REQUEST FOR PROPOSALS (RFP)**

**FOR**

**THE ESTABLISHMENT, OPERATION AND MANAGEMENT OF AN INTEGRATED  
INTERACTIVE SYSTEM FOR DESIGNATED TOURIST SITES IN RAJASTHAN  
ON A BUILD, OPERATE AND TRANSFER (BOOT) BASIS**



**Department of Tourism  
Government of Rajasthan**

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Completed RFP documents can be uploaded on [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in) till dd-mm-yyyy upto 1800hrs.

**Director**

## 1.0 INTRODUCTION

Rajasthan with its rich historical and cultural heritage has emerged as one of the leading tourist destinations within India attracting over thirty five million tourists annually which are growing at a steady rate. With the advent of technology and changes in demographic profile, the Department of Tourism, Government of Rajasthan has envisaged embarking on a pioneering project to introduce a state-of-the-art interactive framework which would enable visitors to have a much more seamless and pleasant experience planning and undertaking a visit to Rajasthan as well as to ensure easy, convenient and transparent operations.

### **Disclaimer**

Whilst the information in this RFP has been prepared in good faith and it does not purport to be comprehensive or to have been independently verified.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of the Government of Rajasthan. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed project, the regulatory regime which applies thereto and by and all matters pertinent to this project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this project. The Government of Rajasthan shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

The Department of Tourism, Government of Rajasthan (“Director”) shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of the Department in selecting the successful bidder (the “Successful Bidder”) who qualifies through this RFP shall be final and the Department of Tourism, Government of Rajasthan reserves the right to reject any or all bids without assigning any reason thereof.

The Department of Tourism, Government of Rajasthan may terminate the RFP process at any time without assigning any reason and upon such termination the Department or any of its officers shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

## 2.0 INVITATION TO BID

The Department of Tourism, Government of Rajasthan invites e-bids from prospective bidders for the selection of a partner who will design, implement, operate and manage, an integrated interactive system that will facilitate centralized turnkey ticketing **for a period 10 years** through multiple channels, validated entry, and multiple value-added and ancillary interactive services including integration with social media, bundling, data analytics, etc. (hereinafter referred to as the “Project”) to enable a seamless and enhanced tourist experience, streamlined operations and increased footfalls at designated tourist sites in Rajasthan.

This RFP is designed to receive responses from eligible bidders, to evaluate the bids based on the set criteria and to select the most appropriate Successful Bidder for the Project. Bidders are advised to study the RFP document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

### 2.1 Issuer and Address for Bid Submission and Correspondence

Name and contact details of the issuing authority:

The Director

Department of Tourism, Government of Rajasthan

Paryatan Bhawan, Khasa Kothi Hotel Campus, M. I. Road, Jaipur – 302 001

Phone: +91-141-5155100

Email ID: [cotraj@gmail.com](mailto:cotraj@gmail.com), [cot-dot@rajasthan.gov.in](mailto:cot-dot@rajasthan.gov.in)

### 2.2 Key Events and Dates and Applicable Fees

Event / Fee Description	Date / Amount (Rs.)
Issue of RFP document	05-12-2015
Last date to send in requests for clarifications on the bid document	17-12-2015
Pre-bid conference	21-12-2015 at 12:30 PM
Response to clarifications	23-12-2015
Last date and time for submission of bids	08-01-2016 1:00 PM
Last date and time for submission of Original DD/Banker Cheque/Bank Guarantee for Tender Fees, Processing Fees and EMD/Bid Security manually in Office of Tendering Authority	08-01-2016 till 1:00 PM
Opening of Eligibility Bids	08-01-2016 at 3:00 PM
Opening of Technical Bids	Will be intimated later
Opening of Financial Bids	Will be intimated later
Finalization of Successful Bidder	Will be intimated later
Contract finalization and start of work	Will be intimated later
Bid Application Fee (DD should be drawn in favor of "Director, Department of Tourism" from any Nationalized / Scheduled Bank, Payable at Jaipur)	Rs. 5,000/- (Rupees One Thousand)
RISL fees (DD should be drawn in favour of M.D. RISL from any Nationalized / Scheduled Bank payable at Jaipur)	Rs. 1,000/- (Rupees One Thousand)

Event / Fee Description	Date / Amount (Rs.)
Earnest Money Deposit (EMD) / Bid Security <i>(Either in the form of a DD drawn in favor of "Director, Department of Tourism, Government of Rajasthan", payable at Jaipur or in the form of an irrevocable Bank Guarantee issued by one of the Nationalized/Scheduled Banks in India and having branch in Jaipur. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.</i>	Rs. 75,00,000/- (Rupees Seventy Five Lacs)
Language of the bid	This bid should be filled in English language only. If any supporting documents submitted are in any language other than English, a translation of the same in English language is to be duly attached by the bidder.

### 2.3 Amendment of RFP Document

The Department of Tourism, Government of Rajasthan may, at any time, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding document by amendment. All amendments made to the document will be published on the website: <http://rajasthantourism.gov.in>, , <http://eproc.rajasthan.gov.in> & <http://sppp.rajasthan.gov.in> All such amendments shall be binding on all bidders.

### 2.4 Earnest Money Deposit (EMD) Requirement

Since the bids are being sought for a project which is more in nature of providing services relating to e-ticketing booking platform rather than procurement of goods. At present entry ticket fees sale revenues in current year could be in the range of Rs 35-40 Crores. Therefore project cost should be pegged at about Rs 37-38 Crores. Accordingly, EMD is fixed Rs 75 Lacs which will be also adjusted against security deposit to be obtained from the selected bidder once the work order is issued. The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of INR 75,00,000/-. The EMD should be denominated in Indian Rupees and should be in the form of a Demand Draft or Bank Guarantee in favour of the Director, Department of Tourism, Government of Rajasthan, payable at Jaipur. This EMD will be returned to all unsuccessful bidders. For the Successful Bidder, the EMD may be adjusted against the security deposit and as per the contract.

### 2.5 Other Requirements

The bidder should have valid tax registration certificates and a Permanent Account Number (PAN) issued by the Income Tax department, Government of India.

### 2.6 Validity of Bid

The rates quoted in the bid must remain valid for 90 days (three months) from the date of opening of the Financial Bid. Rate changes during the bid process will not be entertained under any circumstances.

### 2.7 Evaluation of Bids

Only bids that meet the Eligibility Criteria as outlined in Section 3.0 will be evaluated. The evaluation and final award will be based on the following weightage given to each of the following factors in the bid process. The bidder with the highest total weighted composite score will be declared the winner of the bid process and will proceed to completing the contract discussions and signing of the contract.

Sr. No.	Area	Weightage (%)
1	Technical Bid	80
2	Financial Bid	20

## **2.8 Venue and Deadline for Submission of Bids**

Bids for the Project must be submitted online on the webportal <http://eproc.rajasthan.gov.in> no later than dates and times specified in Section 2.2 of this document.

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### 3.0 ELIGIBILITY CRITERIA

In keeping with the stature of Rajasthan Tourism and the requirement to put in place a state-of-the-art interactive services system, the Successful Bidder should have a proven background of implementing similar turnkey projects in terms of complexity and volume. The overall objectives of the Project require that the Successful Bidder implement a system, which is not only scalable but has successfully addressed complex ticketing needs in large multi-faceted ticketing environments. The Successful Bidder should have had prior experience in providing all associated value-adds in order to enrich the customer experience with a robust proven fulfillment system which ensures equitable and democratic access to tickets in high-demand and high footfall situations. Additionally to make the process seamless and effective, the Successful Bidder must have the proven capability of regulating entry while keeping full control of data and access and bring to bear international standards and best practices from having delivered successfully across various forums in India and internationally in the past

Keeping the above broad objectives in mind, the following are the specific eligibility conditions, each of which is to be necessarily fulfilled. The bidder must comply with each of the following eligibility criteria to be eligible for technical evaluation of the bid. Only those interested bidders who satisfy/fulfill each of the following eligibility criteria should respond to this RFP. Failure to comply with the criteria will disqualify the bid.

#### 3.1 General Criteria

*(To be filled per Table 10.2.1 in Section 10.1 and Section 10.2.7)*

- a. The bidder should be Individual OR a Company registered under Indian Companies Act, 1956 OR 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 OR Partnership firm registered under Indian Partnership Act, 1932 OR Corporation/PSU/Institution which has been in existence for at least five years (as on the bid publication date). The relevant registration document of the bidder will be required.
- b. The bidder should have been in the business of managing complete end-to-end and interactive ticketing systems and operations for each of the five years. The documents required will be details of the assignments handled in the last five years and the Memorandum and Articles of Association.
- c. The bidder should have been certified for any four of the following five quality certifications: ISO 9001, ISO 20121, ISO 14001, OHSAS 18001 and SA 8000 in at least one year prior to the date of issue of this RFP.

#### 3.2 Technology Criteria

*(To be filled per Table 10.2.2)*

- a. Ticketing software and technology should be owned by the company and fully developed in-house (backend and frontend), not licensed, and in operation for the last 5 years.
- b. The company needs to possess the capability to customize the applications to suit local and global needs.

#### 3.3 Experience Criteria

The bidder should meet each of the following criteria. Please fill the Tables in Section 10.2 to demonstrate experience on the items below:

- a. Bidder should have been in the business of managing end-to-end ticketing technology and operations for at least 5 years. The bidder should have executed at least one venue-based ticketing project in India in each of the preceding five (5) calendar years, i.e. from 2010 to 2014. Information to be provided per Table 10.2.3 in Section 10.2.
- b. Bidder should have the proven experience of successfully deploying, managing and operating a full ticketing front-end and back-end with at least 100 concurrent points of physical sale of ticket via one central ticketing system for a single ticketed event for a single client. Information to be provided per Table 10.2.4 in Section 10.2.

- c. Bidder should have the proven experience of deploying and handling venue access with full technology and manpower integration. Information to be provided per Table 10.2.4 in Section 10.2.
- d. Bidder should have ticketed at least one major multi-venue international event with the following criteria:
  - i. The total event ticket inventory should have been at least one million tickets
  - ii. The ticket sales must have continued for at least six (6) months and for at least ten (10) venues simultaneously
  - iii. The bidder in such event must have dealt in multiple (more than two) currency purchase options for the entire duration of ticket sales
  - iv. The bidder should have sold cross-venue ticketing packages
  - v. The bidder should have undertaken the work of extensive liaising with top government security organizations in the country on data and customer verification in ensuring safety of the venue for such an event
  - vi. Details to be provided per Table 10.2.5.1 and Table 10.2.5.2 in Section 10.2
- e. Bidder should have qualified for/executed at least one major multi-venue international event with multiple concurrent sessions and inventory handling requirement of at least five (5) million tickets
- f. Bidder should have proven experience and capability to handle and administer ballot based ticketing in high demand situations in large-scale (minimum one million total inventory) international events in India. Information to be provided per Table 10.2.4 in Section 10.2.
- g. Bidder should have proven e-commerce back-end logistics, operations and distribution system to manage other value added services including merchandise and product bundling, and all ancillary services related to ticketing. Information to be provided per Table 10.2.4 in Section 10.2.
- h. The Bidder should have proven capability of running a real-time ticket transfer and exchange platform for the general public on a live operational public website which has facilitated public transactions prior to the date of issue of this tender. The Department may introduce a public ticket transfer and exchange program wherein high demand tourist sites are efficiently managed and achieve maximum occupancy. The platform should have at least the following capabilities:
  - i. Individual accounts to view and manage bookings
  - ii. Option to list the tickets for exchange or transfer in case the original buyer is unable to utilize the ticket that has been bought
  - iii. Unutilized bulk or corporate bookings for specific sites or events booked through the system to be made available for sale to the general public using this transfer and exchange platform.
  - iv. Ability to implement business rules decided by the Department from time to time.
  - v. Ability to track and manage all financial and risk aspects of the transfer and exchange program on a real-time basis including processing adjustments and refunds

### 3.4 Team Criteria

Bidder shall provide an indicative composition of the proposed senior management team who will be directly supervising or involved in the execution of the Project. The description should include the background of the key personnel, their previous experience in ticketing projects, experience in managing an interactive system similar to one that is being proposed and role to be played by each individual in the Project. For each of the criteria below, appropriate documentation in support of the criteria will need to be produced as required by the Government of Rajasthan

- a. The team should consist of core personnel with at least five (5) years' experience in customer facing ticketing technology and managing core ticketing projects internationally or domestically and an overall experience of at least 10 years preferably in senior business roles.
- b. The team should have a strong educational background and should preferably be post-graduates in engineering or management or with a similar technology background
- c. The team should have proven experience in managing similar multi-module turnkey projects in terms of scale and complexity.
- d. Should have deployed and managed full end-to-end ticketing operations across various different venues and complex ticketing programs over the past five (5) years
- e. Should have at least five (5) years of customer facing merchandising and product experience
- f. Proven ability to train and manage captive resources across multiple venues simultaneously

- g. Proven ability to manage equipment, technology and people including large crowds over short spans of time
- h. Proven experience in handling complex turnkey ticketing processes and queries.

### **3.5 Financial Criteria**

*(To be provided per Table 10.2.1 and Section 10.2.7)*

The bidder should have an annual gross ticketing turnover of at least INR 10 crores for each of the last three fiscal years. The document required will be a certificate from the company auditor.

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## 4.0 SCOPE OF WORK

### 4.1 Project Overview

The purpose of the Project is to streamline and simplify the entire ticketing process and after other integrated value added services for visitors coming to various tourist sites in Rajasthan. The Department of Tourism, Government of Rajasthan proposes to establish a technology driven, centralized ticketing system and integrated services framework for its popular tourist sites across Rajasthan that incorporate best practices in ticketing technology and processes along with state-of-the-art related interactive and value added services. This project also aims to bring in transparency and efficiency into the processes.

Key objectives of the Project include:

- a. Provide an easy, transparent and secure avenue for visitors to procure tickets through multiple channels driven by a single centralized ticketing system
- b. Improve visitor experience through easy access to tourist destinations and dissemination of information in the state and provide them with a suite of value added interactive services
- c. Increase the efficiency and improve monitoring and administration of ticketing through real-time reporting capabilities
- d. Increase transparency and accountability in ticketing
- e. Capture appropriate demographic information
- f. Provide all manpower at sites for project management including at sites/monuments for selling tickets and validating entry of tourists.

The proposed framework will provide ease of convenience to tourists. The framework will include a centralized ticketing system that integrates online, venue point of sale (POS), retail outlets, call centre and mobile sales channels so as to create an instantaneous record of tickets issued, and ensuring real time monitoring of visitor traffic.

The entire software/application shall be hosted on Rajasthan State Data Centre (RSDC) on mutually agreed hardware, network and security specifications that shall be provided by the Department to the Selected Bidder. A Non-Disclosure Agreement (NDA) covering IP Rights, SLA Agreement subject to mutually agreed hardware, network and security specifications shall be signed between the State and the Selected Bidder. A format for the same is enclosed at Annexure C.

The application shall be developed to be robust enough and capable of handling large loads and traffic. The proposed framework will need to be able to generate tickets and value-added services, record all transactions, validate the entry to the designated sites and integrate with social media to increase the target audience in-order to promote tourism in the state.

Related and value-added interactive services would include digital commerce, online presence, mobile apps, call center, ticket travel bundles, contests, early buying windows, and much more.

### 4.2 Sales and Fulfillment Channels:

The bidder will be responsible for setting up, managing and maintaining several sales channels as described below:

#### 4.2.1 Online:

A bespoke integrated portal for Rajasthan Tourism, shall be the only web front end for Department of Tourism. The bidder in consultation with Tourism Department shall design and finalize the frontend for ticketing, access, related merchandise and several other value added services for the Department of Tourism, Government of Rajasthan, and integrate with the Tourism portal, mapping the same with the estimated numbers of visits to the site and ensure that the functionalities integrated to the portal are optimized for maximum traffic.

The portal must incorporate a customized feature-rich look and feel and must be robust to handle maximum concurrent site visitation. The site must operate using a centralized ticketing system from a stable, secure platform enabling a 24X7 online real-time ticket purchase environment. The site must have an uptime of 99.5% from a user accessibility perspective. The site should mirror images hosted on alternate servers at geographically dispersed locations to ensure adequate business continuity and disaster recovery capabilities. The site must offer real-time credit/debit/net-banking/cash payment facilities, an integrated customer contact and customer relationship management system, shopping cart functionality for more than one purchase, order history and order tracking and multi-level ticket search functionality. The bidder must have the capability to comply with industrial best practices for security, encryption, data protection, audit and privacy policies and all central bank (RBI) norms as it relates to payment processing. The design must be approved by the Committee and conform to the latest web technologies.

The Successful Bidder is expected to build a platform which may integrate or replace the existing official websites of Department of Tourism, Government of Rajasthan and allied agencies under the Department of Tourism, Government of Rajasthan for online sales. The system should enable the visitors to book tickets online with the following non-exhaustive list of features.

#### 4.2.1.1 System Features (including, but not limited to)

- a. Allow relevant data like name, nationality, passport number (for international visitors), email ID, number of visitors, number of sites, date, etc. to be captured for issuance of internet ticket.
- b. The system shall allow booking for multiple sites.
- c. Allow booking of special promotional packages which enable entry into more than one site in a specified time period.
- d. Capture details of differently-abled visitor requirements for instance, wheelchair services where available
- e. Send instant email confirmations regarding booking details.
- f. The printed online ticket/confirmation/e-voucher to have all data captured during the time of booking.
- g. Ability to send email alerts to visitors who have booked earlier on special exigencies such as bandh, security threats, VIP visits, etc.
- h. Allow the visitor to take a print out of the ticket at the time of booking or enable printing of ticket at user's convenience.
- i. Allow sales/transactions in multiple currencies.
- j. The ticket should support verification/authentication feature i.e. barcode.
- k. System to be integrated with secure payment gateways.
- l. Allow integration with other service providers to provide value added services.
- m. The interface should provide web helpdesk/form for any visitor queries, grievances etc.
- n. Not allow ticket booking where the sites have been closed temporarily due to reasons such as preservation, security etc. where applicable.
- o. Allow configuration of ticket validity period.
- p. Enable group bookings over the web.
- q. Allow up to 25 persons in one single purchase
- r. Generate and print unique barcodes, as well as all relevant information for each ticket in a group ticket for verification.
- s. Shopping cart functionality for multiple ticket bookings and bundled sales.
- t. Merchandise sales, F&B add-ons, bundles and a la carte.
- u. Integration with multiple websites
- v. Seamless system management with ability to add different types of tickets, , bundles, packages and similar services real-time

#### 4.2.1.2 Additional Features for Indian Visitors

- a. All special cases such as school historical visits etc. will be issued authorization/entry pass however with data captured such as date, time, site, no. of children, etc. and the system will reconcile the numbers in the central database

- b. Other special cases as determined by the department will also be issued authorization/entry pass with data captured such as date, time, site, no. of visitors etc. and the system will reconcile the numbers in the central database
- c. Special cases such as VIP's and such dignitaries will also be issued authorization/entry pass with data captured such as VVIP's date, time, site, no. of visitors etc. and the system will reconcile the numbers and the details in the central database

#### 4.2.2 Venue Box-office:

The venue box-office must be powered by the same centralized ticketing system through dedicated Point of Sale (POS) terminals. The hardware, software and manpower at the venue box-office must be fully managed and operated by the bidder. The minimum specifications for the POS terminals are available in Annexure B. The box-office operation must be designed and planned to handle large groups of people and must be optimized to operate seamlessly during rush hours. It must also be designed to operate in an "off-line" mode in case of any connectivity failure situations. The system must link real-time and all sales from the venue box office must be captured real-time in central reporting, the access to which will be password protected and given to authorized persons or roles authorized by the Committee.

Additionally, the system must have the following features:

- a. Box-office/venue sales management
- b. Plug and play module
- c. Easy to use interface
- d. Driven off of central inventory
- e. On-the-go/dynamic printing
- f. Specialized ticket printer(s) to be installed at every site
- g. Facilitating pickups where applicable
- h. The ability to generate tickets in an offline mode
- i. The ability to automatically sync with the central system with regular updates
- j. Provision for payment through cash in Indian currency only
- k. Provision to pay using credit/debit cards
- l. Ability to capture all customer details such as name, contact, nationality, passport no (for International tourists) etc.
- m. Counter ticket issued will have data captured such as time, date, site, issued by, during the time of booking
- n. The system should allow validation and authentication of ticket at the ticket checking counters at site/sites
- o. The ticket issued over the counter should support verification / authentication feature through barcode
- p. Ability to allow group bookings
- q. Allow upto 25 persons in one single purchase
- r. Generate and print the barcode and all the relevant information in each ticket booked through group bookings

#### 4.2.3 Mobile:

A cross-platform mobile version of the system must be made available to all customers. This must also be powered through the centralized ticketing system and must be fully capable of accepting all forms of payment via credit/debit cards and net-banking. The application should be quick and efficient for mobile purchases and similar to the website with access to all features.

#### 4.2.4 Retail Outlets:

The bidder is expected to have a fully functional retail outlet system operating out of the Rajasthan Tourism Development offices and/or other locations deemed suitable and provide examples of proven and continuous retail outlet operations. This system must be scalable and able to power up as many retail outlets as defined from time to time. The system must operate real-time and should be connected to the centralized ticketing system. The retail set-up must have the following features:

- a. Enables cash sales at designated outlets (e.g. retail chains, e-Mitracentres, etc) across the state and country to be powered by the centralized system
- b. Efficient reconciliation process
- c. Plug and play modules
- d. Information dissemination
- e. Bookings

#### 4.2.5 Social Media Integration:

Given the popularity of social networks and their communication potential, the system must be capable of integrating with these media. The bidders in their response need to outline how this medium can be used to disseminate information and engage the existing and potential visitors. The bidder should ensure that all social media content being published is with the permission of the user and the Department of Tourism will not be liable for any breach of customer privacy norms. The Bidder will also manage response to queries posted on social with regards to ticketing as promptly as possible. If the query is not related to ticketing, then these need to be re-directed to appropriate authority designated by the Department of Tourism, Government of Rajasthan. An overall point of contact for the social media will also be provided by the bidder. The bidder would help create, maintain and update the social media page information within the scope of work periodically to facilitate customers to reach the Department through social media.

#### 4.2.6 Multiple Delivery Channels

There should be multiple delivery channels for the tickets and services purchased through the interactive system. These include:

- a. Print at Home/Print in Advance: Visitors shall have the option to print ticket some time before the actual visit or at the day of visit from the POS site. Generation of such ticket should include security features such as unique barcodes, etc.
- b. Venue pickup: The visitor should have the option of picking up a ticket at the venue if s/he chooses

#### 4.3 Technology:

The ticketing technology must be one that is owned and developed by the bidder. The components of the technology include the front-end and the back-end engine, which will drive the entire integrated system. This technology must have already been tried and tested over the last five (5) years in ticketing operations. The integrated system will incorporate the following technical requirements:

- a. Online and real-time networked
- b. Rajasthan Tourism bespoke portal
- c. Adequate fail over and redundancy capabilities
- d. All points of sale (POS) powered by a centralized ticketing system
- e. Browser support on multiple browsers for external users
- f. An interactive and easy to use access controlled GUI interface for officials
- g. An integrated interface for the contact center
- h. Remote server based system connected through web. For POS locations, the system should support low bandwidth and dial up connectivity. In certain cases, there might not be connectivity available always; hence the proposed system should have ability to also work offline and sync data as and when connectivity becomes available.
- i. For POS locations, the system should also support batch processing and uploads, as a contingency arrangement.
- j. Secure browsing using appropriate encryption solutions with digital signature for authentication. The application shall support advanced authentication techniques wherever required
- k. Secure electronic payment gateways integrated with the ticketing system, which are enabled for most commonly used electronic payment options, including direct payment through bank accounts, credit and debit cards

The integrated system should be built on scalable hardware and proven technology solutions so that scalability can be achieved, in terms of the volume of users and services it can support concurrently. Therefore, it must have capabilities to operate under high peak load conditions. The system must be able to authenticate whether the purchaser is Indian or foreign and should issue ticket accordingly.

The POS component of the system should consist of systematized counters, where tickets are issued by an issuer based on information provided verbally by a purchaser. Adequate authentication methods must be built in to prevent revenue leakages. At the POS, ticket would be printed and issued by the ticket issuer. Payment at the venue POS would be accepted through cash in Indian currency only, or credit/debit cards.

The system should be able to dispense ticket even without Internet connectivity, with a feature to store information locally and upload to the centralized database on availability of Internet connection. Additional details are given in Section 5.0 below.

#### 4.3.1 Validation/Authentication

- a. All ticket issued whether through the Internet or through the POS will have to be validated and authenticated by the system (e.g. barcode)
- b. The system should be capable of carrying out real time validation with the central/local system.
- c. The system should be capable of invalidating the ticket once it has been authenticated at the entry gates
- d. The system shall validate the entry once the validation staff have verified the ticket
- e. Hand-held scanner integration
- f. Automatic turnstiles integration

#### 4.3.2 Scalability

The ticketing framework should be built on scalable hardware and available solutions so that scalability can be achieved, in terms of the volume of users and services it can support concurrently. It must have capabilities to operate with an estimated peak load of up to 300,000 concurrent users.

#### 4.3.3 Reporting

The bidder has to provide a real-time reporting module to designated authorized personnel of the Department of Tourism, Government of Rajasthan.

- a. This reporting module must show the sales of ticket delineated by sales channel as well as inventory allocations and revenue collected via all the different payment methods.
- b. The system should generate MIS reports real-time or at required frequency including but not limited to sales and usage status, revenues, non-issue, incomplete transactions, etc.
- c. The system should have a performance management dashboard

#### 4.3.4 Non-Functional Requirements:

- a. The system should be able to dispense ticket even without Internet connectivity, with a feature to store information locally and upload to the centralized database on availability of internet connection.
- b. The POS component of the system should enable personnel at the counter to issue ticket based on information provided verbally by the purchaser.
- c. Adequate authentication methods must be built in to prevent revenue leakages. At the POS, ticket would be printed and issued by the ticket issuer.

#### 4.4 Operations:

The Successful Bidder will be responsible for several operational aspects of the Project.

##### 4.4.1 Ticket and Value-Add Inventory Management:

The bidder will undertake and manage the entire inventory management for ticket and associated value-added services such as audio guides, merchandise, golf cart ticket and others at all times. The



system deployed by the bidder should be such that all ticket and associated ticketing information is managed via a single centralized computing architecture. The system should enable real-time changes, additions, reductions without disrupting the sales across any channel. The inventory management system must be made available through a controlled access to authorized personnel.

#### 4.4.2 Logistics:

The bidder shall be responsible for managing end-to-end logistics movement of ticketing stationery and ticketing equipment across all venues and retail outlets.

#### 4.4.3 Ticket Design, Production and Validation:

The bidder is responsible for ticket design and production. While the look and design has to be approved by the Committee, the bidder must manage the entire process of procuring, storing and accounting for the ticket stock as well as making a provision for ticket-less entry wherein visitors can enter using their proof of purchase if they so choose. The bidder must implement security features in the ticket. The design of the ticket should be such that visitors obtain services with speed and certainty.

While the final sets of security features must be approved by the Committee, the security features that will be evaluated include:

- a. Visible to the naked eye – An example of such a feature is the guilloche print
- b. Visible by using appropriate verification tools: Examples of such a feature are micro text, bar code
- c. Visible only with special equipment: Examples of this include 3D hologram

The final ticket personalization should happen at the POS. This customization will include name of the site, validity dates, venue times, access areas and other details as required. This personalization will be done through real-time printing on the ticket based on on-the-spot sales as well as pre-sales from any of the channels mentioned above. The details including date, barcode etc. need to be printed on each ticket and such details shall be finalized in consultation with the Department of Tourism, Government of Rajasthan.

The POS terminals shall print each ticket at the ticket window that is connected to the centralized system as mentioned above. In case there is no connectivity the POS system shall work as a standalone module and shall in no way effect the operations and ticket printing. On resumption of connectivity the transactional data shall be uploaded to the centralized database in a batch mode at a predefined frequency.

The Successful Bidder has to ensure that all necessary equipment and software is available and operated seamlessly from the box-office. Over and above this, the Successful Bidder must at all times maintain control of all ticket stock and reconcile stock used vs. stock printed on. The dynamic printing capability must include the ability to print corporate and bulk printing orders on-the-go. The Successful Bidder must also think through and execute on features such as ticket jackets for increased monetization options. The printers being used must be industrial grade, top-of-the-line ticket printers installed at each venue box-office window.

#### 4.4.4 Call Center:

The bidder is expected to ensure that a call center is managed by the bidder which will enable ticket sales through the centralized system, with payment capability as well as answer any questions related to the purchase of ticket through the online interface or general enquiries about the tourist sites within the scope of work. This call center must be equipped with state-of-the-art CRM software and tools to ensure customer service, ticket and other value-add purchases and issue resolution. The call centre set-up should have the capability to integrate with any toll-free number(s) provided by the Government of Rajasthan.

The call center operation will absorb all calls and customer service related to the ticketing of tourist sites operated by the Department of Tourism, Government of Rajasthan. The purpose of the call center will also be to:

- a. Disseminate all pertinent information related to the ticket, value add services and products and basic information on the tourist sites covered in the Project
- b. Provide assistance with purchase of ticket and value add services
- c. Resolve issues related to ticket and value add services

The call center must have queue management technology to manage and monitor such things such as call duration, caller hold times, call abandonment rates and time, customer satisfaction levels etc.

#### 4.4.5 Project Management:

The Successful Bidder will be expected to in-source a full-time team to manage the Project. The team members deployed should have a sound background in ticketing operations. **Manpower for ticket issuance, validation and checking is included in the scope of this RFP.**

#### 4.4.6 Gate Validation:

The Successful Bidder will need to seamlessly and technologically integrate with a gate management system such that duplicate and fake ticket holders are stopped from entering the venue/s. This system will be dynamic and will allow entry in both ticket and ticket-less situations and also provide real time data as to the number of people who are within the venue at any point of time.

The Successful Bidder will assist the Department of Tourism, Government of Rajasthan to define the scope, procure, install, commission and integrate with an appropriate access control system. The entry ticket validation shall be performed with the help of bar code scanners. The Successful Bidder shall have to maintain enough spares at each site. The bar code scanners shall either be connected to the centralized system or to a local system at site that shall be further web-enabled to sync the data with the centralized system.

#### 4.4.7 Financial Management:

The bidder will be expected to ensure a robust financial management including reporting, remittance and reconciliation processes.

#### 4.4.8 Training

The Successful Bidder will provide adequate training to personnel/staff/users at designated sites, essential for the successful implementation of the Project. The Successful Bidder is also expected to create user manuals to be used as reference guides for the ticketing and validation personnel.

#### 4.4.9 Business Continuity Planning:

It is very important for the ticketing operation to have a sound and robust business continuity plan in place. The plan should address all critical components of ticketing operations ranging from technology to box-office. There should be adequate redundancy from an IT hardware, software and services perspective.

## 5.0 SYSTEM REQUIREMENTS

The Successful Bidder shall deploy implement the Project with all the necessary functional, technical, operational and other supporting requirements

### 5.1 Technical Requirements

The system will provide for the following technical requirements:

- a. Browser-independent and Device-independent for online users
- b. An interactive and easy to use GUI interface for the operators and online users
- c. Secure electronic payment gateways integrated with the system, which are enabled for most commonly used electronic payment options, including direct payment through Net-banking, credit and debit cards
- d. An integrated interface for the technical support
- e. The interface should provide self-learning kits, FAQ's user guides etc. to use the system
- f. The interface should provide web helpdesk for any visitor queries, grievances etc.
- g. For POS locations, the system should support low bandwidth. In certain cases, there might not be any connectivity available always, hence the proposed system should have ability to also work offline and sync data as and when connectivity becomes available
- h. For POS locations, the system should also support batch processing and uploads, as a contingency arrangement.
- i. The Successful Bidder should provide technical support for any technical glitches

#### 5.1.1 Channels

Access channels define the interface between an application and its users, whether it is a browser, mail or any other medium. The system should be designed to book tickets using various channels as defined in Section 4.0. The user interface layer shall correspond to the different interface channels required for different roles such as Admin interface, mobile user interface, POS interface and ticket verifier agent interface.

#### 5.1.2 User Administration

The system administrator should be able to add new users, groups, etc. into the system. Assignment of roles to these users and groups shall be done in this module. Various roles that shall be configured and supported in the application are super administrator, administrator, manager, ticket issuer, ticket verifier, online user and mobile user. Adding new roles should not impact the current roles and their behavior. However the user management and role-rights assignment should be exposed only to super administrator profile user.

#### 5.1.3 Authentication and Authorization

Security is the critical component of the system architecture which shall be implemented through Single User ID along with role based access control for various system modules. Security layer components should adhere to the standards for the security management as prescribed in this volume of the RFP. The application users shall be authenticated using the security module that is designed to support Lightweight Directory Access Protocol (LDAP) or Database for identity storage and authentication. The system shall support Role Based Access Control (RBAC) at web application level and user interface level. Additional authentication tools like use of Captcha codes need to be integrated to minimize unauthorized access to any module of the system.

#### 5.1.4 Presentation Layer

The communication between system framework and the actors that communicate with it is performed via web services. The presentation layer components extract the data from the services and presents to the user in a personalized format. When a user places any service request, these service interfaces invoke the respective applications and data returned by the application and presented to the user in a readable format.

### 5.1.5 Integration Gateways

The Successful Bidder shall integrate services such as email/SMS to send out alerts and notifications to the visitors utilizing online services. The online users will receive an e-mail and/or a SMS confirmation with the booking number and all relevant details after successful booking. Also, the administrator should be able to notify users if there is any unplanned activity which forces the system/site to be closed for any particular day.

The Successful Bidder will have to develop the required interfaces for user and business layer to get integrated to SMS and payment. Payment gateway integration should be simple and flexible. The payment gateway interface shall be accessed through a secure communication HTTPS protocol. The Successful Bidder shall procure, install and implement the SSL Web Server certificates for online security.

### 5.1.6 Interfacing Requirements:

The system should interface with multiple payment gateways. The system shall support card payments using all the popular debit and credit cards (Visa, MasterCard, etc.) and Net-Banking. The system must also have interface with electronic card reading solutions such as barcodes.

The Successful Bidder shall also implement interfaces for the seamless working of the system with various devices used for ticket printing and verifying operations.

### 5.1.7 Business Services Layer

This layer basically consists of actual modules of the system in the e-enabled scenario. System shall enable authorized users to define business rules.

The modules shall comprise of:

- a. Administration module for user creation, granting role rights to the authorized users of the system functions, password management etc.
- b. Front Office Portal user module for ticketing services to foreigner/ Indian visitors, travel agents, school bookings, government functionaries.
- c. Point of Sale (POS) desktop user module: This module shall be used by both ticket issuers and ticket verifier for their respective functions
- d. Reports module: This module shall provide host of reports and MIS regarding the ticketing functions whether online ticketing or point of sale. This shall be used by the authorized users of the organization
- e. Retail module: This module shall be used by the designated retail outlets for the sale of available inventory

### 5.1.8 Data Synchronizer:

The ticket generation and printing at POS should be done online only. In case of no connectivity, the booking office should be able to issue offline ticket with a barcode. The ticket printed in exception cases shall be stored in a local database that shall be later synchronized with the centralized database. The validation application should also have access to these exception ticket numbers that are generated locally for the site. Therefore, every inbound and outbound sync, should be supported at validation station.

### 5.1.9 Logging, Auditing and Standards:

System should have audit logging capability to record access activity of all transactions. Policy and guidelines are the guiding principles for the overall system architecture. Any component envisaged should strictly adhere to the policies and guidelines laid out by the Department of Tourism, Government of Rajasthan.

### 5.1.10 Management, Monitoring and MIS Reports

The Successful Bidder will provide availability and performance reports for the equipment installed along with system resources at the sites. The Successful Bidder should ensure that necessary

reports are generated and SLA requirements are met. Various reports (live and historical) should be available to the authorized users of the Department of Tourism, Government of Rajasthan. MIS reporting requirements specific to ticket issuance and checking activities shall include providing graphical views for information such as: collections for each site, statistical/trend view (rate of growth of transactions and predictive growth of transactions), historical view (collections till date).

The following are indicative reporting requirements that the Successful Bidder should take into account while designing the system:

- a. Ticket type-wise daily/weekly/monthly transactions/collections by site
- b. Day wise transaction and collection summary reports by site
- c. Ticket type wise transaction and collection summary for the day reports by site
- d. Counter-wise transaction, and collection report for the day at a site
- e. Cash collections report to be submitted end of business each day, along with the handover of cash
- f. Distribution of load across all the counters for the day
- g. Transaction and collection summary report for all ticketed sites
- h. Service-wise transaction and collection summary report for all centres
- i. Centre wise payment-mode wise collection reports
- j. Arrival pattern of walk-in applicants over different hours of the day
- k. Graphical reports for providing a trend analysis of above statistics (as applicable)
- l. Validation reports: Invalid ticket report, duplicate ticket reports
- m. Revenue reports: daily/monthly revenue by site, revenue by region, revenue by category, revenue by channel.

#### 5.1.11 Monitoring

- a. Apart from SLA monitoring the Successful Bidder, should provide the monitoring statistics of application server (response times, API calls to ticket generation component, life cycle calls, server uptime statistics, system resource usage statistics etc.) using a monitoring tool.
- b. The Successful Bidder, at a pre-defined time interval, should provide the designated authority of the Department of Tourism, Government of Rajasthan the monitoring statistics of database server (including but not limited to statistics on CPU, Memory, database growth patterns)
- c. The following application specific reports should be available to the Department of Tourism, Government of Rajasthan apart from other technical reports/statistics:
  - i. POS (active, inactive) reports
  - ii. User login audit reports
  - iii. Validation failure reports
  - iv. Sites in which invalid ticket are found frequently

## 5.2 ARCHITECTURE REQUIREMENTS

The system shall comprise of an application architecture. The application should be designed with modular standards and an extensible framework.

- a. The centralized system shall be hosted in Rajasthan State Data Centre (RSDC).
- b. Each element of the application will consist of sub-applications. For example POS application, verifier application, mobile application, retail application, etc. that shall be accessible through the POS terminals and/or hand-held devices. These applications shall essentially be web-based and configured to store data centrally and also have the capability to store and push data to the central database in case of no connectivity.
- c. Should be easily customizable to accommodate changes in laws, regulations, best practices and new technology
- d. Critical data such as transaction logs and database data should be securely stored. The Successful Bidder shall design the architecture in such a way that the application should not fail because of data unavailability.
- e. Separate reporting interface should be designed and made accessible to authorized user groups

- f. The Successful Bidder shall also plan for an archival database. The previous year's data should be available in the main database and the rest of the data should be moved to the archival database. This should be done by using automated scripts. System should have internal transaction processing controls, including the capability in the event of system failure, to automatically:
  - b. Roll back incomplete transactions
  - c. Restore the system to its last consistent state before the failure occurred
  - d. Reapply all incomplete transactions previously submitted by the user
  - e. Internal database consistency during all online and batch operations.
  - f. System shall include an integrated relational, structured query language compliant database
  - g. Should be capable of simultaneously processing online transactions and transactions submitted via system interface.

### 5.2.1 Application-related Technical Features

- a. System application must be web enabled with sufficient flexibility for customization based on the Department of Tourism, Government of Rajasthan's needs
- b. The system must use standard relational database.
- c. Language Support: All functionality must provide support for the English language. All the screens and templates should be in English. In addition, application shall support Unicode formats for text editing, file name, data storage.
- d. Dates: All functionality MUST properly display, calculate, and transmit date data, in 21st-Century date data (DDMMYYYY) format.

### 5.2.2 Application and Other Standards

This section details the various Information Technology (IT) related standards that are to be considered while designing and implementing the Project. The below mentioned components need to be incorporated while designing the technology components:

#### 5.2.2.1 Platform Flexibility

- a. Web-centric, multi-tier architecture for both front-end and system administrative functions
- b. Interoperability
- c. XML based standard, wherever applicable
- d. Compliance with service-oriented architecture (SOA) and web-services

#### 5.2.2.2 Interoperability

- a. Usage of standard, secure APIs/web services
- b. SOA based
- c. Support for multiple industry standard databases with ODBC, JDBC and Unicode compliance

#### 5.2.2.3 Usability

System should comply with industry guidelines

#### 5.2.2.4 Scalability

The system should be highly scalable considering future requirements of the Department of Tourism, Government of Rajasthan. The system should be able to perform at the same level of performance as defined in this document even with addition of sites, increase in footfalls or integrations of additional value added services. All components of the server architecture must support scaling-up requirements and the Successful Bidder shall propose an optimum solution keeping in view current trends.

The Successful Bidder is expected to plan and provide for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in the future, without disturbing the normal functioning of production system. The vertical scalability in servers in terms of additional processors and RAM will have to be provided for handling future growth in transactions.

### 5.2.2.5 Availability and Redundancy

While designing the physical infrastructure setup the Successful Bidder shall plan and consider redundancy for all the active and critical server components. Redundancy is required to provide maximum uptime and ensure that no Single Point Of Failure (SPOF) exists and enough redundancy is built in.

### 5.2.2.6 Manageability

The Successful Bidder must plan for ease of configuration, on-going health monitoring and failure detection that are vital to the goals of scalability, availability, and security so as to match the growth of the environment.

### 5.2.2.7 Security

The bidder must provide an end-to-end security model in line with security standards and policies of RSDC that protects data and the infrastructure from malicious attacks, theft, natural disasters etc. For server security, the Successful Bidder shall on an ongoing basis perform vulnerability assessment of the server setup, and provide an additional layer of security to applications by deploying these behind firewalls.

## 5.2.3 Security Requirements and Features

The Successful Bidder will have to establish all the necessary procedures/infrastructure/ technology to ensure that the system security is not compromised.

Broad Security requirements:

- a. All systems should have integrated security features that are configurable by the system administrator to control access to the applications, functional modules, transactions, and data.
- b. The applications should require the use of unique user IDs and passwords for authentication purposes.
- c. The application should allow for the following:
  - i. The enforcement of password standards
  - ii. The establishment of a specified period for password expiration, and
  - iii. The prohibition of recent password reuse
- d. System administrator should be able to define functional access rights and data access rights by assigned user ID, functional role, and owner organization.
- e. The systems should permit the system administrator to assign multiple levels of rights to a single user.
- f. System administrator should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.
- g. System should be auditable as per requirements from time to time.
- h. System should have audit logging capability to record access activity, including the following
  - i. All log-in/log-out attempts by user and workstation
  - ii. User-submitted transactions;
  - iii. Initiated processes
- i. System override events; and direct additions, changes, or deletions to application-maintained data
- j. System should provide the ability to query the audit log by type of access, date and time stamp range, user ID, or terminal ID.
- k. All the information assets (information and information systems) should be classified and security should be defined according to criticality of the information asset. No information should be made public either directly or indirectly nor allowed to be accessed by an unauthorized person.
- l. System audit should be enabled for all the information assets to establish detective controls. System should have evidences, like audit trails, logs, registers, proof of background checks, approvals from the Department of Tourism, Government of Rajasthan or its designated agency, support for various decisions, support for accounts etc. for the purpose of third party security audit.

- m. System should have security incident management procedures. This incident management procedure has to use technical support facilities and should be reported in the incident management system.
- n. Should have system development and change control procedures including effective segregation of duties and environment.
- o. Proper protection against malicious software should be ensured. This would include implementation of an effective anti-virus solution, scanning viruses at regular intervals or on certain triggers and updating the system as and when new patch is received from the anti-virus solution provider.
- p. Should have proper logical access security for all the information assets. Entire network including servers, communication links, database etc., should be logically segregated from rest of the networks.
- q. Should ensure suitable technical and procedural controls to protect the network. Wherever the system comes in contact with an untrusted network, all additional security measures should be taken.
- r. Should have a business continuity plan and a disaster recovery plan that should be implemented before commencement of operations. Robust backup procedures should be established for the same.
- s. Vulnerability assessment of the servers shall be carried out
- t. Servers shall be hardened regularly

## 5.3 INFRASTRUCTURE REQUIREMENTS

### 5.3.1 Hosting requirements

The application must be hosted in Rajasthan State Data Centre and should have a configuration such that the system is completely elastic with a fool-proof, fail-safe solution. Availability and performance reports must be provided regularly, at a frequency that will be defined before the implementation of the Project. All SLAs must be met. Any delay or issues due to hardware, network or related security shall not be the responsibility of the Selected Bidder.

### 5.3.2 Client Side Bill of Material

The following section presents an indicative requirement of client side infrastructure for POS systems.

#### 5.3.2.1 Ticket Issuing Counters:

These specifications are required to be fulfilled as a minimum and bidders are expected to make their own assessment with respect to the exact requirements and formulate their proposals accordingly.

The Department of Tourism, Government of Rajasthan will provide space, electricity connection, access for ticket issuance counter(s) at the venue box offices but the Successful Bidder will be responsible for its set-up. The internet connection will have to be operated by the bidder with the Department of Tourism, Government of Rajasthan facilitating the set-up of internet connectivity with appropriate bandwidth at each of the venues, where required. The indicative requirements with respect to ticket issuance counter are as indicated below which will be provided by the bidder:

- a. Desktop PC with integrated cash drawers for counters at the POS
- b. Handheld device along with charging units
- c. Ticket printers for counters for scheduling the print jobs
- d. Currency chest for the cash collected at Point of Sale (POS)
- e. Currency counting and fake currency detection machines at each major site
- f. Wireless/Wired LAN for connecting all PC's, printers and other IT components
- g. Network components for LAN connectivity and connectivity with the data center
- h. UPS back up for all system equipment / components
- i. Installation and configuration of operating system, antivirus any other support software for desktops and handheld device



- j. Supply of consumables and any other goods or articles required from time to time for continued functional operations of POS
- k. Manpower of all kind for sale / validation of tickets at all monuments/sale of tickets points

### 5.3.2.2 Ticket Validation / Ticket Entry:

The Successful Bidder shall also be responsible for deploying the ticket validation system including manpower at the designated sites. The Department of Tourism, Government of Rajasthan will provide space to the Successful Bidder for set-up of IT equipment required for ticket checking counter(s), but the Successful Bidder will be responsible for the set-up and its day to day management. The broad requirements with respect to ticket validation counter(s) are as indicated below:

- a. Multiple number of bar code scanners
- b. Connectivity with the centralized system
- c. The Successful Bidder shall maintain the adequate stocks of spares to meet the requirements.
- d. Supply of consumables and any other goods or articles required from time to time for continued functional operations of validation counters.

## 5.4 OPERATIONAL REQUIREMENTS

### 5.4.1 Operations Requirements

The Successful Bidder shall operate, manage, maintain and support the Project for Ten (10) years from the date of completion of "Final Go-Live" of the system till the term of the project. After 10 years the bidder will transfer the system in running condition to Government of Rajasthan / new vendor but cost for server engine, software and license will have to be borne by the Government of Rajasthan/new bidder.

### 5.4.2 Performance Requirements

The number of sites and approximate footfalls figures are given in the Annexure "A". The actual requirement will be ascertained by the Successful Bidder during implementation.

- a. The average application response time(s), application availability and other performance parameters are given in the Section 5.0 of this RFP.
- b. The system should be designed to cater to visitor load without any degradation of performance as explained above.
- c. The database schema and design should be capable of handling current and future loads.
- d. System should be upwardly scalable in the event of increased usage of the system or new business requirements.
- e. The system should be able to process validation and generation activities in parallel

### 5.4.3. Operation and Maintenance of System and Infrastructure

- a. Compliance with functional and technical requirements
- b. Compliance with SLAs
- c. Application software maintenance, problem identification and resolution
- d. IT and non-IT infrastructure operations and maintenance as per standards for a period of 10 years from Final Go-Live.
- e. Other infrastructure operations and maintenance in compliance to Service Level specified in RFP for a period of 10 Years from " Final Go-Live"
- f. Ensure the following from OEM for the equipment supplied:
- i. Commitment of support for spares and services for a period of 10 years from the date of Supply from OEM
- g. System administration and database administration of application for 10 years from "Final Go-Live".
- h. Implement a SLA monitoring tool during O&M phase.

As a part of Post-Implementation services, the Successful Bidder shall undertake the following:

- a. Annual Technical Support for Ten years for:
  - i. System

- ii. Hardware supplied under this Project
- iii. Client side hardware supplied under this Project
- b. At the end of each quarter during O&M phase:
  - i. Updated system design documents, specifications
  - ii. Updated user manuals, administration manuals, training manuals etc.

#### 5.4.4 Warranty/AMC/Technical Support Applicability

As part of the technical support requirements, the Successful Bidder is required to provide support for Hardware, Software, and for components as further specified below. The support may be required selectively as described below.

The applicability of Warranty for each of the components is as under:

##### Warranty

- a. The Successful Bidder shall provide a comprehensive warranty and on-site service for all the new hardware procured as part of this RFP
- b. The Successful Bidder shall obtain the 10 year product warranty and 10 year onsite service warranty on all application software, server hardware and other equipment from the OEMs.
- c. The Successful Bidder is responsible for sizing and procuring the necessary hardware as per the performance requirements provided in the RFP. During the warranty period the Successful Bidder shall replace or augment or procure higher configuration equipment at no additional cost to the Department of Tourism, Government of Rajasthan in case the procured hardware is not adequate to meet the service levels.
- d. The Successful Bidder shall provide comprehensive manufacturer's warranty in respect of proper design, quality and workmanship of all hardware, equipment, accessories, etc. covered in the RFP. The Successful Bidder must warrant all hardware, equipment, accessories, etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.
- e. The Successful Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- f. The Successful Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.
- g. The Successful Bidder shall monitor OEM warranties to check adherence to preventive and repair maintenance terms and conditions.

##### AMC

- a. The Successful Bidder shall maintain record of entitlement and provide software upgrade/maintenance patches for application software including OEM software.
- b. The Successful Bidder shall carry out any requisite amendments/ changes in the configuration for implementing such patches. The Successful Bidder shall ensure that any new patches do not degrade the application performance and shall comply with the SLAs.

##### Technical Support Services

Technical Support services shall be provided for a period of 10 years from the date of Final Go Live during normal working hours of the Department of Tourism, Government of Rajasthan offices. These services shall be accessed through a Single Point of Contact (SPOC). The Successful Bidder is expected to plan for contingencies.

- a. Provide Technical Support for reporting Site user incidents / issues / problems and also Online users
- b. Provide necessary channels for reporting issues round the clock. The incident reporting channels could be the following:
  - i. Specific E-Mail account
  - ii. Online reporting through a web based form

- c. Implement a call logging system in line with the severity levels as per the SLAs. The SPOC shall log user calls related to the Department of Tourism, Government of Rajasthan and assign an incident/ call ID number.
- d. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the Successful Bidder and the Department of Tourism, Government of Rajasthan. The escalation matrix shall be developed by the Successful Bidder in discussion with the Department of Tourism, Government of Rajasthan
- e. Coordinate with respective OEM for closure of calls.
- f. Creation of knowledge base on frequently asked questions to assist user departments in resolving basic issues themselves.
- g. Provide feedback to callers.

The Successful Bidder to provide support services to track and route requests for service and to assist end users in answering questions and resolving problems related to the system, at sites.

#### 5.4.5 SLA Management Tools

- a. SLA management tools should be able to monitor the all the service levels defined in the service level agreement.
- b. The proposed SLA management tools should automatically document problems and interruptions for services and provide the consolidated violations as per the SLA
- c. The tool should allow configuring the parameters of the measurement and should allow adding new SLAs on need basis.
- d. SLA management tool should enable the Department of Tourism, Government of Rajasthan to have a unified view of the entire system SLA at single console.
- e. The proposed system should provide the following performance reports.
  - i. Executive Summary report that gives an overall view of a group of elements, showing volume and other important metrics for the technology being viewed.
  - ii. Service Level report that shows the elements with the worst availability and worst response time-the two leading metrics used to monitor SLAs.
  - iii. The proposed system must have a built-in report authoring tool which will enable complete customization flexibility of performance reports.
  - iv. The tool should provide an integrated performance view for all the managed systems and networks along with the various threshold violations alarms in them. It should be possible to drill-down into the performance view to execute context specific reports.

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## 6.0 TESTING, ACCEPTANCE AND THIRD PARTY AUDIT

### 6.1 Testing

- a. Functional Testing of the systems shall be carried out to validate whether the system meets the specified functional requirements covering the work flows, navigations, and business and data validation rules for the defined user categories with access rights. The functional testing should be done following black box approach and using end-to-end user scenarios.
- b. Usability Testing shall include systematic observation under controlled conditions to determine how well users can use the system. The proposed systems are likely to be used by users of different levels of computer knowledge. Usability testing will ensure that the all types of users are comfortable to use the system. This shall be done by using defined international standards, which recommend extensive user interaction and analysis of user behavior for a defined task.
- c. Performance Testing of the system shall be done to ensure that system is capable of handling defined user as well as transactional load. The performance testing of the system will include measuring the response time of the system for defined scenarios. Also the manner/ trend in which performance changes with load will determine the scalability of the systems.
- d. Security Testing
  - i. The Successful Bidder would perform security audit of the system as per the functional requirements and submit recommendations to the Department of Tourism, Government of Rajasthan.
  - ii. The Successful Bidder will perform penetration testing and vulnerability testing on the system.
  - iii. The Successful Bidder will review the rules and policies for network components such as firewall, IDS etc.
  - iv. The Successful Bidder will review the policy of granting access to the sites and will enforce standards for security, safety of data and transactions.
- e. Penetration Testing shall be done remotely from the public domain (Internet) and also can be done from internal network to find out exploitable vulnerabilities. A series of tests may be conducted using state-of-the-art tools (commercial and open source) and other techniques shall be used with the objective of unearthing vulnerabilities of the overall system.
- f. The Department of Tourism, Government of Rajasthan may formulate a third party audit mechanism and decide to have a third party audit agency (TPAA) conduct an audit of the system to review all aspects of the Project and certify compliance with RFP before the system is rolled out. Bidder shall provide all necessary support, including setting up the required test environment to the agency for conducting acceptance testing.

### 6.2 Acceptance Test

- a. TPAA shall include the review of the detailed acceptance test plan in consultation with the Committee designated by the Department of Tourism, Government of Rajasthan after taking into account any comments/suggestions of the experts.
- b. TPAA would also include audit of the process, plan and results of the acceptance test carried out by the bidder. TPAA would include certification of completion for the Project, for which the TPAA shall verify availability of all the defined services as per the contract signed between bidder and the Department of Tourism, Government of Rajasthan. The bidder shall be required to demonstrate all the services/features/functionalities as mentioned in the agreement.

### 6.3. Audit Requirements

The Department of Tourism, Government of Rajasthan may undertake an exercise of audit of the Project through a third party, after the completion of system implementation. A Third Party Audit Agency (TPAA or any other agency empanelled with the Government of India or Government of Rajasthan in consultation with Department of Tourism) will be involved by the bidder to ensure that all requirements are met as per the RFP will need to get the operations certified at a frequency determined by the Department of Tourism to a maximum of one audit per year. The cost of the audit will be borne by the bidder.

The following methodology will be adopted by the Successful Bidder:

- a. The Successful Bidder shall host only the pre-audited and certified, defect-free application/upgrades/patches at the data center.
- b. The TPAA shall establish appropriate processes for notifying the Successful Bidder of any deviations from the norms, standards or guidelines at the earliest instance, after noticing the same, to enable the Successful Bidder to take corrective action.
- c. Such an involvement and guidance by the agencies shall not, however, absolve the Successful Bidder of the fundamental responsibility of designing, implementing, installing, testing and commissioning the various components of the Project to deliver the services in conformity with the RFP, SLA and the agreement.
- d. All changes suggested by the TPAA shall be implemented by the Successful Bidder upon acceptance and approval by the designated authority of the Department of Tourism, Government of Rajasthan.
- e. The Successful Bidder shall extend all support to the Department of Tourism, Government of Rajasthan nominated Third Party Audit Agency (TPAA) for all the activities related to audit and certification.
- f. The Successful Bidder shall share with TPAA test plan, test cases and equipment including requisite test environment and test data at its facility for the smooth conduct of testing (including but not limited to functionality testing of online system and POS system security, performance, infrastructure audit etc.) audit and certification.
- g. After the user acceptance test of the Project and its audit certification by TPAA, the Department of Tourism, Government of Rajasthan shall have the complete discretion to ask the Successful Bidder to rollout the system.

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## 7.0 SERVICE LEVEL AGREEMENTS

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service, which shall be provided by the Successful Bidder to Department of Tourism, Government of Rajasthan for the duration of the contract for the Project.

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- a. "Uptime" shall mean the time period for which the specified services/components with specified technical and service standards are available to the users and departments. Uptime, in percentage, of any IT component can be calculated as:
  - a. 
$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$
- b. "Downtime" shall mean the time period for which the specified services/components with specified technical and service standards as per SLAs are not available to the users and departments and excludes the scheduled outages planned in advance for the system.
- c. "Incident" refers to any event/abnormalities in the functioning of the system/equipment/specified services that may lead to disruption in normal operations.
- d. "Helpdesk Support" shall mean the 8hr x 6-day centre that shall handle fault reporting, trouble ticketing and related enquiries during this contract.

### 7.1 Categories of SLAs

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Successful Bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Successful Bidder shall be reviewed by Department of Tourism, Government of Rajasthan and the TPAA that shall:

- a. Regularly check performance of the bidder against the SLAs
- b. Discuss escalated problems, new issues and matters still outstanding for resolution
- c. Review of statistics related to rectification of outstanding faults and agreed changes.
- d. Obtain suggestions for changes to improve the service levels.

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

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The key service level parameters and targets are listed in the table below:

Function	Parameter	Target/Allowance	Severity	Penalty
Timely Implementation	Final acceptance testing for each location as defined in the contract	12 weeks from Signing of contract	Critical	Penalty per week of delay - INR.25,000/-
Error-free system	Level 1 error (Significant business impact) Level 2 error (Medium business impact)	No Level 1 errors Maximum of two Level 2 errors in 12 months	Critical	Penalty per error/bug logged in the system that impacts the functionality of the system – INR. 10,000 (Applicable after 1 month from the date of Final Go-Live)
System Uptime	Availability and Uptime during business hours (Any planned downtime or downtime due to hardware, network or security shall not be included in the calculation of SLA for the Selected Bidder)	99.5% from 6AM to midnight (IST) for all sites for 365 days/year, scheduled maintenance between 12AM and 6AM IST as required, 99.5% uptime for online system with previously scheduled/announced maintenance downtime as required	Critical	Penalty applied is per month based on the following grid: a. 99.0%<X<99.5% INR 25,000 per month b. 98.0%<X<99.0% - INR 30,000 per month c. X<98% - INR 35,000 per month
Compliance and Reporting	Submission of MIS Reports	Report for the previous month to be submitted by the 7th of the current month	High	Penalty per day of delay (after the 10 <sup>th</sup> of the month) in generating standard reports – INR 5,000
Helpdesk	Resolution times	Within 48 hours	Critical (R1)	Penalty of INR 15,000 per day for each day of delay
		Within T+5 working days	High (R2)	Penalty of INR 10,000 per day for each day of delay
		Within T+10 days	Medium (R3)	Penalty of INR 5,000 per day for each day of delay
		Greater than 10 days	Low (R4)	To be discussed and implemented in next update roll-out

## 8.0 PROJECT IMPLEMENTATION PLAN

### 8.1 Approach and Methodology for Implementation

The Project shall be undertaken on a BOOT model wherein the Project's design, customization, operation and maintenance shall be executed by the partner selected through a competitive bidding process subject of this RFP. This model is adopted to facilitate utilization of private expertise and resources for implementation and operation and maintenance while retaining the Department of Tourism, Government of Rajasthan's control over the system design (through conformance to RFP requirements), customization/configuration and operations and maintenance (through conformance to SLA).

**A fixed percentage of incremental revenue will be retained by the bidder after adjusting for 5% natural growth in increase of revenue calculated on cumulative basis. For the purpose, baseline revenue of 2015-16 will be taken into consideration.**

**In case of hike in entry fee of monuments in future, the increase of fee hike in number of tickets sold in 2015-16 (category wise) will not be admissible to the successful bidder.**

### 8.2 Execution Timeline

A summary of the approach for implementation is provided below for better understanding of the bidder.

Table 8.1: Project Implementation Schedule

S. No.	Milestone	Time for Completion (in weeks)
1	Project Kick-off (within 7 days of award of contract)	T
2	Requirements scoping with a detailed venue reconnaissance. Study of existing setup and preparation of system design and architecture	T+4
3	System hardware components finalizing and ordering	T+4
4	All venue POS readiness (electricity, Internet) provisioning and testing (Switches/ Router / Security / Internet Bandwidth) including LAN cable laying (if required)	T+6
5	Site preparation, installation of IT components, hardware, ticket stock etc.	T+16
6	Gate entry system testing and implementation and system checks	T+16
7	System software installation and commissioning	T+16
8	Training	T+17
9	Bespoke portal testing, user acceptance testing and bug fixes	T+17
<b>10</b>	<b>Project Go-Live</b>	<b>T+18</b>
11	Call-centre activation	T+20
12	Retail POS activation – Ongoing	T+20 to T520
13	Documentation	T+20
14	System operations, management, maintenance and ongoing upgrades	T+20 to T520

\*T - indicates the Project kick-off date



### 8.3 Roles and Responsibilities

Below mentioned table summarizes the roles and responsibilities of stakeholders involved in the Project:

Sr. No	Activity	DoT*	Bidder
1	Requirement analysis, sizing and capacity planning		Y
2	Procurement and installation of Project equipment and related documentation		Y
3	Application hosting, client-server monitoring		Y
4	24x7 monitoring of the Project, periodic system upgrades / updates vulnerability assessment, etc.		Y
5	Application/Network security management – firewall monitoring, analyze logs and update configurations		Y
6	Project documentation including communication plan, training plan, acceptance test plan etc.		Y
7	Preparation of backup, security policy, business continuity plan for ticketing		Y
8	Prepare periodic reports and status update to the Department of Tourism, Government of Rajasthan on implementation progress		Y
9	Meeting the SLA requirements for the installed physical infrastructure for the Project		Y
10	Site evaluation, providing inputs and taking necessary actions to fill the identified risk areas/gaps	Y	Y
11	Provisioning of Internet connectivity to the premises.		Y
12	Acceptance Testing	Y	Y
13	SLA Audit	Y	Y
14	Scalability in terms of availability of physical space and supporting infrastructure	Y	Y
15	Provisioning of space for system at each designated site	Y	
16	Provisioning of electricity/power connection to the premises.	Y	
17	Provisioning of hosting hardware, network and security	Y	
18	Power backup	Y	
19	Cooling/heating and other facilities as per the SLA commitments	Y	
20	Manpower for issuance of tickets, validation and checking of tickets at venues		Y
21	Physical security arrangements for smooth operation of the system at each site	Y	
22	Transaction charges payable to payment gateways/ banks	Y	

\*DoT: Department of Tourism, Government of Rajasthan

Please Note:

- The responsibility matrix will be finalized as per functions mutually agreed.
- Recurring expenses towards electricity and Internet access and bandwidth shall be borne by Department of Tourism, Government of Rajasthan

#### 8.4 Project Duration

The project shall be awarded on BOOT basis to the selected bidder for a period of 10 years, with an option to the Department of Tourism, Government of Rajasthan, of extending the term on mutually agreed terms, the decision for which shall be done on the basis of the following costs that the bidder shall provide in the financial bid:

- a. Annual subscription/license fees
- b. Annual services and upgrades fee
- c. Per transaction royalty in % (If no per transaction royalty is required, the bidder may put 0% in the corresponding section of the response)

In case of early termination of the contract, i.e. during the period of 10 years, the bidder shall be liable to provide the subscription/licenses to the application on annuity basis, if required by the Department of Tourism.

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## 9.0 INSTRUCTIONS TO BIDDERS

### 9.1 Procedure for Submission of Bids

#### **Instructions to bidders for online submission of e-RFP**

1. The bidder who are interested in bidding can download bid documents from [www.rajasthantourism.gov.in](http://www.rajasthantourism.gov.in) or [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in) or [www.sppp.rajasthan.gov.in](http://www.sppp.rajasthan.gov.in)
2. Bidders who wish to participate in this e- tender must be registered on [www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in) and will have to procure Digital Signature Certificate (DSC) as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders who already have a valid DSC need not to procure a new DSC.
3. Bidder shall submit their RFP online in electronic formats for Eligibility, Technical and Financial bids; however DD/Banker Cheque for Tender Fees, Processing Fees and Bid Security should be submitted manually in the office of Tendering Authority (Department of Tourism, Govt. of Rajasthan) before scheduled date & time as mentioned in e-Bid.
4. Scanned copy of DD should be uploaded along with the online Eligibility Bid section.
5. Before electronically uploading the bids, it should be ensured that all the bid papers including conditions of contract are digitally signed by the Bidder.
6. Bidders should upload the documents in “cover” in following manner

#### **A. Eligibility Bid**

- a) In the Fee Cover (in pdf format) -
  1. Scanned copy of DD/ Banker's Cheque for Bid document in favour of Director, Department of Tourism payable at Jaipur.
  2. Scanned copy of DD/Banker's Cheque /BG for Bid Security in favour of Director, Department of Tourism Payable/Revocable at Jaipur.
  3. Scanned copy of DD/Banker Cheque for Processing Fees (INR 1000/- only) in favour of “Managing Director, RISL” payable at “Jaipur”.
- b) In the Eligibility Bid document cover (in pdf format) –
  1. Scanned copy (signed & sealed) of the Eligibility Bid along with the supporting papers for evaluation of Eligibility Bid.

#### **B. Technical Bid**

- a) In the Technical document cover (in pdf format) -
  1. Scanned copy (signed & sealed) of the Technical Bid along with the supporting papers for evaluation of Technical Bid.
  2. Complete Bid Documents (Excluding Financial Bid) should be filled and signed by the Authorized person of the organization and should also be uploaded in technical document cover

#### **C. Financial Bid.**

1. Financial bids should be submitted online as per BoQ (.XLS) format available on e-Proc portal ([www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in)) and supporting documents required for evaluation of Financial Bid (if any) should be submitted in pdf format

### 9.3 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by the Department of Tourism, Government of Rajasthan. The Department of Tourism, Government of Rajasthan will in no case be responsible or liable for those costs regardless of the conduct or outcome of the bid process.

### 9.4 Clarification on RFP Document

A prospective bidder requiring any clarification on the RFP Document may submit their queries, in writing, at the mailing address and as per schedule indicated in "Invitation for Bids". The queries must be submitted in the following format only to be considered for clarification:

Name of bidder				
Full address of the bidder				
Name and designation of person submitting the request				
Contact number of the person submitting the request				
E-mail address of the person submitting the request				
Sr. No	Section No.	Clause No.	Reference/ Subject	Clarification Sought
1				
2				

Queries not adhering to the above mentioned format shall not be responded to.

The Department of Tourism, Government of Rajasthan will respond in writing, to any request for clarification to queries on the Bid Document, received not later than the dates prescribed in Invitation for Bids. Written copies of the clarifications (including the query but without identifying the source of inquiry) will be uploaded on the website.

### 9.5 Documents Comprising the Bids

The bid prepared by the bidder shall comprise of the following components. The bids not conforming to the requirements shall be summarily rejected.

- a. Eligibility Bid: In support of eligibility, the bidder must submit all responses per the formats and document requests as specified in Section 10.2
- b. Technical Bid: The bidder must submit all responses per the formats and questions as specified in Section 10.3
- c. Financial Bid: Financial bids should be submitted online as per BoQ (.XLS) format available on e-Proc portal ([www.eproc.rajasthan.gov.in](http://www.eproc.rajasthan.gov.in)) and supporting documents required for evaluation of Financial Bid (if any) should be submitted in pdf format

### 9.6 Bid Prices

- a. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever.
- b. The Financial Bid should clearly indicate the price to be charged without any qualifications whatsoever as per the format provided.

- c. Prices in any form or by any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable to be rejected.
- d. The "Bidder" as used in the bid documents shall mean the person/company who has signed the Bid Form. The Bidder may be either the Principal Officer or his/her duly authorized representative; in either case, he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative and the principal.
- e. The bidder shall indicate price in the prescribed format, The price components furnished by the bidder in accordance with format below will be solely for the purpose of facilitating the comparison of bids by the Department of Tourism, Government of Rajasthan and will not in any way limit the Department of Tourism, Government of Rajasthan's right to contract on any of the terms offered.
- f. The bidder shall prepare the bid based on details provided in the bid documents. It must be clearly understood that the Scope of Work is intended to give the bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the Department of Tourism, Government of Rajasthan. The bidder shall carry out all the tasks in accordance with the requirement of the bid documents and due diligence and it shall be the responsibility of the bidder to fully meet all the requirements of the bid documents. If during the course of execution of the Project any revisions to the work requirements like technical specifications equipment sizing etc. are to be made to meet the goals of the Department of Tourism, Government of Rajasthan, all such changes shall be carried out by the bidder per the change order management process.

## 9.7 Change Management

The Department of Tourism, Government of Rajasthan may at any time, by written order given to the Successful Bidder, make changes within the general scope of the contract. If any such change causes an increase or decrease in the cost of, and/or the time required for the Successful Bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended.

## 9.8 Bid Security (Earnest Money Deposit)

- a. Amount of Bid Security (EMD)  
The bidder shall furnish, as part of its bid, a bid security in the form of Demand Draft/Bank Guarantee for Rupees 75,00,000/- (Rupees Seventy Five lacs only) issued in favour of "Director, Department of Tourism, Government of Rajasthan" payable at Jaipur.
- b. Currency of Bid Security  
The bid security shall be furnished in Indian National Rupees (INR).
- c. Requirement of Bid Security  
The bid security is required to protect the Department of Tourism, Government of Rajasthan against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to Section "Forfeiture of bid security"
- d. Rejection of Bid  
Any bid not secured in accordance with above-mentioned clause, shall be rejected by the Department of Tourism, Government of Rajasthan as being non-responsive, without any further correspondence.
- e. Discharge of Bid Security of Unsuccessful Bidder  
Unsuccessful bidders' bid security (EMD) will be returned as promptly as possible after the award of the contract to the Successful Bidder.
- f. Forfeiture of Bid Security  
The Bid Security can be forfeited if a bidder

- i. Withdraws its bid during the period of bid validity specified on the bid form.
- ii. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization or if any information is found wrong/manipulated/hidden. The decision of the Department of Tourism, Government of Rajasthan regarding forfeiture of the Bid Security shall be final and shall not be called upon question under any circumstances.
- iii. Successful bidder does not deposit the security deposit in the stipulated period.

### 9.9 Bid Validity Period

- a. **Period of Validity of bids**  
Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribed by the Department of Tourism, Government of Rajasthan. A bid valid for a shorter period may be rejected as non-responsive.
- b. **Extension of Period of Validity**  
In exceptional circumstances, the Department of Tourism, Government of Rajasthan may request the bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of EMD shall also need to be suitably extended.

### 9.10 Modification and Withdrawal of Bids

- a. No bid may be altered/modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from bidders will not be considered. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its EMD.

### 9.11 Opening of Bids

A Committee will be formed for evaluation of the bids. The decision of the Department of Tourism, Government of Rajasthan would be final and binding upon all the bidders. The Department of Tourism, Government of Rajasthan will first open the Eligibility Bid, in the presence of the representatives of the bidders who choose to attend, at the time, date and place, as mentioned in Section 2.2. In the event of the specified date of bid opening being declared a holiday for the Department of Tourism, Government of Rajasthan, the bids shall be opened at the appointed time and location on the next working day. It is advised to send an authorized representative for all bid opening procedures. For eligible/qualified bidders, the Technical Bid and the Financial Bid will be opened as per the schedule outlined in Section 2.2.

### 9.12 Evaluation of Bids

The evaluation process of the bid, proposed to be adopted by the Department of Tourism, Government of Rajasthan is indicated under this clause. The purpose of this clause is only to provide the bidders an idea of the evaluation process that the Department of Tourism, Government of Rajasthan may adopt. However, the Department of Tourism, Government of Rajasthan reserves the right to modify the evaluation process at any time during the bid process, without assigning any reason, whatsoever and without any requirement of intimating the bidders of any such change. The evaluation will be done on the basis of Quality cum Cost Basis (QCCB) criteria with weightage of 80% to the Technical Bid and weightage of 20% to the Financial Bid respectively.

#### a. **Evaluation of Eligibility**

Bidder needs to necessarily fulfill each of the Eligibility Criteria mentioned in Section 3.0, to be eligible for technical evaluation of their proposal. The Department of Tourism, Government of Rajasthan will examine the bids to determine whether they are eligible and complete, whether the bid format conforms to the bid requirements, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

- i. A bid determined as not substantially responsive or not meeting the criteria specified in Section 3.0 will be rejected by the Department of Tourism, Government of Rajasthan and may not subsequently be made responsive by the bidder by correction of the nonconformity.
- ii. The response of the Eligibility Bid that fulfills each of the criteria will also count towards the scoring of the overall Technical Bid as specified in the next section.

**b. Evaluation of the Technical Bid**

The Department of Tourism, Government of Rajasthan emphasizes soundness of the Technical Bid. The experience, technology, operations and management team components consist of 80% of the weightage during the evaluation of the bid.

The responses to the Eligibility Bid for all qualified bidders and to the Technical bid will be evaluated based on parameters listed in the Table below:

<b>Bid Component</b>	<b>Parameters (including but not limited to)</b>	<b>Score</b>
1. Bidder Capability and Experience	Depth, breadth and complexity of scope of the work done at each of the ticketing projects handled	35
	Depth, breadth and complexity (such as number of tickets, venues, duration of sale, etc.) and scope of the work done in a major International project	
	Existing capability and experience (front-end and back-end) for ballot in India, value adds, packages, bundling and merchandise	
2. Technology and Proposed System	Proprietary nature of the Ticketing System	25
	Robustness, functionality and flexibility of the system	
	Sales channels activation experience and suggested process	
	Bespoke portal building based on prior experience in single large scale International project/s with multiple currencies and value bundling	
	Entry and access control process and integration	
	Ability to customize as per DoT requirements	
3. Operations, Implementation and Maintenance	Ticket stock management experience and process	20
	Value add sales, fulfillment and management process	
	Financial management experience and process	
	Reporting experience and process	
	Human resource hiring and training experience and process	
	Execution plan and value addition	
	Concept presentation and vision	
	Gate management experience and process	
4. Team Qualification and Experience	Educational qualification	20
	Previous experience in managing and executing turnkey multi-module ticketing operations	
		100

**c. Evaluation of the Financial Bid**

Evaluation of the Financial Bid will be based on relative scoring with the bidder with the lowest quote for the **percentage (%) share of incremental revenues** (Refer Table 10.6.1) scoring

100 points for the Financial Bid. Other bidders will be scored relative to the lowest bidder. If L1 is the lowest bidder with a quote X, the bidder L with a quote Y will be scored  $(X/Y) \times 100$ .

### 9.13 Opening of Financial Bids

The Financial Bids will be opened, in the presence of bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all qualified bidders. The bidder with the highest composite score (Technical + Financial) per the weightage table outlined in Section 2.7 of this RFP document will be declared the winner.

### 9.14 Right to Vary Scope of Contract at the Time of Award

- a. The Department of Tourism, Government of Rajasthan may at any time, by a written order given to the bidder, make changes to requirements within the general scope of the Contract as specified.
- b. 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, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Successful Bidder's receipt of Department of Tourism, Government of Rajasthan's change order.

### 9.15 Right to Accept Any Bid and to Reject Any or All Bids

- a. The Department of Tourism, Government of Rajasthan reserves the right to accept or reject any bid and to annul the bid process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the Department of Tourism, Government of Rajasthan's action
- b. The Department of Tourism, Government of Rajasthan reserves the right to negotiate the commercials with the Successful Bidder and seek revised Financial bid

### 9.16 Award Criteria

The Department of Tourism, Government of Rajasthan will award the Contract to the Successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal. All decisions taken by the Department of Tourism, Government of Rajasthan regarding processing of RFP and award of contract shall be final and binding on all bidders.

### 9.17 Notification of Award

- a. Notification to bidder  
Before the expiry of the period of validity of the proposal, the Department of Tourism, Government of Rajasthan shall notify the Successful Bidder in writing, that its bid has been accepted. The Successful Bidder shall acknowledge in writing receipt of the notification of award and shall enter into agreement within seven (7) days of receiving the notification/or as per the time specified by DoT.
- b. Signing of Contract  
The bidder, whose credentials are used for qualification and evaluation, will be the ultimate contracting party. The Successful Bidder will execute the specified scope in this Bid document number <BID REFERENCE NUMBER> Dated <DD/MM/YYYY> in its entirety, without any critical portion including technology and manpower being subcontracted to any other party. The signing of agreement will amount to award of contract and Bidder will initiate the execution of the work as specified in the agreement. At the same time as the Department of Tourism, Government of Rajasthan notifies the Successful Bidder that its bid has been accepted, the Department of Tourism, Government of Rajasthan will send the bidders the Performa for Contract, incorporating all agreements between the parties. Within



7 days of receipt of the Contract, the Successful Bidder shall sign and date the Contract and return it to the Nodal officer of the Department of Tourism, Government of Rajasthan.

- c. Expenses for the Contract  
All expenses on account of execution of agreement/contract shall be borne by the Successful Bidder.

### 9.18 Bank Guarantee for Contract Performance

- a. At the time of the signing of the Contract with the Department of Tourism, Government of Rajasthan, the Successful Bidder shall furnish a security deposit equal to 5% of the value of the Contract in accordance with the terms and conditions of the Contract
- b. Failure of the Successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

### 9.19 Calculation of Payment

The RFP requires the bidder to establish, operate and management an integrated interactive system for designated tourist sites in Rajasthan on a Build, Own, Operate and Transfer (BOOT) basis. **The percentage (%) share of incremental revenues retained by the bidder should be for providing all services within the scope of this RFP.** Financial Year **2015-16** should be base line year for calculating percentage share in incremental revenue after adjusting for 5 % natural growth rate which will be payable to successful bidder. In case of hike in entry fee of monuments in future than the increase of fee hike in number of tickets sold in **2015-16** (category wise) will not be admissible to the successful bidder.

### 9.20 Remittance of Funds

The successful bidder will remit the amount collected by 5<sup>th</sup> of every month for the entire government monument fee ticket of the preceding month till the revenue collections reach up to the figure indicated in 8.1 and 9.19 of the RFP. Thereafter, the percentage share of the Government will be transferred in the designated bank account or treasury by the bidder after retaining its percentage share.

### 9.21 Confidentiality of the Document

This bid document is confidential and Department of Tourism, Government of Rajasthan shall ensure that anything contained in this bid document shall not be disclosed in any manner, whatsoever.

### 9.22 Rejection/Disqualification Criteria

Besides other conditions, criteria and terms highlighted in the RFP document, bids may be rejected under the following circumstances:

- a. Eligibility Rejection Criteria
  - i. Proposal in incomplete form or not submitted in accordance with the RFP requirements
  - ii. Bids that do not meet each of the eligibility criteria specified in Section 3.0
  - iii. Bids submitted without or with improper EMD
  - iv. Bids which do not conform to the validity of the bid as prescribed in the bid.
  - v. If the information provided by the bidder is found to be incorrect/misleading at any stage/time during the bidding process
  - vi. Proposal is not accompanied by requisite supporting documents
  - vii. Any effort on the part of a bidder to influence the bid evaluation, bid comparison or contract award decisions
  - viii. Bids received by the Department of Tourism, Government of Rajasthan after the due date and time prescribed for receipt of bids
  - ix. Bids without signature of person (s) duly authorized on required pages of the bid
  - x. Revelation of prices in any form or by any reason before opening the Financial Bid

- b. Technical Rejection Criteria
  - i. Bidder does not meet the Eligibility Criteria per Section 3.0
  - ii. Technical Bid containing financial details
  - iii. Technical Bid comprising of system, software, equipment and devices that have a lower configuration than the minimum proposed
  - iv. Revelation of prices in any form or by any reason before opening the Financial Bid
  - v. Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the bid document in every respect
  - vi. Bidders not quoting for the complete Scope of Work as indicated in the bid documents, addendum (if any) and any subsequent information given to the Bidder
  - vii. Bidders not complying with the Technical and General Terms and Conditions as stated in the RFP Documents
  - viii. The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of Work and Service Level Agreements of this bid
  - ix. If the bid does not conform to the timelines indicated in the bid
- c. Financial Rejection Criteria
  - i. Incomplete or conditional Financial Bid

### **9.23 Income Tax Liability**

The bidder will have to bear all Income Tax liability both corporate and personal tax

### **9.24 Obscene Material and Applicability of Cyber Laws**

The bidder shall ensure that objectionable, obscene, unauthorized or any other content, messages or communications infringing copyright, Intellectual property right and international & domestic cyber laws, in any form or inconsistent with the laws of India, are not carried in the system. Bidder should take all necessary measures to prevent it. In particular any damages arising out of default on the part of the bidder in this respect shall be sole responsibility of the bidder.

## 10.0 FORMAT FOR RESPONSE TO BID

### 10.1 Cover Letter for RFP Response

The bidder must adhere to the following specified formats and furnish the information requested in each of the following sections. The bidder must include following letter on its letterhead and this letter must accompany the response to the bid document.

To,  
The Director  
Department of Tourism, Government of Rajasthan  
ParyatanBhawan, Hotel KhasaKothi Campus,  
M.I. Road, Jaipur – 302 001

Re: The establishment, operation and management of an integrated, interactive system for designated tourist sites in Rajasthan on a build, own, operate and transfer (BOOT) basis

Reference: No: <BID REFERENCE NUMBER> Dated <DD/MM/YYYY> We, the undersigned bidders, having read and examined in detail all the Bid documents do hereby propose to provide the services as specified in the Bid document number <BID REFERENCE NUMBER> Dated <DD/MM/YYYY> along with the following:

Sir/Madam,

1. We have enclosed an EMD in the form of a Demand Draft/Bank Guarantee for the sum of INR 75,00,000/- (Rupees Seventy Five lacs only), **a DD of Rs. 5000/- for Bid Document Fee and a DD of Rs. 1000/- for RISL e-bid processing fee.**
2. We agree to abide by this bid for a period of 90 days after the date fixed for bid opening or for any further period for which bid validity has been extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
3. All the prices mentioned in our bid are in accordance with the terms specified in the Bid documents. All the prices and other terms and conditions of this bid are valid for a period of 90 calendar days from the date of opening of the bids. We further confirm that the prices stated in our bid are in accordance with your Instructions to bidders included in bid documents.
4. We declare that our Bid Price is for the entire scope of the work as specified in the bid document. These prices are indicated in Table 10.6
5. We confirm having submitted the information as required by you in the RFP document. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.
6. If our bid is accepted, we will provide the security deposit equivalent to 5% of contract price.
7. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.
8. We acknowledge that the Department will be relying on the information provided in the proposal and the documents accompanying the proposal for selection of the partner for the Project, and we certify that all information provided in the proposal and in the appendices are true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such proposal are true copies of their respective originals.
9. We shall make available to the Department any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
10. We acknowledge the right of the Department to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
11. We understand that you may cancel the selection process at any time and that you are neither bound to accept any proposal that you may receive nor to select a partner, without incurring any liability to the applicants in accordance with the RFP document.

12. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Department of Tourism (and/or the Government of Rajasthan) in connection with the selection of a partner or in connection with selection process itself in respect of the above mentioned Project.
13. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our proposal is rejected or not opened.
14. We have studied the RFP and all other documents carefully. We understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Department or in respect of any matter arising out of or concerning or relating to the selection process including the award of the Project.
15. We understand that you are not bound to accept the lowest or any bid you may receive. We agree to the terms and conditions mentioned in the RFP document.
16. We understand that RTTP act rules are applicable on this bidding process.

We declare that all the provisions of this RFP are acceptable to us. We also hereby declare that our proposal is made in good faith and the information contained in it is true and correct to the best of our knowledge and belief.

I further certify that I am an authorized signatory of the company and am therefore, competent to make this declaration.

Sincerely,

(Signature of the bidder)

Printed Name:

Designation:

Date:

Business Address:

Company Seal

## 10.2 Eligibility Bid:

The response to this entire section must be bound and submitted in a separate file clearly marked "Eligibility Bid" per the instructions in Section 9.0. For each of the criteria below, appropriate documentation in support of the criteria will need to be produced as required by the Government of Rajasthan

Table 10.2.1 - General Criteria 3.1 & Financial Criteria 3.5

Details of the bidder			
1	Name of the bidder (organization)		
2	Correspondence address of the bidder		
3	Status of the Company (Public Ltd/ Private. Ltd)		
4	Details of Incorporation of the Company under the Companies Act, 1956 (provide Certificate of Incorporation provided by Registrar of Companies)	Date	Annexure No.
		CIN #	
6	Valid Service Tax registration number (Provide copy of certificates)		
7	Valid Sales Tax registration number (Provide copy of certificates)		
8	Permanent Account Number (PAN)		
9	Name and Designation of the contact person to whom all references shall be made regarding this bid		
10	Telephone number of the contact person (with STD Code)		
11	E-mail ID of the contact person		
12	Fax No. (with STD Code)		
13	Mobile number of the contact person		
14	Company website		
15	Bidder should have any four of the following five quality certifications: ISO 9001, ISO 14001, ISO 20121, OHSAS 18001, SA 8000	Copy of valid certificates issued to the Delivery Center of the Bidding Organization by respective agencies.	Annexure No.
16	Average annual gross ticketing turnover value of at least INR 10 crores over the last three fiscal years	Copy of certificates issued by Company Auditor,	Annexure No.

Table 10.2.2 – Technology Criteria 3.2

Sr. No	Item	Response
1.	Name of Technology Platform	
2.	Originally developed by (name of Company)	
3	Currently owned by (name of Company)	
4.	Does the bidder own the IP of the Technology Platform? If yes, then mention nature of ownership – Fully owned / Acquired / Licensed. Proof of ownership required	
5.	Name of event/s where the aforementioned Technology Platform has been used over the last 5 years	
6.	Information regarding stability, redundancy and support	

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Table 10.2.3 Experience Criteria 3.3.a: bidder should complete the following form for each ticketing event handled from 2010 to 2014

Sr. No	Event Year	Is Technology used same as mentioned in Table 10.2.2 (Yes/No)*	Event Name	Event Location/s	Ticket Inventory Handled	Scope of Work Handled
1.	2010					
2.	2011					
3.	2012					
4.	2013					
5.	2014					

\*If the Technology used is different in any of the above years, describe the details of the same.

Table 10.2.4 Experience Criteria 3.3.b to 3.3.g: Please fill in the details below:

Sr. No	Question	Response
1.	Criteria 3.3.b: Details of proven experience of successfully deploying, managing and operating a full ticketing front end and back end with over 100 concurrent points of physical sale of tickets via one central ticketing system for a single ticketed event for a single contracted client – please provide name of the event, description, duration and details	
2.	Criteria 3.3.c. Details of proven experience of deploying and handling venue access with full technology and manpower integration – please provide name of the event, description, duration and details	
4	Criteria 3.3.e Details of one major multi-venue international event with multiple concurrent sessions and inventory handling requirement of at least five (5) million tickets for which the bidder has qualified for/executed	
5	Criteria 3.3.f Details of handling and administering ballot based ticketing for high demand situations in large-scale (minimum one million total inventory) international events in India – please provide name of the event, description, duration, number of applicants with illustrations and details. Also state, with adequate proof, whether the ballot administered the following: (a) Ability to allow the customer to set priorities/preferences in the application (b) Random number based customer selection with formula based equal probability of winning for customer irrespective of time and date of application (c) Ability to allow business rules to manage eligibility to win one or more than one preference (d) Manage the delayed payment option with ability to store credit/debit card information securely and take pre-payment authorizations	
6.	Criteria 3.3.g Part 1. Does the bidder have the prior experience of handling value-add sales related to ticketing? If yes, please provide the details of such value adds and the nature of the fulfilment	
7.	Criteria 3.3.g Part 2. Does the bidder have a fully functional e-commerce system that has products continuously on offer through the year? If yes, for how long has it been operational and how many product SKUs are on offer?	

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Table 10.2.5.1 Experience Criteria 3.3.d: Indicate your experience below

Sr. No	Question	Response
1.	Does the bidder have the prior experience of one or more International event/s as defined in Experience Criteria 3.3.d	Yes/No

Table 10.2.5.2 Experience Criteria 3.3.d: If the response to the Table 10.2.5.1 is “Yes” then fill in the details below

Sr. No	Question	Response
1.	Client / Organiser name	
2.	Event name	
3.	Event details	
4.	Event venues	
5.	Event date	
6.	Was the total ticket inventory of the event greater than 1 million for such an event? If yes, then indicate the total ticket inventory of the event.	
7.	Was the duration of continuous ticket sales a minimum of 6 months? If yes, indicate total duration in months	
8.	Did ticket sales cover at least 10 venues simultaneously for this event? If yes, indicate the number of venues	
9.	Did the ticket sales for this event include ability to buy in multiple currencies for the entire duration of ticket sales? If yes, then list all currencies offered	
10.	Were any cross-venue ticketing packages created?	
11.	List of security agencies dealt with, with references / names at each of the listed agencies	
12.	Ticketing scope handled	
13.	Details of all activities handled (across the entire ticketing value chain)	

Table 10.2.5.3 Experience Criteria 3.3.h: Please fill the below table if the Bidder satisfies the conditions outlined in Experience Criteria 3.3 h

Sr. No	Question	Response
1.	Public website URL for transfer and exchange	
2.	Ability to view and manage bookings	Yes/No
3.	Ability of website to list the tickets for exchange or transfer	Yes/No
4.	Ability to track and manage all financial and risk aspects on real time basis	Yes/No

Table 10.2.6 – Team Criteria 3.4

Team Member	Edu. Qualification With Institution Details	Ticketed Event Handled	Role in Project	Total Years of Experience

10.2.6.1. Additionally for team composition, please respond to Section 3.4 in detail

10.2. 7 List of all other documents to be furnished with in this section:

- a. Scan of EMD DD / B.G.
- b. Scan of Certificate of incorporation of the bidder
- c. Scans of MOA and AOA of the bidder
- d. Attested Copy of PAN Card
- e. Attested Company registration certificate
- f. Certified statement from a CA on the gross ticketing turnover
- g. Copy of all tax registrations (VAT/Sales Tax, Service Tax)
- h. Declaration from authorized personnel that the bidder is not blacklisted by any Government bidder or PSU
- i. Necessary letters of reference for projects handled
- j. Educational certificates of senior management team

### 10.3 Technical Bid:

The response to this entire section must be bound and submitted in a separate envelope clearly marked "Technical Bid" per the instructions in Section 9.0

10.3.1 In this section, the bidder must provide an executive summary of its bid, not to exceed 15 A4 size pages. This summary must outline the key points of the Bid, including giving reference to the following items with clear illustrative examples in each:

- a. Demonstration of the understanding of the requirements mentioned (Sections 4.0 and 5.0)
- b. Summary of the key management, production and technical elements of the bid including the following:
  - i. Identification of application software
  - ii. Technologies proposed
  - iii. System architecture
  - iv. Performance solution scalability and high availability solution
  - v. Deployment architecture
  - vi. Server hardware technologies
  - vii. Security architecture
  - viii. Testing plan and phasing
  - ix. Testing tools proposed
  - x. Approach for quality management
  - xi. Service approach for facility management service, Technical Support
  - xii. Compliance matrix to the functional and technical requirements
  - xiii. Bill Of Materials (unpriced)
- c. Demonstration of technical quality and expertise
- d. Innovative industry solutions which will enhance the standard of the service delivery

This summary must provide an in-depth coverage of the following as it relates to the scope defined in Section 4.0:

10.3.2 Bidders are required to respond to each of the requirements outlined in Section 5.0 explaining how the system requirements will be handled.

Additionally, the bidder must fill out the following required tables and sections with all the information requested.

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Table 10.3.1 Sales Channels

Sr. No	Question	Response
1.	<p>Online module:</p> <ol style="list-style-type: none"> <li>1. Please provide details of bespoke portals created for ticketing any large International event. Explain the characteristics and features of the portals including ability to handle bundling, packages, multiple currencies</li> <li>2. Explain the process to be used to create the bespoke portal for Rajasthan tourism. Include the key metrics that the site will be optimized for, including the number of concurrent users that the site will support</li> <li>3. Ability to handle various different payment modes and currencies</li> <li>4. Ability to have shopping cart functionality</li> <li>5. Ability to integrate with social media</li> <li>6. Print-at-home / e-printing functionality</li> <li>7. Ability to give discounts or handle special passes</li> <li>8. Security of the site</li> </ol>	
2.	<p>Box-office module:</p> <ol style="list-style-type: none"> <li>1. Number and specification of the Server / PCs / Terminals to be deployed</li> <li>2. Number and specifications of printers to be deployed</li> <li>3. All other supporting equipment required</li> <li>4. How will this box office module be connected to the system</li> <li>5. What is the process to handle system or power outages</li> <li>6. How will the system and the process deal with large influx of visitors from time to time</li> <li>7. Ability to pick-up pre-booked tickets</li> </ol>	
3.	<p>Call center solution:</p> <ol style="list-style-type: none"> <li>1. Details of CRM solution used along with interface with ticketing system</li> <li>2. Provide the following metrics: <ul style="list-style-type: none"> <li>• Work timings</li> <li>• Average calls handled per day</li> <li>• Average response times</li> </ul> </li> </ol>	
4.	<p>Retail solution:</p> <ol style="list-style-type: none"> <li>1. Explain the technology solution used to power up retail outlets</li> <li>2. What is the process of providing the ticketing inventory</li> <li>3. Security features associated with the retail solution</li> <li>4. Ability to handle changes and quotas</li> <li>5. Ability to print tickets from the retail outlets</li> <li>6. Length of time taken to activate each retail outlet</li> <li>7. Process of validation and fulfilment of retail sales</li> <li>8. Example of situation where multiple concurrent retail points of sale were activated for any single event</li> </ol>	
5.	<p>Mobile platform:</p> <ol style="list-style-type: none"> <li>1. Nature of the solution</li> <li>2. Feature sets to be included</li> <li>3. Names of all platforms where solution is to be deployed</li> <li>4. Process to keep solution updated in all platforms</li> </ol>	
6	<p>Validation</p> <ol style="list-style-type: none"> <li>1. Ability of system to integrate real time with validation infrastructure</li> <li>2. Ability to conduct validation in online and offline mode</li> <li>3. Ability of the system to give real time tracking</li> <li>4. Ability of the system to restrict entry based on barcodes and number of entries</li> <li>5. Ability to integrate with third party access control equipment</li> </ol>	
7.	<p>Reporting:</p> <ol style="list-style-type: none"> <li>1. Real time reporting</li> <li>2. Secure login based access to reports</li> <li>3. Reporting to include sales by date/time and by sales channel</li> <li>4. Feature to export reports</li> </ol>	

Table 10.3.2 Scope 4.2 Technology and Technical Requirements

S.No.	Item	Response
1a	Has this technology platform been deployed in a major International event where the total ticket inventory has been in excess of 1 million	
1b	Please specify the Name of the event and Year	
1c	Is this platform proprietary (developed entirely in house since inception) to the bidder? If not, please list the Company name from which the bidder is licensing this solution along with the details of what this technology is primarily used for	
2	Does the system currently have the capability to handle ballots, value-adds (such as ticket guides, parking, audio guides, etc) and bundling (such as ticket packages, cross venue sales, etc)? If yes, in which event have the above been used, and provide details such as number of ballot entries processed, the process followed, the type of other value adds and bundling etc If yes, how is it proposed to be implemented for Rajasthan Tourism solution	
3	Provide an overview of the functionality of the ticketing system as it relates to a ticket seller.	
4	Provide details of the Point of Sale equipment that are proposed to be deployed. Indicate type, number required and make / brand & model  What are the additional special equipment required (e.g. specialised printers) to run the POS operations.  How does the bidder plan to source the required number of equipment to be deployed	
5	Please provide details of number of concurrent users for which the application has been successfully tested for load in a live environment	
6	Please describe system capability to manage group sales and quota management	
7	Describe capability to print tickets with the ability to generate a dynamic bar code	
8	Can images and logos be printed on tickets?	
9	Can ticket formats be customized? And are there any limitations to the number of variables that can be used to customize the format files?	
10	Provide details of account management with regard to processing and recording orders and adjustments per customer, updating accounts, invoicing and reconciliation payments	
11	Please detail system capabilities for production of invoices and processing payments	
12	Please outline system capabilities for managing inventory	
13	Please outline system capabilities to continuously handle product sales. Please include the number of Stock Keeping	

S.No.	Item	Response
	Units (SKU) being sold for the last six months and describe the entire back end fulfillment system	
14	Provide details of any system capability to interface with logistics providers to allow customers to track delivery of their orders through the web site, or the call center	
15	Please detail system capability (such as size, complexity and frequency of refunds handled) to refund tickets	
16	Provide details of the point of sale (POS) solution	
17	Can the system handle a "ticket-less" entry, wherein the proof of purchase is enough to enter through the access controlled premises? If yes, then how will this be executed	
18	Please provide details of interface capability with access control systems and any access control solutions that could be supplied	
19	Please provide details of your plan to provide technical support	

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10.3.3 Please provide details of the technology infrastructure to be used at all points of sale. How will the bidder procure the infrastructure to be used?

Table 10.3.3 Operations requirements

S.No.	Item	Response
1	Please outline your approach and proposed features regarding:	
1a	Project management, including timelines	
1b	Setting up the venue sales	
1c	Ticket design	
1d	Ticket security features	
1e	Ticket production	
1f	Ticket distribution	
1g	Ticket redistribution	
1h	Refunds and exchanges	
1i	Customer service and problem resolution	
1j	Implementation timing	
1k	Ticket stationery movement and logistics	
1l	Ticket stock – secure handling policies and procedures	
1m	Logistics of cash management	
2	Please outline the proposed reporting and the various types of reports that could be shared on a periodic basis clearly highlighting: o Periodicity of the report o Nature of the report (Online/ Hardcopy) o Reports that would be available on real time basis on online mode	
3a	Please outline proposed policies and procedures to provide secure handling, management and banking of cash and other receipted transactions	
3b	Please outline your policies and procedures for processing credit/debit card sales.	
3c	Outline your policies and procedures for managing and minimising fraudulent credit card charges and credit card charge-backs.	
3d	Outline your policy and provide options in relation to remitting ticket sales proceeds	
3e	Outline your policy and provide options in relation to the management and prevention of fraudulent tickets being produced and distributed.	
3f	Please provide details of current or proposed insurance arrangements of the bidder for the proposed services being provided.	
4a	Name of turnstile providers integrated with in the past	
4b	Overall process followed to ensure a fool proof access system	
4c	Experience with other non-turnstile validation systems. Describe the equipment used, the process followed and if this was being done in a “real-time” environment	
5a	Please outline your proposed manpower management process. Highlight previous applicable examples	
5b	Detail out the training process to be used. Highlight previous applicable examples	
6	Outline your strategy on business continuity and succession planning	

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#### 10.4 Project Plan and Delivery Schedule:

The bidder must provide a detailed Project plan keeping the timeline guidelines provided in Section 8.2 in consideration, highlighting key dependencies.

#### 10.5 Compliance:

The bidder as part of this section must signify whether or not its bid complies with all the requirements in this document as specified in all the sections and the above response formats. Should the bidder not be able to comply with any specific requirements, it must be listed below per the format specified.

Table 10.5.1 Compliance & Deviations

S.No.	Section No	Clause Ref.	Area of Non Compliance	Reason

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## 10.6 Financial Bid:

The response to this entire section must be bound and submitted online under “Financial Bid” per the instructions in Section 9.0. The bidder should not leave any section blank.

### Table 10.6.1 Percentage (%) share of incremental revenues quote

The Financial bid requires the bidder to quote **percentage (%) share of incremental revenues which the bidder intend to retain with itself in each of the 10 years of the Project.**

<b>Percentage (%) share of incremental revenues which the bidder intend to retain with itself in each of the 10 years of the Project (All quotes in % term)</b>	<b>Percentage (%) share of incremental revenues in figures:</b> _____
	<b>Percentage (%) share of incremental revenues in words:</b> _____

The evaluation committee will take a view of the Financial Bid along with technical bid score. The successful bidder will be the one whose score is highest based on technical and financial evaluation of bid.

#### Note

1. The Financial Bid quote is expected to include the following over the 10 year period
  - a. Initial system design, set-up, implementation and rollout which includes items such as Online Sales, Venue/Box office sales, Software Development Kit (SDK), Retail POS sales, Mobile application etc.
  - b. IT Infrastructure, manpower and site preparation costs which could include desktop POS ticket printers, scanners, power backup/UPS, box-office stationery, software for desktop machines, etc.
  - c. Call centre set up costs which will include set up, hardware, software, manpower, telephony costs, etc.
  - d. Project Management which includes costs of deploying personnel with experience in ticketing operations to manage the Project.
  - e. Ongoing management, operations and maintenance costs including ongoing project management, call centre, hosting and monitoring charges, mobile application upgrades and maintenance, consumables (stationery, ribbons, diesel, UPS batteries etc.), warranty, AMC and operations support, any other maintenance services.

Please upload the following information in pdf format. This information however, will NOT be used as parameters for selecting the Successful Bidder:

Terms of License (in case required beyond the initial term of Ten (10) years)

- a. Annual Subscription/ License Fee: INR\_\_\_\_\_
- b. Annual Services and Upgrades Fee: INR\_\_\_\_\_
- c. Per transaction Royalty (%) - \_\_\_\_\_  
(If no per transaction royalty is applicable, the bidder to put 0%.)

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## 10.7 Proposed Format of Bank Guarantee:

The Director  
 Department of Tourism, Government of Rajasthan  
 ParyatanBhawan, KhasaKothi Hotel Campus, M.I. Road, Jaipur - 302 001

1. Whereas \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its RFP offer dated \_\_\_\_\_ for the establishment, operation and management of an integrated interactive system for designated tourist sites in Rajasthan on a Build, Own, Operate and Transfer (BOOT) basis (hereinafter called the "RFP").
2. At the request of the Bidder we \_\_\_\_\_ (hereinafter called "the Bank") hereby undertake to pay you a sum not exceeding in total an amount of INR \_\_\_\_\_/- upon receipt by the Bank of the first demand/claim in writing accompanied by a written statement stating that, the Bidder has met one of the following conditions:
  - a. Has been termed as a Successful Bidder and has entered into a definitive agreement for the implementation of the project in accordance with the RFP; or
  - b. Has withdrawn its bid during the validity period of the RFP specified in the RFP Document, or
  - c. Has indulged in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization or if any information is found wrong/manipulated/hidden.
3. This bank guarantee shall remain valid up to a period of \_\_\_\_\_ days from the due date of the RFP. Department of Tourism, Government of Rajasthan shall return the bank guarantee earlier than the said period of \_\_\_\_\_ days from the due date of this RFP to the Bidder without any conditions and without any prejudice to the Bidder in case the Bidder has been notified as being unsuccessful.
4. Notwithstanding anything contained hereinabove:
  - a. Liability of the Bank under this bank guarantee shall under no circumstance exceed and is restricted to an amount equivalent to INR \_\_\_\_\_/-
  - b. This bank guarantee shall remain in force up to and including \_\_\_\_\_.
  - c. Unless the demand/claim under this guarantee is served upon the Bank in writing before \_\_\_\_\_, all the rights of Department of Tourism, Rajasthan under this guarantee shall stand automatically forfeited and the Bank shall be relieved and discharged from all liabilities mentioned hereinabove.
5. This bank guarantee shall remain valid up to \_\_\_\_\_ and shall not be further extended, unless confirmed by the Bidder in writing.
6. This bank guarantee may be subject to additional conditions per the requirements of the Bank.

Dated this \_\_\_\_ day of \_\_\_\_\_, 2015

Authorized signatory for the Bank

## ANNEXURES

### Annexure A - Representative List of Sites \*\*

Sr. No	Site	Tourists Arrivals (Annual)
1	Amer Fort and Palace	1,379,872
2	JantarMantar	474,649
3	HawaMahal	410,090
4	Albert Hall	747,532
5	Nahargarh	223,908
6	Ajmer GM	50,158
7	Alwar GM	127,853
8	Bharatpur GM	45,045
9	Udaipur GM	18,349
10	Aahad, Udaipur	2,616
11	Chittorgarh GM	174,708
12	Dugarpur GM	367
13	Bikaner GM	9,420
14	Jaisalmer GM	2,103
15	Patwa Haveli, Jaisalmer	40,385
16	Jodhpur GM	23,023
17	Mandor, Jodhpur	67,707
18	Pali GM	2,423
19	Mount Abu GM	2,261
20	Kota GM	2,460
21	Jhalawar GM	1,578
22	Isarlat	14,391
23	Sikar GM	1,266
24	SisodiaBagh	12,285
25	Vidhar-ka-bagh	632
26	Gagron Fort	22,844
27	SukhMahal, Bundi	1,312
28	RanijiKeBaori	2,363
29	84 KhambokiChatri	524

- GM: Government Museum
- Complete list of sites including forest & A&M.
- Online bookings hotels / motels / luxury trains of RTDC. as per separate agreement

**\*\* Important Note :** Annexure-A presently indicates the locations of sites and A&M monuments where at present entry ticket is being charged. In future more monuments can be added in this list and for such additional places also the successful bidder will have to provide man power and necessary infrastructure at its own cost. Similarly in case State Forest Department also agrees to comes over on this system then for such wild life parks/zoo's also the successful bidder will have to provide man power and other infrastructure at its own cost.

### Annexure B - Indicative Specifications for Systems installed at POS locations

S. No.	Product Type	Minimum Configuration
1	Desktop/Laptop	Core2 Duo, 2 GB RAM, 160 GB HDD, Windows 7, Mozilla Firefox and Adobe Flash player
2	Printers	Thermal Printer for Ticket printing and Laser printer for regular printing
3	Barcode Scanner	Wired scanner to check barcode during ticket printing
4	Power Backup	UPS Backup for Printers and Computer
5	Internet	Broadband connection 2Mbps and 3G/4G Data card.

### Annexure C – Format for Non-Disclosure Agreement (NDA)



This NON-DISCLOSURE AGREEMENT ("**Agreement**") is executed on this \_\_\_\_\_ day of \_\_\_\_\_ by and between \_\_\_\_\_ a company incorporated in India under the Companies Act, 1956 and having its registered office at \_\_\_\_\_, and has been termed as the selected bidder by the Department of Tourism, Government of Rajasthan, hereinafter referred to as the "Selected Bidder" (which expression shall unless excluded by or repugnant to the subject or context be deemed to include its successors and assigns) of the ONE PART;

AND

Department of Tourism, Government of Rajasthan, acting through its authorized representative having its registered office at ParyatanBhawan, KhasaKothi Hotel Campus, M.I.Road, Jaipur – 302 001 hereinafter referred to as "Recipient" (which expression shall unless excluded by or repugnant to the subject or context be deemed to include its successors and assigns) of the SECOND PART;

Whereas the Recipient may engage the Selected Bidder for providing services and may enter into service level agreement or otherwise for completion or delivery of certain projects and in order to facilitate that, it is understood and agreed that certain business, trade, content, technical or other information that the Selected Bidder deems confidential and proprietary may be provided or disclosed by the Selected Bidder to the Recipient' on a need-to-know-basis.

#### 1. Agreement Period

This Agreement governs Confidential Information (defined below) Proprietary Information, any form of Intellectual Property (defined below), or any other information uploaded on the servers of the Recipient that may be disclosed by the Selected Bidder to the Recipient from the Effective Date.

This Agreement shall be effective from \_\_\_\_\_ (i.e. "Effective Date").

#### 2. Confidential Information

a) Confidential Information shall include, but is not limited to: trade secrets, ideas, sales systems and processes, ticket purchase techniques and flows including website layouts, methodologies data capture formats and systems, payment settlement processes and systems, customer information and data, patents pending, processes, computer programs source code, formulas, materials, methods, data, software/ source code, computer programs in object/source code, any other information including but not limited to software/source code that may be uploaded on the servers of the Recipient, sources of supplies, technology, research, know-how, improvements, discoveries, developments, designs, inventions, techniques, marketing plans, forecasts, new product information, unpublished financial statements, budgets, business plans, projections, prices, costs, customer lists, logos, all content, marketing information, and confidential information disclosed in writing, orally or otherwise. The Selected Bidder shall mark its Confidential Information as "Confidential." The failure of Selected Bidder to mark any Confidential Information as confidential, proprietary or otherwise shall not affect its status as Confidential Information hereunder.

b) Intellectual Property means any current or future intellectual property, including software/source codes, computer programs in object/source code, any other information including but not limited to software/source code that may be uploaded on the servers of the Recipient copyrights, trademarks, trade names, domain names, rights in logos and get-up, inventions, Confidential Information, trade secrets and know-how including commercial know-how, design rights, patents, content rights, documents, patents, websites, utility models, semi-conductor topographies, and all rights of whatsoever nature in computer software and data, rights in databases, customer data, privacy rights and all intangible rights and privileges of a nature similar, analogous or allied to any of the above in every case in any part of the world and whether or not registered, including all granted registrations and all applications for registration, and all renewals, reversions or

extensions thereof, and all forms of protection of a similar nature which may subsist anywhere in the world, the right to sue for damages for past infringement and all form of protection of a similar nature which may subsist anywhere in the world.

- c) Proprietary Information shall mean any information of any form or characteristic designated by the Selected Bidder, verbally or by writing, to be proprietary and/or confidential, or is otherwise known to the Recipient as Proprietary Information at the time of its disclosure. Proprietary information shall include, but is not limited to, software/source code, computer programs in object/source code any other information including but not limited to software/source code that may be uploaded on the servers of the Recipient, specifications, designs, process information, technical data, marketing and business plans, customers' names, product road maps, pricing, prototypes, toolkits, software, and/or Intellectual Property that the Selected Bidder considers to be protected by applicable laws. Proprietary information shall include analyses, notes, abstracts, summaries or other documents prepared by the Recipient using the proprietary Information of the Selected Bidder. The failure of Selected Bidder to mark any Proprietary Information as confidential, proprietary or otherwise shall not affect its status as Proprietary Information hereunder.
- d) All Confidential Information, Proprietary Information, any form of Intellectual Property, that may be disclosed pursuant to this Agreement is done for the purpose of discussion and execution of certain projects as may be agreed upon by the Selected Bidder and the Recipient' subject to a separate services agreement (the "Purpose") solely for the purpose of completion or delivery of certain projects as provided in this Agreement in the manner required by the Selected Bidder. It is agreed by the Recipient that, no other right, license or authorization to use is granted to the Recipient except as provided in this Agreement and the Recipient agrees to be limited by the manner of usage of Confidential Information, Proprietary Information and any form of Intellectual Property as provided in this Agreement, with respect to all information received. In addition, Selected Bidder makes no warranty as to the accuracy of any Confidential Information.

### 3. Restrictions

- a) Recipient shall not use for its own benefit directly or indirectly and in competition with the Selected Bidder, and shall not disclose, directly or indirectly, any Confidential Information or interpretation of Confidential Information, Proprietary Information, any form of Intellectual Property,, to third parties to promote its activities or otherwise.
- b) Recipient shall take all security precautions to protect all Confidential Information, Proprietary Information, any form of Intellectual Property. Recipient undertakes and warrants that it shall not disclose such Confidential Information Proprietary Information, any form of Intellectual Property, to any other party for the Purpose.
- c) Recipient shall not copy, distribute, reverse engineer, decompile, interpret, modify, or disassemble any software/source codes, computer programs in object/source code. Confidential Information, Proprietary Information, any form of Intellectual Property, any interpretation thereof regarding such information, content, software, hardware or other Intellectual Property, disclosed to the Recipient' for the Purpose by the Selected Bidder in a manner satisfactory to the Selected Bidder.
- d) Recipient shall not, both during and after the Term, disclose to any third party this arrangement and/or any commercial or operational negotiations or arrangements entered into between the Recipient and the Selected Bidder or any information relating to the business or operations of the Selected Bidder save as required by law. The obligations of the Recipient relating to Confidential Information, Proprietary Information, any form of Intellectual Property, its use in any manner, under this Agreement shall extend till perpetuity.
- e) Recipient shall not re-use the Confidential Information Proprietary Information, any form of Intellectual Property, including, without limitation any processes, flows, systems or any

modifications of such systems, processes and flows, materials, creatives, logos, software, hardware, tracking tools in any context or otherwise.

- f) Notwithstanding, anything contained in this Agreement or otherwise, the Recipient shall not develop products, concepts, systems or techniques, applications, materials, content that are similar to or compete with the products, concepts, systems or techniques, applications, materials contemplated by or embodied in Confidential Information, any form of Intellectual Property, and Proprietary Information.

#### 4. Ownership of Intellectual Property

- a) Subject to the provisions of this Agreement, Selected Bidder shall have sole and exclusive ownership of all right, title, and interest in and to the Proprietary Information, Confidential Information including ownership of all patents, copyrights, trademarks and designs, trade secrets and other Intellectual Property pertaining thereto or any other information including but not limited to software/source code that may be uploaded on the servers of the Recipient for the Purpose.
- b) Selected Bidder claims and reserves all rights and benefits afforded under Indian and International copyright laws in all software programs, software /source codes, computer programs in object/source code, flow, Intellectual Property, and other data included in the Confidential Information or otherwise, including but not limited to any software/source code whether confidential or not, that may be uploaded on the servers of the Recipient, and being developed, programmed for the Purpose as copyrighted works. The binary or object code version of such software programs may under no circumstances be reverse-engineered or reverse-compiled.
- c) Recipient shall not use such Confidential Information, any form of Intellectual Property, Proprietary Information, information or materials in any way whatsoever except as provided in this Agreement. Recipient agrees not to modify, rent, lease, loan, sell, distribute, license or create derivative works based on the Confidential Information, any form of Intellectual Property, Proprietary Information, in any manner, and shall not exploit the Confidential Information, any form of Intellectual Property, Proprietary Information in any unauthorized way whatsoever, including but not limited to, by trespass or burdening network capacity. Recipient further agrees not to use the Confidential Information, any form of Intellectual Property, Proprietary Information in any manner to harass abuse, stalk, threaten, defame or otherwise infringe or violate the rights of the Selected Bidder.
- d) In addition to Recipient's obligations hereunder, Recipient' shall respect and not infringe on the Selected Bidder's Intellectual Property rights and proprietary rights. Recipient recognize and acknowledges the Intellectual Property rights, proprietorship of any other information including but not limited to any software/source code whether confidential or not that may be uploaded on the servers of the Recipient and the valuable reputation and business arrangement of the Selected Bidder and goodwill attached to the said Intellectual Property and such Proprietary Information as aforesaid. The Recipient hereby agree that it shall co-operate in preserving such reputation and business arrangement and goodwill and pledges to refrain from doing any act, directly or indirectly which may, in any way impair or infringe the rights of the Selected Bidder and the benefits accorded to it under law.

#### 5. Remedies

- a) Recipient shall notify Selected Bidder immediately upon discovery of any unauthorized use or disclosure of Confidential Information, Proprietary Information, any form of Intellectual Property, or any other information including but not limited to software/ source code that may be uploaded on the servers of the Recipient, or breach of this Agreement by Recipient, and will cooperate with Selected Bidder in every reasonable way to help Selected Bidder regain possession of the Confidential Information Proprietary Information, any form of Intellectual Property, or any other

information including but not limited to software/source code uploaded on the servers of the Recipient and prevent its further unauthorized use and/or communication.

- b) Recipient shall return, or at Selected Bidder's option, certify destruction of, all originals, copies, reproductions and summaries of Confidential Information, Proprietary Information, any form of Intellectual Property, or any other information including but not limited to software/source code that may be uploaded on the servers of the Recipient at the earlier of: (i) upon Selected Bidder's request; or (ii) upon conclusion of the projects with Selected Bidder in furtherance of the Purpose.
- c) Recipient shall indemnify, defend and hold harmless the Selected Bidder and its affiliates and the directors, officers, employees, agents and representatives of each of the foregoing from and against any and all liabilities, damages, losses, demands, actions, claims, suits, actions, proceedings, costs (including court costs and legal fees), and expenses actually suffered, imposed on, incurred by or asserted against the Selected Bidder arising in connection with any breach of the Recipient's obligations, covenants and warranties, breach of obligations, covenants relating to Intellectual Property, Confidential Information, Proprietary Information or any form of information including but not limited to software/ source code that may be uploaded on the servers of the Recipient under this Agreement by the Recipient.
- d) Recipient acknowledges and agrees that any infringement or alleged infringement of Intellectual Property (including any infringement or alleged infringement by a third party), breach or alleged breach of obligations, covenants relating to Intellectual Property, use of Proprietary Information or use of any other information including but not limited to software/source code that may be uploaded on the servers of the Recipient, shall cause irreparable loss and injury to the Selected Bidder resulting in unlimited and indefinite loss of revenue, profits and royalties to the Selected Bidder, affect its corporate viability and future performance, impact and impair its ability to continue business on a going concern basis. Recipient further agrees to indemnify, defend and hold harmless the Selected Bidder for any such loss of revenue, profits and royalties as aforesaid, incurred or suffered, to the satisfaction of the Selected Bidder. Recipient also agrees that the Selected Bidder is entitled to recover the revenue, profits and royalties earned from the business denied to it, as a result of such infringement, by way of raising a claim for indemnity under this clause.
- e) If the Selected Bidder raises a claim, the Recipient shall at first instance, in addition to the indemnified losses as specified aforesaid, shall forthwith without any demur or protest pay an amount equivalent to value of the Intellectual Property determined by the Selected Bidder, and notified to the Recipient. Indemnity obligations under this Agreement shall not be affected merely by reason of the knowledge of the Selected Bidder (actual or constructive) of any non-compliances or breaches or liability arising there from in respect of the Recipient. In addition to the claim raised by the Selected Bidder, Recipient agrees to pay the total amount that will accrue or have accrued for the entire period during which the services will be provided by the Selected Bidder for the Purpose.
- f) The Recipient shall not (and hereby waive any right to) seek contribution, restitution, indemnification or any other remedy from or against the Selected Bidder in respect of any amounts that may be paid or may be payable by the Recipient under the terms of this Agreement.
- g) Recipient acknowledges that monetary damages may not be a sufficient remedy for unauthorized disclosure of Confidential Information and that Selected Bidder shall be entitled, without waiving any other rights or remedies, to such injunctive or equitable relief as may be deemed proper by a court of competent jurisdiction.
- h) Recipient acknowledges and agrees that the Recipient and each of its representatives acting through it shall be jointly and severally liable for breach of their obligations and covenants, under this Agreement.

## 6. Miscellaneous

- a) All Confidential Information, Proprietary Information, any form of Intellectual Property, or any other information including but not limited to code that may be uploaded on the servers of the Recipient', shall remain the property of Selected Bidder. By disclosing the Confidential Information, any form of Intellectual Property, or any other information including but not limited to code that may be uploaded on the servers of the Recipient' and by Recipient's use, evaluation, manipulation or other action regarding the above in furtherance of the Purpose, Selected Bidder does not grant any express or implied right to Recipient' to or under Selected Bidder's patents (issued or pending), copyrights, trademarks, trade secret or other Confidential Information, Proprietary Information, Intellectual Property or in any modification, derivation, enhancement or improvement thereof (all of which shall remain the exclusive property of the Selected Bidder).
- b) This Agreement constitutes the entire agreement between the Recipient and the Selected Bidder with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequent to the date of this Agreement and signed by the parties herein. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Selected Bidder, its agents, or employees, but only by an instrument in writing signed by an authorized officer of Selected Bidder. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- c) Recipient shall not assign this Agreement or its rights and obligations under this Agreement, to any other party or any other department of the government, whether in whole or in part, without the prior written consent of the Selected Bidder. Such assignment shall only be effective if the written consent is provided by the Selected Bidder and an agreement same/similar to this Agreement has been duly executed to the satisfaction of the Selected Bidder.
- d) These terms shall for all purposes be governed by and interpreted in accordance with the laws of the jurisdiction of India. Any disputes or differences arising out of or in relation to this Agreement shall be at the first instance settled expeditiously and fairly by the parties hereto. In the event of the parties not being able to resolve the same, any such disputes or differences shall be referred to the sole arbitration of an arbitrator appointed by, and agreed to, by the parties, in accordance with the provisions of Arbitration and Conciliation Act, 1996. In the event the parties are unable to agree on the appointment of a sole arbitrator, the arbitrator shall be appointed in accordance with the procedure stipulated by the Arbitration and Conciliation Act, 1996. The parties shall on a best efforts basis procure that arbitration proceedings shall be completed within 180 days of the first hearing held by the arbitrator, or such other reasonable time frame as may be mutually agreed to. The place of arbitration shall be New Delhi and the language of arbitration will be English. The High Court of Delhi will have exclusive jurisdiction in the matter.
- e) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the Recipient, its successors and authorised representatives.
- f) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- g) This Agreement shall be in effect for a period of ten (10) years from the date first above written.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day and year first above written.

For and on behalf of  1. Department of Tourism, Government of Rajasthan, Rajasthan.	Witnessed by:
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<p>Name: Title/Designation:</p>	
<p>1. For and on behalf of the Selected Bidder</p> <p>Name: Title/Designation:</p>	<p>Witnessed by:</p>

**Annexure - D****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.

**Annexure-E****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:**



**Annexure F****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 there under, 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 tiled 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 it of 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.
  - (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. I**

[See rule 83]

**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:
    1. Official address, if any:
    2. 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 :

**Annexure G****Additional Conditions of Contract****1. Correction of arithmetical errors**

Provided that a Financial Bid is substantially responsive, the procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

**2. Procuring Entity's Right to Vary Quantities**

- (i) At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit prices or other terms and conditions of the Bid and the conditions of contract.
- (ii) If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- (iii) In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the Supplier.

**3. Dividing quantities among more than one Bidder at the time of award (In case of procurement of Goods)**

- (i) As a general rules all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

**DECLARATION BY TENDERS**

I/ We declare that I am / We are bona fide/ Manufacturers/ Whole Sellers/ Sole distributor/ Authorized dealer/ dealers/ sole selling/ Marketing agent in the goods/ Services/ stores/ equipments for which I / We have tendered.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled

**Signature of the Tendered with stamp**