1. <u>NOTICE INVITING BID (NIB)</u>

Unique Bid Reference (UBR) No.	
NIB Reference No.	F9(112)DoIT/Trg/19/ 0 5441/2020
Name & Address of the Procuring Entity	• Name: Commissioner & Special Secretary, DoIT&C • Address: IT Building, 2nd Floor, Yojana Bhawan Campus, Tilak Marg,C-Scheme, Jaipur (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	• Name: Ms. Sonia Chaturvedi • Designation: System Analyst (Joint Director) • Address: IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan) • Email: oictraining@rajasthan.gov.in
Subject Matter of Procurement	Rate Contract for Selection of a Training Agency for imparting Training to Employees of Govt. of Rajasthan
Bid Procedure	Single-stage: Two part (envelop) open competitive e-BID procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Least Cost Base Selection (LCBS).
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	• Websites: http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://doitc.rajasthan.gov.in • Bidding document fee: 1000/- (Rupees One Thousand Only) in Cash/ Cash Challan/ Demand Draft drawn on any Scheduled Bank in favour of "Technical Director, DoIT&C" payable at" Jaipur. • RISL Processing Fee: Rs1000 (Rupees One Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs: 2 crores (Rupees Two Crores Only)
Bid Security and Mode of Payment	• Amount (INR): Rs 2,00,000/- (Rupees Two Lakh Only) • Mode of Payment: Banker's Cheque of a Scheduled Bank or Demand Draft of a Scheduled Bank **(Fee should be submitted/ deposited in physical form to project OIC only, as mentioned in NIB.)**
Period of download of Bidding Document (Start/ End Date)	• From 08/12/2020 Till 08/01/2021 12:30 PM
Date/ Time/ Place of Pre-bid Meeting	• Date/ Time: 15/12/2020 at 11:30 AM • Mode: - Online through WebEx (Meeting link may be obtained by sending the request on email id oictraining@rajasthan.gov.in) • Last date of submitting pre-bid queries in excel sheet as per annexure-02 by the bidder: 16/12/2020 through email only on oictraining@rajasthan.gov.in email id.
Manner, Start and End Date for the submission of Bids	• Manner: Online at eProc website (http://eproc.rajasthan.gov.in) • Start Date: 29/12/2020 • End Date: 08/01/2021 Up To 03:00 PM

(आशुतोष एम. देशपाण्डे)
तकनीकी निदेशक
सूचना प्रौद्योगिकी और संचार विभाग
राजस्थान सरकार, जयपुर

Submission of Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and Processing Fee*	Date/Time: - 08/12/2020 Till 08/01/2021 Time -: 03:30 PM.
Date/ Time/ Place of Technical Bid Opening	• Date: 08/01/2021 • Time: 04:30 PM • Place: DoIT&C, Committee Room, Second Floor, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	180 days from the last date of submission of bid

Note:

1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover.

2) *In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee as specified in NIB, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft/ Cash Challan for Bidding document fee and Bid Security should be drawn in favour of "Technical Director, DoIT&C" and the RISL Processing Fee in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank.

3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on http://eproc.rajasthan.gov.in (bidders already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again).

4) RISL/DoIT&C will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems.

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

6) Training for the bidders on the usage of e-Tendering System (eProcurement) is also being arranged by DoIT&C on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot.
   Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days)
   e-mail: eproc@rajasthan.gov.in
   Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

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

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

9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.

(आशुतोष एम. देशपाण्डे)
तकनीकी निदेशक
सूचना प्रौद्योगिकी और संचार विभाग
राजस्थान सरकार, जयपुर

10) The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.

(आशुतोष एम. बेशपाण्डे)
तकनीकी निदेशक
Authorized Signatory
सूचना प्रौद्योगिकी और संचार विभाग
राजस्थान सरकार, जयपुर

2020

Department of Information Technology & Communication, DoIT&C

Draft RFP for Selection of Training Agency (Rate Contract) for Imparting Trainings to Officials of Government of Rajasthan

Table of Contents

Draft RFP for Selection of Training Agency (Rate Contract) for Imparting Trainings to Officials of Government of Rajasthan

Dated-

Mode of Bid Submission	Online though e-Procurement/ e-Tendering system at http://eproc.rajasthan.gov.in
Procuring Authority	Commissioner & Special Secretary, DoIT&C, Second Floor, IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
Date of Pre-Bid Meeting	15/12/2020
Last Date & Time of Submission of Bid	08/01/2021 03:30 PM
Date & Time of Opening of Technical Bid	08/01/2021 04:30 PM

Bidding Document Fee: Rs. 1000.00 (Rupees One Thousand only)

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

Department of Information Technology &Communications (DoIT&C)

IT Building, Yojana Bhawan Campus, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Phone: 0141-2224855   Fax: 0141-2222011

Web: http://doitc.rajasthan.gov.in, Email: oictraining@rajasthan.gov.in

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 and Rules thereto
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ e-Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any firm/ agency/ company/ contractor/ supplier/ vendor/ participating in the procurement/ bidding process with the procurement entity should qualify all terms and conditions of RFP.
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. Joint Secretary & Technical Director, DoIT&C in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
COTS	Commercial Off the Shelf
CV	Curriculum Vitae/ Resume
Day	A calendar day as per GoR/ GoI.
DoIT&C	Department of Information Technology and Communications, Government of Rajasthan.
ETDC	Electronic Testing & Development Center
FOR/ FOB	Free on Board or Freight on Board
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
GST	Goods and Services Tax

ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organisation for Standardisation
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated s
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Project Site	Wherever applicable, means the designated place or places/ onsite.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. Joint Secretary & Technical Director, DoIT&C in this RFP document.
Raj SWAN/ RSWAN	Rajasthan State Wide Area Network
RC	Rate Contract
RISL	RajComp Info Services Limited
RSDC	Rajasthan State Data Centre, Jaipur
Services	Any subject matter of procurement other than goods or works and includes training services or any other services to the Purchaser under the Contract
SI	System Integrator
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service formally defined. In practice, the term SLA

	sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in
STQC	Standardisation Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
TQ	Technical Qualification
WO/ PO/BO	Work Order/ Purchase Order/ Batch Order

1. NOTICE INVITING BID (NIB)

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Bid Evaluation Criteria (Selection Method)	Least Cost Base Selection (LCBS).
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	• Websites: http://sppp.rajasthan.gov.in, http://eproc.rajasthan.gov.in, http://doitc.rajasthan.gov.in • Bidding document fee: 1000/- (Rupees One Thousand Only) in Cash/ Cash Challan/ Demand Draft drawn on any Scheduled Bank in favour of "Technical Director, DoIT&C" payable at" Jaipur. • RISL Processing Fee: Rs1000 (Rupees One Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
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(आयुतोष एम. देशपान्डे)
तकनीकी निदेशक
सूचना प्रौद्योगिकी और संचार विभाग
राजस्थान सरकार, जयपुर

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> e-mail: eproc@rajasthan.gov.in
> Address : e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

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Page 10 of 130

10) The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPP Act 2012 and Rules thereto, the later shall prevail.

(आशुतोष एन. बेवाघाण्डे)
Authorized Signatory
सूचना प्रौद्योगिकी और संचार विभाग
राजस्थान सरकार, जयपुर

2. **PROJECT PROFILE & BACKGROUND INFORMATION**

2.1 About DoIT&C

Department of Information Technology & Communication (DoIT & C), Govt. of Rajasthan is responsible for implementation of various IT/e-Governance projects for the State of Rajasthan DoIT&C, GoR provides the State government a strong technical foundation to effectively serve the citizens and to create transparency, accountability and efficiency through computerization. It has implemented multiple citizen centric applications like E-Mitra, Bhamashah, GIS, Rajsampark, eLearning, eLibrary, ePDS, eOffice, LDMS, RajFAB, SJMS, Analytics, eVault, eSign, ArogyaOnline, BSBY etc.

2.2 Project Background

Department of Information Technology & Communication (DoIT&C), Government of Rajasthan, has biggest IT Cadre in India. The IT Cadre having about more than 6000, employees working across Rajasthan in various Departments. DoIT&C, to improve the efficiency of the in-house capacity, has decided to organise various skills development program in various technolgoies/subjects for its employees, to effectively deliver and manage eGov projects and related requirements of various stakeholders.

In order to effectively manage eGov projects and other related initiatives using in-house capacity, DoIT&C proposes to seek the services of reputed training organizations having relevant experience in various IT Subjects/ Technologies.

The rate contract with the said training agency shall be done for a period of two (2) years as per RTTP Act and Rules thereto. The selected training agency shall deploy SMEs (professional and certified trainers) on-site to impart training on the respective subject(s)/ technologogies (as specified in Annexure-1) to the employees of DoIT&C.

2.3 Brief of e-Governance

Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G) , government-to-employees (G2E) as well as back office processes and interactions within the entire government framework. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner.

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

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

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	A) The bidder should be a company registered under Indian Companies Act, 1956; OR B) A partnership firm registered under Indian Partnership Act, 1932 or LLP Act, 2008 of India; OR C) The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958; OR D) Any other Act of State/ Union, as applicable for dealing in the subject matter of procurement; **Note:** A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder	- Copy of valid Registration Certificates / Copy of Certificates of incorporation
2.	Financial Turnover	The overall average annual turnover of the bidder during last three financial years* (as per the audited balance sheets) should be at least Rs. 5 Crores (Rupees Five Crores Only) from India And Average Annual Turnover of the bidder from Training Services of IT Domain during last three financial years* (as per the audited balance sheets) should be at least Rs. 1 Crores (Rupees One Crore Only) from India *Financial Year: - 2016-17, 2017-18, 2018-19	CA Certificate with CA's Registration Number/ Seal **Note: -** CA certificate must have clearly indicates average turnover from IT training services and overall average turnover (from all other services) in separate columns.
3.	Financial: Net Worth	The bidder should have positive net worth in each of last three financial years i.e. 2016-17, 2017-18, 2018-19.	CA Certificate with CA's Registration Number/ Seal
4.	Technical Capability	The bidder must have successfully executed/ executing at least One work order of Trainings in IT Domain issued by any State/Central Government/ PSU's/ Limited Company in India of	Work Order + Work Completion/ Ongoing Certificates from

S. No.	Basic Requirement	Specific Requirements	Documents Required
		minimum Rs. 20 Lakh during last 2 Financial years i.e. 2018-19, 2019-20. Or Maximum Three work orders of total of Rs. 35 Lakh during last 5 Financial years i.e. 2015-16, 2016-17, 2017-18, 2018-19, 2019-20.	the client/ self-certificate;
5.	Tax registration	The bidder should have a registered number of i.) PAN number ii.) GST Registration Number	- Copy of PAN Card - Copy of valid GST certificate
6.	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. Comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Annexure-4: Self-Declaration
7.	Infrastructure	The bidder should have the entire required infrastructure like video conferencing facility with requisite number of valid licences, online training portal/ plat form as a service for conducting theory classes as well as practical lab sessions, online training material like video, audio, presentations etc, internet connection at virtual training rooms with sufficient bandwidth for organizing the online training and online labs for hands-on.	Undertaking on Bidder Letter Head Signed by Authorized Signatory stating the details of infrastructure of bidder

2) In addition to the provisions regarding the qualifications of the bidders as set out in (1) above: -

a. the procuring entity shall disqualify a bidder as per the provisions under "Clause:Exclusion/ Disqualification of bids in Chapter-5: ITB"; and

b. the procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.

4. SCOPE OF WORK, DELIVERABLES, TIMELINES and PAYMENT SCHEDULE

4.1 Preamble

4.1.1   Under this RFP, Rate Contract will be entered with a Training agency for various training programs as defined in Annexure-01 of this bidding document.

4.1.2   Rate-Contract shall be valid for a period of Two (2) Years from the date of agreement with successful bidder.

4.1.3   For every training requirement/program, DoIT&C shall issue a separate batch order to the empanelled agencies.

4.2 Scope of Work

The selected bidder shall provide the end to end training management services to DoIT&C.

The selected bidder shall conduct online and on-site training programs, to upgrade the technical skills of DoIT&C officials. The details of training programs and tentative number of batches, candidates and durations are given in Annexure-01. The ratio of online and on-site training programs (as mentioned in Annexure-01) will be 60:40 of total number of batches respectively.

The online training programs shall be organized as a Live Virtual Instructor-Led Training (LVILT) basis, in which instructor deliver the training in a virtual environment, through interactive workshop and live demostration with the opportunity for learners to practice using Video conferencing tools.

The on-site training programs shall be conducted in classroom of selected bidder training facility, at the level of Divisional Headquarters over the period of validity of the rate contract. The Geographical locations of all Divisional Headquaters where the training programs shall be imparted by the selected bidder are as under:

No. of Divisional Headquaters	Geographical Locations of all Divisional Headquaters
Seven Divisions	Ajmer, Bharatpur, Bikaner, Jaipur, Jodhpur, Kota, Udaipur

The training program shall be arranged on a full day (10:00 AM To 05:00 PM daily)/ half-day basis (10:00 AM: 02:00 PM) which will be specified in batch order for a particular training program.

The detailed scope of work is as under for a selected bidder:

4.2.1   In case of Online Training Program the selected bidder shall ensure the followings:

a. The selected bidder shall make the arrangement for organizing Virtual Instructor-led Training programs.

b. The selected bidder shall use the stable technology platform (licenced version)/ platform as a service for delivery of online training and submit the details about the technolgoy platform within 2 weeks of issue of LOI for approval from DoIT&C.

c. The selected bidder shall make the arrangement for all training programs (as mentioned in Annexure-01) for conducting the online trainings in which the selected bidder doesn't have experience in providing trainings. The selected bidder shall submit the details for completion of all arrangments to DoIT&C, within a 15 days of issue of LOI.

4.2.2 In case of On-site Training Program the selected bidder shall comply the following:

a. The selected bidder shall be required to make arrangements of one/multiple training center(s) at each of the division.

b. The selected bidder shall not be allowed to provide training through a franchisee arrangement under any circumstance.

c. The selected bidder shall submit the list of proposed training centers at each divisions within 2 weeks of issue of LOI for approval from the DoIT&C.

4.2.3 The selected bidder shall provide the 3 trainer profiles (as per annexure-10) for each technolgy program (as mentioned in annexure-01) within a 15 days of issuance of LOI. The DoIT&C shall conduct the interviews of trainers for selecting the trainer, for a particular technology program. The DoIT&C may ask to the selected bidder to replace the trainer, in case if trainer found non-performing.

4.2.4 **Development, Deployment & Configuration of Training Management Sytem Portal at RSDC**

a. In order to successfully conducting the training programs and get a result oriented, trackable and measurable outcomes, the selected bidder shall develop & deploy the Training Managment System (TMS) portal, in Rajasthan State Data Center (RSDC) as per the timelines mentioned in section 4.3 of this RFP, with the following indicative functions/features however the final contents would be finalized after detailed discussion with selected bidder:

   i. Course Details
   ii. Course Contents (Syllabus, Audio/ Video/ Images/ Presentations)
   iii. Registration of Candidates for a Particular Course Module
   iv. Online Exam Module for Selection & Enrollment of Candidates for a Particular Course Module
   v. Batch Formation based on enrollment merit
   vi. Training Calendar
   vii. Batchwise Online Candidates Attendance Modules
   viii. Online Assessment/ Exams Module for a Particular Batch
   ix. Publications of Results (Batch Training Program)
   x. Feedback/Suggestions Module
   xi. Issue of Certificates
   xii. SMS/Emails Notifications (Integratable with Exchange Server)
   xiii. Dashboards & Reporting/MIS for Training Programs Conducted during Contract Period

b. The selected bidder shall maintain and make any changes as desired by the Purchaser during the entire contract period.

c. The IPR of TMS portal will be of the Purchaser from the date of deployment of the portal at RSDC.

d. The selected bidder shall submit Question bank for selction and enrollment of candidates/ online assesment & exam module.

4.2.5 Registration & Enrolement of Candidates for a Different Courses

a. The online registration of candidates for selection & enrollment in various training programs as mentioned in Annexure-01 shall be organized by the selected bidder.

b. The selection & enrollment of candidates shall be completed through the online exams. The selected bidder shall register the candidates for online exams.

c. The selected bidder shall register the candidates for online exams within a 7 days of signing of agreement.

d. After registration an online exams shall be conducted within a 15 days of signing of agreement by the selected bidder for selection and enrollment of registered candidates in specific courses.

e. After completing online exams, the selected bidder shall form the training batches on the basis of merit list of candidates for all training programs. The batch size shall be maximum of 25 candidates.

f. After formation of proposed batches, the selected bidder shall prepare the batches wise list of candidates and provide to DoIT&C for approval and placing the batch orders.

g. After receiving batch order the selected bidder shall organized online/ on-site training as per schedule given in batch order.

4.2.6 Execution of Training Programs

a. The selected bidder shall organize training as per the schedule provided in the batch order.

b. In case of online training the selected bidder shall under take the following under consideration:

    i. Ensure seemless connectivity during each training session.

    ii. Ensure that all trainings programs are up & running on time without any deviations.

    iii. Share the training tutorials/notes (softcopy) on TMS, so that same shall be accessible through TMS by all candidates.

    iv. The selected bidder shall ensure that the trianing portal and lab sessions are properly accessible to the candidates during the entire training program.

c. In case of on-site training the selected bidder shall enure the following:

    i. Share the training tutorials/notes (softcopy) on TMS, so that same shall be accessible through TMS by all candidates.

    ii. For full day course (10:00 AM to 05:00 PM daily basis),Training Agency shall also arrange for working lunch (One Vegitable, One Dal, One Rice, Four Chapatie, One curd, One Slad, One Pickle, One Sweet, One Papad) for each participant and light refreshment (tea/coffee & biscuits) for each participant twice a day at 11:00 AM and at 3:30 PM.

    iii. The selected bidder must strictly follows the Government of India (GOI) and Government of Rajasthan(GOR) Guidelines, SOP's and Orders issued for taking necessary measures of Covid-19 preventation. Any changes in guideline and Sop's

must be adhere and follow, that will issued time to time by State/ Cetral Government at all training centers.

d. General Instructions
    a. The training shall be performed in Hindi/English language only.
    b. Replacement of trainer shall not be allowed during the training batch execution.
    c. The selected bidder shall maintain the daily attendance of the candidates of particular batch and upload the signed copy of the attendance sheet on TMS on daily basis. In case attendance on first day is less than 80%, the selected bidder shall inform the same to DoIT&C, so that batch can be reschedule.

4.2.7 Assessments/Exams
a. Assessment of candidates followed by delivery of training should be integral part of the training programs. This should be in the form of online assessments/exams. The selected bidder shall conduct the online assessment/exam for a particular batch and display the results on the the TMS portal.
b. The online assesment/exam shall be conducted in approved training centers of the selected bidder only or DoIT&C office premices.
c. The assesments/exams shall be conducted on last two days of training program. On first day the candidates of the current batch shall be allow to appear from exam and second day the candidates of previous batches who wish to improve their ranking shall be allowed to appear.
d. Issue Training certificates to all the qualified candidates within a 7 days of completion of assesments/exams of trainng programs.

4.2.8 Training Facility Infrastructure for Onsite Training Programs
a. The training shall be organized in selected bidder facilities (locations). The selected bidder must ensure that the training facilities and practical labs are inline of training programs of concerned subjects/technolgies. The training facilities will be duly verified by the DoIT&C team before commencement of batches.
b. Every training room & lab shall be equipped with adequate infrastructure like furniture, PCs with Internet access, Projector, Air-conditioning systems, White board etc. Bidder shall ensure that all labs are equipped with suffcent number of required H/w and licence S/w on the system in the Lab for all training programs to accommodate minimum 25 candidates.
c. The selected bidder must strictly follows the Government of India (GOI) and Government of Rajasthan(GOR) Guidelines, SOP's and Orders issued for taking necessary measures of Covid-19 preventation. Any changes in guideline and Sop's must be adhere and follow, that will issued time to time by State/Central Government at all trianing centers.

4.2.9 Training Audits
The officials/ agency as nominated by DoIT&C during/after delivery of training programs shall undertake an independent assessment of the training programs.

4.3 Project Deliverables, Milestones, Time and payment Schedule

Scope of Work	Activity/Milestone	Deliverable	Timelines	Payment Terms
Deployment of Training Management System (TMS Portal) at RSDC	Development & Deployment of Registration module of TMS Portal	Go Live certificate issued by DoIT&C	Within a 7 days of signing of agreement	
	Development & Deployment of enrolment module of TMS with on-line exam for selection & enrolment of candidates in specific course	Go Live certificate issued by DoIT&C	Within a 15 days of signing of agreement	
	Development & Deployment of On Assessment module of TMS with on-line exam for assessment of candidates of a particular batch and publishing of batch result	Go Live certificate issued by DoIT&C	Within a 30 days of signing of agreement	
	Development & Deployment of all other functions/features/ modules of TMS portal as per SOW mentioned in the RFP and approved by DoIT&C	Go Live certificate issued by DoIT&C	Within a 60 days of signing of agreement	• 50% of price quoted and approved by DoIT&C in Part-C of Financial Bid • 40% Quarterly (5% in each quarter during entire contract period) • 10% after expiry of contract period.
Execution of Training Programs	Organizing online/ On-site training programs as per batch order	Following to be made available on TMS portal: • Daily Attendance of candidates of batch for all training days • Batch Result • Training certificates	Within 7 days of completion of training program of a batch	90% of batch order value

Scope of Work	Activity/Milestone	Deliverable	Timelines	Payment Terms
Batch Training Audits	• Training Audits to be conducted by nominated officials/ agency of DoIT&C	• Training audit report to be published on TMS portal	Within 7 days of completion of training program of a batch	Remaining 10% of batch order value on satisfactory audit report Note- • 10% payment shall not be made in case if the audit report is not satisfactory. • The recovery of the amount as proposed by TPA shall be made from due payments of the selected bidder during entire contract period Or from the security deposit

5. INSTRUCTION TO BIDDERS (ITB)

1) **Bid Security**

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

   a) In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.

   b) Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.

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

   d) The bid security may be given in the form of a banker's cheque or demand, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.

   e) The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.

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

   g) The bid security of unsuccessful bidders shall be refunded soon after completeing the bid process.

   h) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -

   a. when the bidder withdraws or modifies its bid after opening of bids;

   b. when the bidder does not execute the agreement, if any, after placement of supply/ batch order within the specified period;

   c. when the bidder fails to commence the supply of the goods or services or execute work as per supply/ batch order within the time specified;

   d. when the bidder does not deposit the performance security within specified period after the supply/ batch order is placed; and

   e. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.

   i) Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.

   j) No interest shall be payable on the bid security.

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

   l) The procuring entity shall promptly return the bid security after the earliest of the following events, namely: -

   a. the expiry of validity of bid security;

b. the execution of agreement for procurement and performance security is furnished by the successful bidder;

c. the cancellation of the procurement process; or

d. the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

2) **Sale of Bidding/ Tender Documents**

a) The sale of bidding documents shall be commenced from the date of publication of NIB and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the SPPP and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.

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

3) **Pre-bid Meeting/ Clarifications**

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

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

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

    a. Last date of submitting clarifications requests by the bidder: as per NIB

    b. Response to clarifications by procuring entity: as per NIB

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

e) Bidders need to submit pre-bid queries in a prescribed format (Annexure-2)

4) **Changes in the Bidding Document**

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

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

c) In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the

bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.

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

5) **Period of Validity of Bids**

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

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

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

6) **Format and Signing of Bids**

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

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

c) A Single stage-Twopart/ cover system shall be followedfor the Bid: -
   a. Technical Bid, including fee details, eligibility& technical documents
   b. Financial Bid

d) The technical bid shall consist of the following documents: -

S. No.	Documents Type	Document Format
Fee Details		
1.	Bidding document Fee (Tender Fee)	Proof of submission (PDF)
2.	RISL Processing Fee (e-Procurement)	Instrument/ Proof of submission (PDF)
3.	Bid Security	Instrument/ Proof of submission (PDF)
Eligibility Documents		
4.	Bidder's Authorisation Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.	As per Annexure-3 (PDF) and copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm.

S. No.		Document Format
		Any deviation of format shall not be accept.
5.	All the documents mentioned in the "Eligibility Criteria", in support of the eligibility	As per the format mentioned against the respective eligibility criteria clause (PDF)
Technical Documents		
6.	Covering Letter- Technical Bid	As per Annexure-11 On bidder's letter head duly signed by authorized signatory (PDF) Any deviation of format shall not be accept.
7.	Certificate of Conformity/ No Deviation	As per Annexure-5 On bidder's letter head duly signed by authorized signatory (PDF) Any deviation of format shall not be accept.

e) Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid – Cover Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-6 (PDF) Any deviation of format shall not be accept.
2.	Financial Bid– Format	As per BoQ (.XLS) format available on e-Procurement portal

f) The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

7) **Cost & Language of Bidding**
   a) The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
   b) The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

8) **Alternative/ Multiple Bids**

Alternative/ Multiple Bids shall not be considered at all.

9) **Deadline for the submission of Bids**
   a) Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
   b) Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

10) **Withdrawal, Substitution, and Modification of Bids**
   a) If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
   b) Bids withdrawn shall not be opened and processes further.

11) **Opening of Bids**
   a) The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
   b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
   c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
   d) All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
   e) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
      a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);

     b. bid is valid for the period, specified in the bidding document;

     c. bid is unconditional and the bidder has agreed to give the required performance security; and

     d. other conditions, as specified in the bidding document are fulfilled.

     e. any other information which the committee may consider appropriate.

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

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

12) Selection Method

  a) The selection method is Least Cost Based Selection (LCBS or L1)

13) Clarification of Bids

  a) To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.

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

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

14) Evaluation & Tabulation of Technical Bids

  a) Determination of Responsiveness

     a. The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.

     b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -

       i. "deviation" is a departure from the requirements specified in the bidding document;

       ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and

       iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.

     c. A material deviation, reservation, or omission is one that,

       i. if accepted, shall:-

         1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or

2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or

ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.

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

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

b) Non-material Non-conformities in Bids

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

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

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

c) Technical Evaluation Criteria

a. All the eligible bidders who have given a certificate of conformity/no deviation and meet pre qualification criteria of the RFP, shall be evaluated on the basis of following Technical Parameters:

S. No.	Technical Criteria	Max Marks	Documents Required
1.	Average Annual Turnover of the bidder from Training Services of IT Domain during last three financial years* (as per the audited balance sheets) from India • Minimum Rs. 1 Crores – 5 Marks • Rs. > 1 Crore to 3 Crore – 10 Marks • Rs. > 3 Crores – 15 Marks *Financial Year: - 2016-17, 2017-18, 2018-19	15	CA Certificate with CA's Registration Number/ Seal

2.	**Training Center in Rajasthan equipped with all required infrastructure (as mentioned in section 4.2.7 of this RFP.)** One mark per divisional headquarter (as mentioned in section 4.2 of this RFP), subject to maximum of 7 marks. Note: - One training center per divisional headquarter will be consider for evaluation.	7	• Undertaking on bidder letterhead duly signed by authorized signatory stating availability of training center in divisional headquarter. • DoIT&C official shall verify the same.
4.	% Coverage of training programs (as mentioned in Annexure-01), for which bidder have readily available online lab facilities (with all software/tools with requisite licenses): • Minimum 40% coverage - 8 Marks • One mark, for additional 5% coverage, subject to maximum of 20 marks.	20	As per Annexure-14
5.	**No. of Trainers associated with bidder in India** **Total no. of trainers** (Trainers On bidder pay roll + Guest/ Visiting Trainers) in India [the entity with the highest number of trainers gets full marks, and others get marks in reverse proportion]	8	Undertaking on bidder letterhead duly signed by authorized signatory stating no. of trainer on bidder pay roll and no. of Visiting Trainers.

| 6. | **Presentation**:

 • No. of Years of experience in deliver of Training Services

 • Capacity for execution of training programs

 • Details of available infrastructure at training facilities

 • Strategy on implementation of training program within the specified time period

 • Methodology for Training Delivery & Training assessment

 • Overall creativity and Innovative approach for successful engagement

 • Practical Demonstration by the bidder on the bidder online training platform in any domain (as mentioned in Annexure-01)

 • Achievements & Awards

 Note: - Presentation schedule will be communicated by DoIT&C after Technical Bid opening | **20** | **Presentation** |

b. The bidders meeting all the eligibility criteria and other conditions as stated in the RFP shall be considered for Technical Evaluation.

c. Scoring shall be done by technical evaluation committe based on presentation and above mentioned techncial qualification criteria.

d. The Selected Agency scoring 70% marks in the Technical Evaluation will be eligible for commercial bid opening.

d) Tabulation of Technical Bids

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

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

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

f) The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

15) **Evaluation & Tabulation of Financial Bids**

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

a) For two part/ cover Bid system, the financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present.

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

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

d) conditional Bids are liable to be rejected;

e) The offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order in case price is the only criteria, or evaluated and marked H1, H2, H3 etc. in descending order.

f) The Price quoted by the Bidder should include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;

g) The L1 bidder will be calculated on the basis of Part-A, Part-B and Part-C of financial Bid.

h) The bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;

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

j) It shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the service required to be procured.

16) **Correction of Arithmetic Errors in Financial Bids**

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

a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;

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

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

17) **Price/ purchase preference in evaluation**

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

18) **Negotiations**
   a) Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
   b) Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
   c) The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
   d) The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
   e) Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
   f) In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
   g) In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

19) **Exclusion of Bids/ Disqualification**
   a) A procuring entity shall exclude/ disqualify a Bid, if: -
      a. the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
      b. the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
      c. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
      d. the Bid materially departs from the requirements specified in the bidding document or it contains false information;
      e. the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority

a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;

f. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.

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

c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -

a. communicated to the concerned bidder in writing;

b. published on the State Public Procurement Portal, if applicable.

20) Lack of competition

a) A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -

a. the Bid is technically qualified;

b. the price quoted by the bidder is assessed to be reasonable;

c. the Bid is unconditional and complete in all respects;

d. there are no obvious indicators of cartelization amongst bidders; and

e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document

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

c) In case of dissent by any member of bid evaluation committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.

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

21) Acceptance of the successful Bid and award of contract

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

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

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

d) A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.

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

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

g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

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

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

22) **Information and publication of award**

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

23) **Procuring entity's right to accept or reject any or all Bids**

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

24) **Right to vary quantity**

a) Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract, if allowed in the bidding documents. The fair market value of such extra items payable by the procuring entity to the contractor shall be determined by the procuring entity in accordance with guidelines prescribed by the administrative department concerned.

b) Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract (if the original order was given after inviting open competitive Bids). Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
   a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
   b. 50% of the value of goods or services of the original contract.

25) **Performance Security**

a) Prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.

b) The amount of performance security shall be 2.5%,of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be .5% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 1% of the amount of supply order.

c) Performance security shall be furnished in any one of the following forms: -
   a. Bank Draft or Banker's Cheque of a scheduled bank;

   b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;

d) Performance security furnished in the form specified in clause [b.] of [c.] above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period if any.

e) Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
   a. When any terms and condition of the contract is breached.
   b. When the bidder fails to satisfactorily complete work/ provide services as per scope of tender/ RFP.
   c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.

f) Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.

g) No interest shall be payable on the PSD.

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

26) **Execution of agreement**
   a) A procurement contract shall come into force from the date on which the contract/ agreement is signed.
   b) The successful bidder shall sign the procurement contract within 21 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
   c) If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful biddler as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.
   d) The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

27) **Confidentiality**
   a) Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
      a. impede enforcement of any law;
      b. affect the security or strategic interests of India;
      c. affect the intellectual property rights or legitimate commercial interests of bidders;
      d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
   b) The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
   c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
   d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

28) **Cancellation of procurement process**
   a) If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
   b) A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
      a. at any time prior to the acceptance of the successful Bid; or

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

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

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

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

f) If a bidder is convicted of any offence under the Act, the procuring entity may: -
   a. cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
   b. rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

29) **Code of Integrity for Bidders**

a) No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.

b) The code of integrity include provisions for: -
   a. Prohibiting
      i. any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
      ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
      iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
      iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
      v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;
      vi. 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;
      vii. any obstruction of any investigation or audit of a procurement process;
   b. disclosure of conflict of interest;
   c. disclosure by the bidder of any previous transgressions with any Govt entity in India or any other country during the last three years or of any debarment by any other procuring entity.

c) Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
   a. exclusion of the bidder from the procurement process;

b. calling-off of pre-contract negotiations and forfeiture or encashment of bid security;

c. forfeiture or encashment of any other security or bond relating to the procurement;

d. recovery of payments made by the procuring entity along with interest thereon at bank rate;

e. cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;

f. debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

30) **Conflict of Interest**

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) they have controlling partners in common;

b) they receive or have received any direct or indirect subsidy from any of them;

c) they have the same legal representative for purposes of the bid;

d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another;

e) A bidder participates in more than one bid in the same bidding process. However, this does not limit the inclusion of the same sub-contractor, not otherwise participating as a bidder, in more than one bid; or

f) A bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the subject matter of procurement of the bidding process. All bidders shall provide in Eligibility Criteria documents, a statement that the bidder is neither associated nor has been associated directly or indirectly, with the consultant or any other entity that has prepared the design, specifications and other documents for the subject matter of procurement or being proposed as Project Manager for the contract.

31) **Interference with Procurement Process**

A bidder, who: -

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

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

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

d) fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds,

shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

32) **Appeals**

a) Subject to "Appeal not to lie in certain cases" below, 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 guidelines issued thereunder, he

may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

   a. Provided that after the declaration of a bidder as successful in terms of "Award of Contract", the appeal may be filed only by a bidder who has participated in procurement proceedings:

   b. Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.

b) The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.

c) If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (b) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (b) above or of the date of receipt of the order passed under (b) above, as the case may be.

d) The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:

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

   First Appellate Authority: Secretary, Finance (Budget), GoR

   Second Appellate Authority: Addl. Chief Secretary, Finance, GoR

f) Form of Appeal:

   a. Every appeal under (a) and (c) above shall be as per Annexure-09 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.

g) Fee for Appeal: 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 payable in the name of Appellate Authority concerned.

h) 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 (c) shall also be placed on the State Public Procurement Portal.

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

33) Stay of procurement proceedings

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

34) Vexatious Appeals & Complaints

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

35) Offenses by Firms/ Companies

  a) Where an offence under "The Rajasthan Transparency Public Procurement Act 2012" has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:
Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

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

  c) For the purpose of this section-

     a. "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and

      b. "director" in relation to a limited liability partnership or firm, means a partner in the firm.

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

36) **Debarment from Bidding**

a) A bidder shall be debarred by the State Government if he has been convicted of an offence
   a. under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
   b. under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

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

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

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

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

37) **Monitoring of Contract**

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

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

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

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

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

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

38) Verification of Eligibility Documents by DoIT&C

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

39) Price Fall

a) If the bidder i.e. rate contract holder quotes/ reduces its price to render similar goods , works or services at a price lower than the rate contract price at similar conditions to anyone in the state at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under the rate contract and the rate contract shall be amended accordingly.

b) The bidder, for compliance of the (a) above, shall furnish an undertaking to the Purchaser along with each bill for payment for supplies made against the Rate Contract.

40) Issuance of Batch Order under Rate Contract

a) As per the project requirements, from time to time, the Purchaser shall issue batch order to the successful bidder(s) for exectuion of training batch as mentioned in the Rate Contract, however the rate contract does not guarantee the bidder to receive any minimum/ committed number of batch order(s) from DoIT&C.

41) General Instructions

Anything that is not mentioned/ covered explicitly in the RFP shall be governed by RTPP Act, 2012 and Rules thereto.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

Definitions

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

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

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

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

d) "Day" means a calendar day.

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

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

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

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

i) The "Services" means any related Services to be provided to the Purchaser under the Contract

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

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

l) "Successful or Selected bidder or Selecte Agency" means private or government entity, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.

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

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc. of the Goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing or

services to be rendered, he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

1) **Contract Documents**

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

2) **Interpretation**

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

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

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

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

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

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

3) **Language**

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

   b) The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

4) **Joint Venture, Consortium, Subletting or Association/Franchises**

   a) Consortium or Joint Venture or Subletting (part/full) or Association/Franchises is not allowed under this RFP.

5) **Service of Notice, Documents & Orders**
   A. A notice, document or order shall be deemed to be served on any individual by -
      a. delivering it to the person personally; or
      b. leaving it at, or sending it by post to, the address of the place of residence or business of the person last known;
      c. on a body corporate by leaving it at, or sending it by post to, the registered office of the body corporate.
   B. When the procedure laid down in (a) above is followed, service shall be deemed to be effected by properly addressing, preparing and posting the document, notice or order, as the case may be.
   C. A Notice shall be effective when delivered or on the Notice's effective date, whichever is later.

6) **Governing Law**

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

7) **Scope of Services**
   a) Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the bidding document.
   b) Unless otherwise stipulated in the Contract, the scope of supply shall include all such services/ delieverables not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such services were expressly mentioned in the Contract.

8) **Supplier's/ Selected Bidder's Responsibilities**

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

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

10) **Contract Price**

   a) The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.

   b) Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

11) **Recoveries from Supplier/ Selected Bidder**

   a) Recovery of penalties, etc shall be made ordinarily from bills.

   b) The Purchase Officer shall withhold amount to the extent of short supply, or for delay in supply of services/ delieverables unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with tendering authority for this tender.

   c) In case, recovery is not possible recourse will be taken under Rajasthan PDR Act or any other law in force.

12) **Taxes & Duties**

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

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

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

13) **Specifications and Standards**

   a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conform to the specifications shall be final and binding on the supplier/ selected bidder.

   b) Technical Specifications and Drawings

      i. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.

      ii. The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.

    iii.   The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.

c)   Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.

14) **Copyright**

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

15) **Confidential Information**

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

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

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

d)   The obligation of a party under sub-clauses above, however, shall not apply to information that: -
    i.   the Purchaser or Supplier/ Selected Bidder need to share with DoIT&C or other institutions participating in the Contract;
    ii.   now or hereafter enters the public domain through no fault of that party;
    iii.   can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
    iv.   otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

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

f) The provisions of this clause shall survive during the course of agreement and after three years of completion or termination,for whatever reason, of the contract.

16) **Delivery period & Extent of Quantity – Repeat Orders**

a) The time specified for delivery shall be deemed to be the essence of the contract and the successful bidder shall arrange supplies within the period on receipt of the firm order from the Purchase Officer.

b) The selected bidder shall arrange supplies within the stipulated time period.

17) **Payments**

Payment shall be made as defined in the condition no. 1 of chapter 7 of the RFP.

18) **Liquidated Damages (LD)/Penalties**

Liquidated damages/penalties shall be levied as defined in the condition no. 2 of chapter 7 of the RFP.

If a bidder imposes conditions which are in addition to or in conflict with the conditions mentioned herein, his bid is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of bid issued by the Purchase Officer

19) **Settlement of Disputes**

Any dispute arising out of contract shall be settled as per the provisions of Arbitration and Conciliation Act 1996.

20) **Legal**

All legal proceedings, if necessary arise to institute may by any of the parties (Government of Contractor) shall have to be lodged in courts situated in Rajasthan and not elsewhere.

21) **Indemnity**

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

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

ii. the sale in any country of the products produced by the Goods.

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

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

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

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

e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

22) **Limitation of Liability**

Except in cases of gross negligence or wilful misconduct: -

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

b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided.

23) **Force Majeure**

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

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

c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the DoIT&C in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by DoIT&C, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.

d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.

e) In case a Force Majeure situation occurs with the DoIT&C, the DoIT&C may take the case with the supplier/ selected bidder on similar lines.

24) **Change Orders and Contract Amendments**

a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause "Notices" above, to make changes within the general scope of the Contract in any one or more of the following: -
   i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
   ii. the method of shipment or packing;
   iii. the place of deployment & delivery; and
   iv. the scope of services to be provided by the supplier/ selected bidder.

b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.

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

d) Procedure of change Order:-
   a. Upon receiving any revised requirement/advice, in writing, from the Purchaser, the Selected Agency would discuss the matter with the Purchaser.
   b. In case such requirement arises from the side of the Selected Agency, it would communicate in writing the matter with Purchaser as well as discuss the matter, giving reasons thereof.
   c. In either of the two cases as explained in a. and b. above, both the parties will discuss on the revised requirement for better understanding and to mutually decide whether such requirement constitutes a Change Order or not.
   d. If it is mutually agreed that such requirement constitutes a "Change Order" then the Selected Agency will study the revised requirement and assess subsequent schedule and cost effect, if any.
   e. If Purchaser accepts the implementation of the Change Order in writing, then the Selected Agency shall commence to proceed with the enforcement of the Change Order.

f. In case, mutual Agreement under Clause d. above, i.e. whether new requirement constitutes the Change Order or not, is not reached, then the Selected Agency in the interest of the works, shall continue providing Services as defined under the Contract. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a Change Order, the same shall be compensated taking into account the records kept in accordance with the Contract.

g. The Selected Agency shall submit necessary back up documents for the Change Order showing the break-up of the various elements constituting the Change Order for the Purchaser's review. If no Agreement is reached between the Purchaser and Selected Agency within 30 days after Purchaser's instruction in writing to carry out the

h. change concerning all matters described above, either party may refer the dispute to the 'Management Committee' comprising of senior officials from the DOI&C, GOR.

25) **Termination**

a) **Termination for Default**

i. The procuring entity may, without prejudice to any other remedy for breach of contract, by written a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -

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

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

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

    d. If the supplier/ selected bidder commits breach of any condition of the contract.

ii. If DoIT&C terminates the contract in whole or in part, amount of PSD may be forfeited.

iii. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.

iv. As on effective date of termination, Tendering Authority shall pay:

    a. The unpaid value of all the assets/ services supplied by the bidders and accepted by the purchaser in accordance with the tender document.

    b. All the services delivered by the bidder and accpeted by the purchaser, the consideration payable shall be based on services rate as per agreement.

b) **Termination for Insolvency**

DoIT&C may at any time, terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the

supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to DoIT&C.

c) **Termination for Convenience**

  i. DoIT&C, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.

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

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

  a. To have any portion completed and delivered at the Contract terms and prices; and/or

  b. To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

iv. As on effective date of termination, Tendering Authority shall pay:

  a. The unpaid value of all the assets/ services supplied by the bidders and accepted by the purchaser in accordance with the tender document.

  b. All the services delivered by the bidder and accpeted by the purchaser, the consideration payable shall be based on services rate as per agreement.

7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

1) Payment Terms

a) **Payment terms–** Payments to the successful/selected bidder shall be made as per the payment schedule defined in section 4.3 (Project Deliverables, Milestones, Time and Payment Schedule).

b) The selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices (in triplicate) describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.

c) The requisite payment will be released by the Purchaser upon acceptance of the deliverables submitted and work performed by the Selected Agency. If the deliverables submitted / work performed by the Selected Agency is not acceptable to the Purchaser, payments shall not be released to the Selected Agency. This is without prejudicing the Purchaser's right to levy any Penalties based on the Service levels agreed between the Purchaser and the Selected Agency. In such case, the payment will be released to the Selected Agency only after it re-submits the deliverable / performs work and which is accepted by the Purchaser

d) In case of early termination of the Contract between the Purchaser and the Selected Agency, the payment shall be made to the Selected Agency as mentioned here with.

    a. The Selected Agency shall provide required deliverables accepted by purchaser. Based on such details, the payment due will be calculated and paid as per the agreed 'Rate' by category.

    b. Penalties, if any, for violating the Service Levels will be computed and decuted from the payment to be paid.

e) Due payments shall be made promptly by the purchaser, generally within thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.

f) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.

g) All remittance charges will be borne by the supplier/ selected bidder.

h) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.

i) Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.

j) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.

k) Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.

2) Service Level Standards/ Requirements/ Agreement:

a) **Purpose & Duration of SLA:** The SLA purpose is to enforce a contract between the selected bidder and Purchaser. The SLA would come into effect from the date of agreement and until the successful completion of the contract period.

b) Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all

such Service Levels, the Purchaser will reserve the rights to levy Penalties on the Selected Agency

Service	Penalty level in case of default
Development & Deployment of Registration module of TMS Portal	Rs. 500 Per delayed day
Development & Deployment of enrolment module of TMS with on-line exam for selection & enrolment of candidates in specific course	Rs. 1000 Per delayed day
Development & Deployment of On Assessment module of TMS with on-line exam for assessment of candidates of a particular batch and publishing of batch result	Rs. 1000 Per delayed day
Development & Deployment of all other functions/features/modules of TMS portal as per SOW mentioned in the RFP and approved by DoIT&C	Rs. 300 Per delayed day

Note: - Any recovery of the amount as proposed by TPA shall be made from due payments of the selected bidder during entire contract period Or from the security deposit.

3) **Calculation of Penalty**

a) The penalty percentages applicable for violation of Service Levels are specified in the table above.

b) The Purchaser also reserves the right to invoke the Performance Security furnished by the Selected Agency at the time of signing the Contract with the Purchaser, if for any reason stated in the Contract document, the Contract of the Selected Agency is terminated.

c) Total penalty to be capped subject to maximum of batch order value.

d) The penalty on deployment of TMS portal shall not exceed the total amount of TMS portal at quoated by bidder and approved by the purchaser.

e) If, for any reason beyond the reasonable control of the Selected Agency and any delay due to DoIT&C part, the penalty for such conditions may be levied after thorough examination of the case by the competent authority.

4) **Service Level Change Control**

f) It is acknowledged that the Service Levels may change as the roles and responsibilities evolve over the course of the Contract period.

g) Any changes to the Service Level provided during the term of the Contract between the Purchaser and the Selected Agency and as defined above, will be requested, documented and negotiated in good faith by the Purchaser and the Selected Agency. Change in Service Level can be requested by either party (Purchaser or Selected Agency).

h) Upon receiving any revised requirement in writing, from the Purchaser, the Selected Agency would discuss the matter with the Purchaser to gain a better understanding of the requirement.

i) In case such requirement arises from the side of the Selected Agency, it would communicate in writing the matter with Purchaser as well as discuss the matter, giving reasons thereof.

j) In either of the two cases as explained above, both the parties will discuss on the revised requirement for better understanding and to mutually decide whether such requirement constitutes a change in Service Levels or not.

k) If it is mutually agreed that such requirement constitutes a "Change in Service Levels" then a new Service Level Agreement will be prepared and signed by the Selected Agency and Purchaser to confirm a "Change in Service Level" and will be documented as an addendum to this Contract.

l) In case, mutual Agreement is not reached, then the Selected Agency shall continue providing Services under the current Service Levels as defined in the contract.

5) Change Requests/ Management

a) An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the selected bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.

b) DoIT&C may at any time, by a written order given to the bidder , make changes within the general scope of the Agreement in any one or more of the following: -

✓ Designs, specifications, requirements which service to be provided under the Agreement are to be specifically rendered for DoIT&C.

✓ The method of deployment.

✓ Schedule.

✓ The place of delivery and/or the services to be provided by the bidder.

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

✓ Identification and documentation of the need for the change - The information related to initiator, initiation date and details of change required and priority of the change will be documented by DoIT&C.

✓ Analysis and evaluation of the Change Request - Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented by the bidder.

✓ Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule by the selected bidder.

✓ Verification of the change - The change will be verified by DoIT&C on implementation of the change request.

d) All changes outside the scope of supplies agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by SI only

after securing the express consent of DoIT&C. In the event that the consent of DoIT&C is not received then the change will not be carried out.

e) While approving any change request, if required, DoIT&C may ask the bidder to deploy the required trainer on-site.

f) If any such change outside the scope of supplies agreed to herein causes an increase or decrease in cost of, or the time required for, firm's performance of any provisions under the Agreement, equitable adjustments shall be made in the Agreement Price or Delivery Schedule, or both, and the Agreement shall accordingly be amended. Any claims by firm for adjustment under this must be asserted within 30 (thirty) days from the date of SI receiving the DoIT&C change order which shall not be unreasonably withheld or delayed.

ANNEXURE-1: SUBJECT/TECHNOLOGY

Program Number	Training Programs	Subjects/Technologies	Tentative No. of Candidate	Tentative No. of Batches	Tentative Duration Per Batch (Onsite Training)	Tentative Hours Per Batch (On-Site Training)
1	Web Site Design & Development	HTML 5.0 & CSS Basics & Advance	200	8	20 Full Days	160 Hours
		Java Script Basics				
		Angular JS Basics				
		UI/UX, Graphic Designing Advance				
		Adobe Experience Manager Basics				
		Apache Web Server Basics				
2	Web & Social Media	Digital Marketing (Digital Strategy for brand marketing, Social Media, SEO)	50	2	5 Full Days	40 Hours
3	Web Application Development Using Microsoft .Net	Programming Fundamentals	200	8	30 Full Days	240 Hours
		HTML 5.0 & CSS Basics				
		Java Script				
		Angular JS				
		Ajax				
		XML/XSLT/JSON				
		Database Basics				
		ASP. Net MVC 5 & IIS				
4		Programming Fundamentals	200	8	30 Full Days	240 Hours
		HTML 5.0 & CSS Basics				

	Web Application Development Using Java	Java Script				
		Angular JS				
		Ajax				
		XML/XSLT/JSON				
		Database Basics				
		Core & Advance Java				
		Apache Web Server				
5	Web Application Development Using PHP	Programming Fundamentals	100	4	30 Full Days	240 Hours
		HTML 5.0 & CSS Basics				
		Java Script				
		Angular JS				
		Ajax				
		XML/XSLT/JSON				
		Database Basics				
		Laravel PHP				
6	Web Application Development Using Python	Programming Fundamentals	50	2	30 Full Days	240 Hours
		HTML 5.0 & CSS Basics				
		Java Script				
		Angular JS				
		Ajax				
		XML/XSLT/JSON				
		Database Basics				
		Python Programming Language				
		Python Django/Flask and WSGI Server				

7	Database Designing	Introduction to Relational Database Management System	50	2	20 Full Days	160 Hours
		Database Schema Design				
8	Database Development	Introduction to Relational Database Management System	100	4	20 Full Days	160 Hours
		SQL Writing				
9	Database Administration Using MS SQL	MS SQL Basics & Advance	50	2	20 Full Days	160 Hours
10	Database Administration Using MySQL	MySQL Basics & Advance	50	2	20 Full Days	160 Hours
11	Database Administration Using Oracle	Oracle Basics & Advance	50	2	20 Full Days	160 Hours
12	Application Testing	Application Testing & Introductions to Testing tools	100	4	5 Full Days	40 Hours
13	Mobile Application Developer	Android/IOS	100	4	5 Full Days	40 Hours
14	Cyber Security Expert	Cyber Security & Ethical Hacking Basics	50	2	15 Full Days	120 Hours
15	Data Analytics	Fundamentals of Data Analytics and Introduction to various analytics tools/ platform	50	2	5 Full Days	40 Hours
16	Emerging Technologies	AI & Machine Learning, Robotics, Block Chain and IOT Basics	50	2	8 Full Days	64 Hours
17	Networking Basics	Basic Networking and Trouble Shooting	1000	40	5 Full Days	50 Hours
18	Advance Networking	Networking Fundamentals & Advance Networking	100	4	10 Full Days	80 Hours

19	Network Security	Network Security	50	2	10 Full Days	80 Hours
20	Windows Administration	Windows Server Administration	50	2	5 Full Days	40 Hours
21	Linux Administration	Linux Server Administration	50	2	5 Full Days	40 Hours
22	Exchange Server	Exchange Server	50	2	5 Full Days	40 Hours
23	Project Management (PMP)	PMP V6.0	50	2	5 Full Days	40 Hours
24	Project Management (Prince 2)	Prince -2 Foundation	50	2	5 Full Days	40 Hours
		Prince -2 Practitioner	50	2	5 Full Days	40 Hours
25	ITIL V4 (Foundation)	ITIL V4 (Foundation)	50	2	5 Full Days	40 Hours
26	ITIL V4 (Professional)	ITIL V4 (Professional)	50	2	5 Full Days	40 Hours
27	ITIL V4 (Specialist)	ITIL V4 (Specialist)	50	2	5 Full Days	40 Hours
28	Devops	Devops and Devops Tools	50	2	5 Full Days	40 Hours
29	Business Analyst	Business Analyst	50	2	5 Full Days	40 Hours

Note: -

- The number of batches, number of candidates and program duration for each training program are tentative. It may increase and decrease as per the requirement of DoIT&C. The Annexure-13 includes the detailed curriculums for above training programs.

- The training programs shall consists 70% theory and 30% practical sessions during the training sessions.

ANNEXURE-2: PRE-BID QUERIES FORMAT

{to be filled by the bidder}

Name of the Company/Firm: _____

_____

Bidding Document Fee Receipt No. _____ Dated_____ for Rs. _____/-

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

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

Company/Firm Contacts:

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

Query / Clarification Sought:

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

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

ANNEXURE-3: BIDDER'S AUTHORIZATION CERTIFICATE

{to be filled by the bidder}

To,

{Procuring entity},

_____,

_____,

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

Thanking you,

Name of the Bidder: -   Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

ANNEXURE-4: SELF-DECLARATION

_{to be filled by the bidder}

To,

{Procuring entity},

_____,

In response to the NIB Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign.of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding,: -

a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;

b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;

c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.

d) does not have any previous transgressions with any Govt. entity in India during the last three years

e) does not have any debarment by any other Govt. procuring entity in India at the time of bid submission

f) isnot insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;

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

h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.

i) will comply with the code of integrity as specified in the bidding document.

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

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-5: CERTIFICATE OF CONFORMITY/ NO DEVIATION

{to be filled by the bidder}

To,

{Procuring Entity},

_____,

CERTIFICATE

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

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

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the execution of the scope of services as mentioned in chapter 4 of RFP, to meet the desired Standards set out in the Tender/ bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-6: FINANCIAL BID COVER LETTER & FORMAT

COVER LETTER

{to be submitted by the bidder on his Letter head}

To,

{Procuring Entity},

_____,

Reference: NIB No. :_____ Dated:_____

Dear Sir,

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

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

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

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

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

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

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

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

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

Date:

Authorized Signatory

Name:

Designation:

Financial Bid Format

{to be submitted by the bidder only in BoQ format (.XLS) available at e-Procurement portal}

• **Tender Inviting Authority: Commissioner & Special Secretary, DoIT&C**
Name of Work: RFP for "Selection of Training Agency (Rate Contract) for Imparting Trainings to Officials of Government of Rajasthan"
NIT Ref. No.:
Bidder Name :
PRICE SCHEDULE (ITEMS) **(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded on e-Proc after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)**

Part-A – Onsite Training Program							
Sl. No.	Course Description	Unit	Quantity	Unit Rate (incl. all other Taxes except GST) (in INR)	Total Rate (incl. all other Taxes except GST) (in INR)	Applicable GST (In %)	Total Price including GST (In INR.)
1	**2**	**3**	**4**	**5**	**6 = 5 * 4**	**7**	**8 = 6 + 7**
1.	Web Site Design & Development	Batch	3				
2.	Web Application Development Using Microsoft .Net	Batch	3				

3.	Web Application Development Using Java	Batch	3				
4.	Web Application Development Using PHP	Batch	3				
5.	Database Development	Batch	1				
6.	Application Testing	Batch	1				
7.	Mobile Application Developer	Batch	1				
8.	Networking Basics	Batch	16				
9.	Advance Networking	Batch	1				
Total in Figures							

Sl. No.	Course Description	Unit	Quantity	Unit Rate (incl. all other Taxes except GST) (in INR)	Total Rate (incl. all other Taxes except GST) (in INR)	Applicable GST (In %)	Total Price including GST (In INR.)
Part-B – Online Training Program							
1	**2**	**3**	**4**	**5**	**6 = 5 * 4**	**7**	**8 = 6 + 7**
1.	Web Site Design & Development	Batch	5				
2.	Web & Social Media	Batch	2				
3.	Web Application Development Using Microsoft .Net	Batch	5				
4.	Web Application Development Using Java	Batch	5				
5.	Web Application Development Using PHP	Batch	5				
6.	Web Application Development Using Python	Batch	2				
7.	Database Designing	Batch	2				
8.	Database Development	Batch	3				

9.	Database Administration Using MS SQL	Batch	2				
10.	Database Administration Using MySQL	Batch	2				
11.	Database Administration Using Oracle	Batch	2				
12.	Application Testing	Batch	3				
13.	Mobile Application Developer	Batch	3				
14.	Cyber Security Expert	Batch	2				
15.	Data Analytics	Batch	2				
16.	Emerging Technologies	Batch	2				
17.	Networking Basics	Batch	24				
18.	Advance Networking	Batch	3				
19.	Network Security	Batch	2				
20.	Windows Administration	Batch	2				
21.	Linux Administration	Batch	2				

22.	Exchange Server	Batch	2				
23.	Project Management (PMP)	Batch	2				
24.	Project Management (Prince 2)	Batch	2				
25.	ITIL V4 (Foundation)	Batch	2				
26.	ITIL V4 (Professional)	Batch	2				
27.	ITIL V4 (Specialist)	Batch	2				
28.	Devops	Batch	2				
29.	Business Analyst	Batch	2				
Total in Figures							

Part-C – TMS Portal						
Sl. No.	Course Description	Unit	Quantity	Unit Rate (incl. all other Taxes except GST) (in INR)	Applicable GST (In %)	Total Price including GST (In INR.)
1	2	3	4	5	6	7 = 5 + 6
1.	Development & Deployment of TMS Portal as per SOW mentioned in the RFP	Number	1			

Total in Figures					

Summary of Part – A, B, & C				
Sl. No.	Course Description	Total Rate (incl. all other Taxes except GST) (in INR)	Applicable GST (In %)	Total Price including GST (In INR.)
1	2	3	4	5 = 3 + 4
1.	Part – A – On-Site Training Program			
2.	Part – B – Online Training Program			
3.	Part – C – TMS Portal			
Total in Figures				

1) Tax rate shall be as per prevailing rates
2) The bidder shall quote for each line items.
3) The rate contract does not guarantee the bidder to receive any minimum / committed number of batch order (s) from DoIT&C.
4) The L1 Bidder will be calculated on the basis of price quoted in Part-A, Part-B & Part-C of financial bid.

ANNEXURE-7: BANK GUARANTEE FORMAT

{to be submitted by the bidder's bank}

BANK GUARANTEE FORMAT – BID SECURITY

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

To,

The Joint Secretary & Technical Director,

Department of Information Technology & Communication, Government of Rajasthan,

New IT Building, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Sir,

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

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

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

2. Now, therefore, we the ………………………………….…… (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at…………………... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the DoIT&C of the said guaranteed amount without any demur, reservation or recourse.

3. We, the aforesaid bank, further agree that the DoIT&C shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the DoIT&C on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the DoIT&C that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the DoIT&C shall be final and binding on us.

4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the DoIT&C and it is further declared that it shall not be necessary for the DoIT&C to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the DoIT&C may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

7. The right of the DoIT&C to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s. ………..………………(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..

8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.

9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

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

In presence of:

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

(1) …………………………………………

   …………………………………………

(2) …………………………………………

   …………………………………………

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

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

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

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

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

To,

The Joint Secretary & Technical Director,

Department of Information Technology & Communication, Government of Rajasthan,

New IT Building, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

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

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

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

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

5. We ....(indicate the name of Bank) further agree with the DoIT&C that the DoIT&C shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the DoIT&C against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or

extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the DoIT&C or any indulgence by the DoIT&C to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.

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

7. We............................ (Indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the DoIT&C in writing.

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

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

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

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

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

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the DoIT&C
For and on behalf of the DoIT&C

Signature

(Name & Designation)

ANNEXURE-8 : DRAFT AGREEMENT FORMAT (in case of DoIT&C) (Tentative Format)

This Contract is made and entered into on this _____day of _____, 2020 by and between Department of Information Technology & Communication, Rajasthan, having its head office at New IT Building, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ DoIT&C) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

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

Whereas,

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

And whereas

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

And whereas

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

And whereas

The supplier has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit for the due performance of the contract.

This agreement is being executed on behalf of M/s (Concerned Department) _____, to procure defined services, DoIT&C is acting merely as a Pure Agent who neither intends to hold or holds any title to the services being procured or provided. So all the services are required to be delivered in the name of M/s (Concerned Department) _____ along with invoices of supplied items/ services, although payment will be made by DoIT&C on behalf of said department/ company.

Now it is hereby agreed to by and between both the parties as under: -
1. The NIB Ref. No. _____ dated _____ and RFP document dated _____ issued by DoIT&C along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.

2. In consideration of the payment to be made by DoIT&C to supplier at the rates set forth in the batch order no. _____ dated _____ will duly supply the said articles set forth in "Annexure-1: Subject/Technologies" thereof and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.

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

4. The timelines for the prescribed Scope of Work, requirement of services shall be effected from the date of batch order i.e. _____ and completed by supplier within the period as specified in the RFP document.

5. In case of extension in the service delivery period , the recovery shall be made as defined in Service Level standards/Requirements/Agreement at Chapter 7 of this RFP

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

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

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this _____day of _____, 2020.

Signed By:	Signed By:
Designation:,	(**Authorized Signatory**)
Company:	DoIT&C
In the presence of:	*In the presence of:*
Designation:	Designation:
Company:	DoIT&C
Designation:	Designation:
Company:	DOIT&C

ANNEXURE-9: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

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

1. Particulars of appellant:
    a. Name of the appellant: <please specify>
    b. Official address, if any: <please specify>
    c. Residential address: <please specify>

2. Name and address of the respondent(s):
    a. <please specify>
    b. <please specify>
    c. <please specify>

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or 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:<please specify>

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

5. Number of affidavits and documents enclosed with the appeal:<please specify>

6. Grounds of appeal (supported by an affidavit):<please specify>

7. Prayer:<please specify>

Place ………………………………….
Date …………………………………

Appellant's Signature

ANNEXURE-10: CV FORMAT

(To be used for providing resumes for profile as per Chapter 4 of RFP and for all projects in the future)

1	Proposed Position and Skill Set	
2	Name of Firm	
3	Name of Staff [Insert full name]	
4	Date of Birth	
5	Education [college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	
6	Membership of Professional Associations / Societies	
7	Summary of key Training and Certifications	
8	Countries of Work Experience: [List countries where staff has worked in the last ten years]	
9	Language Proficiency	(Read/Write/Speak) - (Excellent/Good/Fair)
10	Technology/ Subjects	Name of Subjects/Technology Level: - Intermediate, Moderate, Professional
11	Employment Record [Starting withpresent position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]	From [Year]: To [Year]: Employer: Positions held: Employment type: Permanent/ Contract/
12	Highlights of assignments Handled and significant accomplishments	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

ANNEXURE-11: TECHNICAL BID COVER LETTER

To

Joint Secretary & Technical Director,

Department of Information Technology & Communication, Government of Rajasthan,

New IT Building, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Subject: Selection of Training Agency (Rate Contract) for Imparting Trainings to Officials of Government of Rajasthan

Dear Sir,

1) Having examined the Tender, we, the undersigned, offer to propose for providing our bid for rate contract for engagement of Imparting Traiings for Government of Rajasthan, in full conformity with the Letter of requirement.

2) We have read the provisions and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Bid shall not be given effect to.

3) We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification

4) We understand you are not bound to accept any proposal you receive.

5) Our correspondence details with regards to this Tender are:

S.No	Information	Details
1	Name of Bidder	
2	Address of Bidder	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this Tender	
4	Telephone no. of contact person:	
5	Mobile no. of contact person:	
6	Fax no. of contact person:	
7	E-mail address of contact person:	

6) We hereby declare that our Bid response is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,
[BIDDER'S
NAME]

Name
Title
Signature
Date

ANNEXURE-12: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

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

ANNEXURE-13: SYLLABUS

HTML 5.0 & CSS

Course Content:

- Introduction to HTML5 Development
- Introduction to CSS
- Introduction to JavaScript
- Introduction to jQuery
- Creating Page Structure and Navigation
- Creating Form Input and Validation
- Laying Out and Styling Webpages
- Getting Started with Graphics and Multimedia Elements
- Creating Advanced Graphics
- Drawing with SVG
- Animation
- Choosing Between SVG and Canvas
- Using Client-Side Storage
- Web Storage vs. Cookies
- Web Storage API
- Using Advanced HTML5 JavaScript APIs
- Using WebMatrix and Other Developer Tools
- WebMatrix
- ASP.NET MVC3 and Razor

Java Script

Course Content:

- Introduction to JavaScript
- Introduction to web development and JavaScript
- How to create a JavaScript application
- How to test and debug a JavaScript application
- XHTML
- CSS
- JavaScript Essentials
- How to get input and displays output
- How to work with numbers, strings, dates
- How to code control statements
- How to create and use array
- How to create and use function
- How to create and use objects
- How to use regular expressions, handle exceptions, and validate data
- DOM Scripting
- Basic DOM scripting
- Advanced event handling
- Advanced DOM manipulation
- How to script CSS
- How to script tables and forms
- Animation with DOM scripting
- Other JavaScript Skills
- How to control the web browser
- How to use JavaScript libraries

AngularJS

Course Content:

Module 1: Understanding AngularJS and its Uses

- What is AngularJS?
- Why do we Choose AngularJS?
- MVC Concepts
- Angular App Lifecycle
- Where is AngularJS Used?

Module 2: Controllers, Expressions, Sharing Data, and Two Way Data Binding

- Introduction to a Simple AngularJS App
- Modules
- Controllers
- Views
- Expressions
- Data Binding
- Two Way Data Binding
- Event Handlin

Module 3: Directives, Filters, and Routes

- Introduction to Directives
- Common Directives
- Filters
- Routes

Module 4: Custom Directives, Scope, and Services

- Creating a Custom Directive
- Invoking a Custom Directive
- Scopes
- Nested Scopes and Controllers
- Services

Module 5: Form Validation and AngularJS Animations

- Forms Validation
- AngularJS Animation

Module 6: Services and Communication in AngularJS

- Introduction and understanding REST API
- Moving to RESTful services in AngularJS
- Basics of communication with server
- Accessing server resources with $http and $service
- Handling Errors in ClientServer
- Communication using $resource

Module 7: Building Single Page Applications in AngularJS

- Basics of AngularJS
- Dependency Injection (DI)
- AngularJS: Factory and Service
- Differences between Factory and Service
- AngularJS Dynamic templates
- Building Single Page Applications (SPAs) with Angular

WEB APPLICATION DEVELOPMENT THROUGH JAVA

Course Content-

- Serialization
- Externalization
- File management
- Threads
- JDBC (Java Database Connectivity)

Servlets

- Overview of Servlets
- Web Application Architecture
- Servlet Life Cycle
- Types of Servlets
- Servlet Config& Context
- Session Management
- Request Dispatcher (Forward, Include)
- Send Redirect
- Filters
- Request & Response headers
- Web Application Deployment

JSP (Java Server Pages)

- Introduction to JSP
- JSP Life Cycle
- JSP Implicit Objects
- Scriplets, Expressions, Declarative tags
- Directives
- Standard Action tags
- Scope
- Page Context

Struts

- Struts Overview
- MVC2 Architecture
- Struts Flow
- Struts tags
- Form Beans, Action Class, Controller
- Internationalization

Spring

- SPRING Overview and Architecture
- Inversion of Controller (IoC)
- Dependency Injection
- ORM Support Using Hibernate
- Spring Web MVC

Hibernate

- Difference b/n Hibernate & JDBC
- Architecture & Configuration
- CRUD Operations (Save, Update, Save Or Update, Delete, Load/Get, Batch Update/Insert)
- Fetching Mechanisms
- Object States
- Mappings (Uni/Bi- Directional)
- Criteria API
- Hibernate Query Language (HQL)
- Caching Mechanisms

ANT/MAVEN

- Build Management

AJAX

Course Content-

- Basic controls of Ajax
- Script Manager Proxy
- Update Panel
- Update Progress and Timer
- Examples On Basic Controls of Ajax
- Ajax and WCF Examples
- Ajax Control Toolkit introduction
- Always Visible Control Extender
- Animation Extender and Auto Complete Extender
- Balloon Popup Extender
- Calendar Extender and Collapsible Panel Extender
- Color Picker Extender
- Confirm Button Extender and Modal Popup Extender
- Drag Panel Extender
- Drop Down Extender and Drop Shadow Extender
- Dynamic Populate Extender
- Filtered Text Box Extender and Hover Menu Extender
- Html Editor Extender
- List Search Extender
- Masked Edit Extender and Masked Edit Validator
- Mutually Exclusive Check Box Extender
- Numeric Updown Extender and Paging Bulleted List Extender
- Popup Control Extender
- Resizable Control Extender and Rounded Corners Extender
- Slider Extender and Slide Show Extender
- Text Box Watermark Extender
- Toggle Button Extender and Update Panel Animation Extender
- Validation Callout Extender and Accordion Control
- Ajax File Upload and Async File Upload
- Cascading Drop Down
- Combo Box
- Nobot and Rating
- Reorder List And Tab Container

XML/XSLT/JSON

Course Content:

- Introduction and Overview of XML, Ajax, Web Services
- Designing and Implementing XML Documents
- XML document structure
- XML design and data mapping
- Distinguishing dialects with namespaces
- Generating and Updating XML Documents
- The XML processing models
- Communicating with databases using XML
- Processing information with the DOM
- Validating XML Data
- Constraining XML structure and content
- Validation with XML schemas
- Extending schemas
- Transforming Documents with Extensible Style Language (XSL)

- The power of XML transformation
- Applying style to data
- Searching and filtering with XPath
- Application Security and Integration
- Securing XML applications
- Integrating applications with XML

Apache Web Server

Course Content-

- Introduction to Apache Server
- Installation of Apache
- Configuration
- Apache directory structure
- Apache .conf files
- Directive contexts
- Sections
- Apache .htaccess Files
- Directive processing order
- Directory and file paths
- Listening on ports
- Apache modules
- Understanding Document Root-s
- Running multiple instances of Apache off the same installation
- Logging on Apache
- URL Handling on Apache (Redirecting & Handling errors etc.)
- Handlers and Filters on Apache
- MIME types (i.e. Content-Type)
- Content encoding
- Content languages and character sets
- Multiple file extensions
- Content negotiation
- Virtual Hosting on Apache
- Directory Indexing on Apache
- Apache Performance Tuning
- Apache Bench (ab)
- Hardware and OS tuning
- Multi-processing modules (MPMs)
- Impact of modules/hostname lookups/symbolic links/AllowOverride/content negotiation
- File caching
- Dynamic Content on Apache
- Server Side Includes (SSI)
- CGI
- Perl with mod_perl
- PHP with mod_php
- Apache Security
- Authentication and authorization
- SSL/TLS on Apache
- Advanced URL manipulation on Apache (mod_rewrite)
- Understanding API Phases
- Ruleset processing
- RewriteRule/RewriteCond/RewriteOptions/RewriteBase/RewriteMaps/RewriteLock directive

ASP.NET MVC 5 WEB APPLICATION DEVELOPMENT

<u>**Course Content:**</u>

Module 1: Introduction to Asp.net MVC 5

- ASP and ASP.NET WebForms
- One ASP.NET in VS 2013
- Web Standards and REST
- JavaScript and Ajax
- The MVC Design Pattern
- Unit Testing
- Managing Dependencies

Module 2: ASP.NET MVC 5 Architecture

- ASP.NET Platform
- Controllers, Models, and Views
- URL Routing
- Controller Actions
- Razor View Engine
- Extensibility

Module 3: Models

- Persistence Ignorance
- Repository Pattern
- Object Relational Mapping (ORM)
  - o ADO.NET
  - o Entity Framework 6
  - o nHibernate
- Using an IoC Container

Module 4: Routing

- Introduction to Routing
- Defining Routes
- Route Evaluation
- The Controller Factor
- Constraints
- Exempting URLs
- Constructing Outgoing URLs
- Unit Testing Routes

Module 5: Controllers and Actions

- IController, ControllerBase, and Controller
- Defining Actions
- Action Selectors
- Action Filters
- HTTP Verbs
- HttpContext and RouteData
- Maintaining Testability
- Returning Data with ActionResult
- Parameters and the Model Binder
- Asynchronous Action Methods

Module 6: Views

- View Engines

- Templates and Scaffolding
- Bootstrap Framework
- Razor Syntax
- ViewData and ViewBag
- Strongly-Typed Views
- Layout Pages
- Custom Sections
- Partial Views
- Child Actions
- Using a ViewModel Object

Module 7: HTML Helpers

- Basic Helpers
- Strongly-Typed Helpers
- Creating Custom Helpers
- Declarative Helpers

Module 8: Data Validations

- Data Annotations
- Validation HTML Helpers
- ModelState
- IValidatableObject
- Client Side Validation

Module 9: Authentication and Authorization

- ASP.NET Identity
- Using Windows Authentication
- Building a Custom Account Controller
- Configuring Forms Authentication
- Using the Authorize Attribute
- Authentication Filters
- OAuth2 and OpenID

Module 10: Ajax

- Controller Actions for Ajax
- Ajax Helpers
- Unobtrusive Ajax
- Ajax with jQuery

Module 11: Web API 2

- Using HTTP as an Application Protocol
- Content Negotiation
- Routing
-
- Attribute Routing
- ApiController
- MediaTypeFormatters
- Cross Origin Resource Sharing (CORS)
- Open Web Interface for .NET (OWIN)
- Web API OData

Module 12: Building a Rich Client-Side UI

- jQuery UI
- jQuery Templates
- Knockout.js

Module 13: Mobile Clients

- CSS 3 Media Queries
- Responsive vs. Adaptive
- Mobile-Specific Views
- Using a View Switcher

Module 14: Customizing and Extending ASP.NET MVC

- ASP.NET MVC Pipeline
- Advanced Routing
- Custom Global Filters
- Customizing MVC Code Templates
- Creating a Custom Controller Factory

Module 15: Deployment

- Server Requirements
- Configuration Options

Web Development with Python and Django Course

- Introduction to Python
- Python Basics
- Classes and objects
- Modules & Packages
- Exception handling
- Data Structures
- Introduction to Django
- Templates
- Model layer
- Django Admin
- Routing in Django
- Django Sessions
- Django Forms

Laraval PHP Framework

Course Content:

- Architecture Foundation
- Setup & Installation
- Basic Routing
- Responses
- Middleware
- Controllers
- Blade Templates
- 6 Advance Routing
- 9 URL Generation
- 10 Request Data
- Forms
- Validation
- Basic Database Usage
- Query Builder
- Schema Builder
- Migrations
- Eloquent ORM

- Eloquent Queries
- Eloquent Relationship
- Authentication
- Authorization

Develop Websites and Components in Adobe Experience Manager v6.x

Course Content:

- Introduction to Architecture Stack
- Installing Adobe Experience Manager
- Introduction to Authoring Basics
- Introduction to Developer Tools
- Introduction to Content Rendering
- Creating Templates
- Creating Websites
- Introduction to Sightly
- Inheriting foundation components
- Adding Design and Styles
- Authoring Structure Components
- The Responsive Grid and Design
- Building complex components
- Introduction to OSGi Basics
- Front-end Testing
- Using the AEM Environment

Microsoft Window Server 2012

Course Content-

Module 1: Deploying and Managing Windows Server 2012

- Windows Server 2012 Overview
- Installing Windows Server 2012
- Post Installation Configuration of Windows Server 2012
- Overview of Windows Server 2012 Management
- Introduction to Windows Powershell

Module 2: Introduction to Active Directory Domain Services

- Overview of AD DS
- Overview of Domain Controllers
- Installing of Domain Controller

Module 3: Managing Active Directory Domain Services Objects

- Managing User Accounts
- Managing Groups
- Managing Computer Accounts
- Deligating Administration (AD DS Administration)

Module 4: Automating Active Directory Domain Services Administration

- Using Command-line Tools for AD DS Administration
- Using Windows PowerShell for AD DS Administration
- Performing Bulk Operations with Windows PowerShell

Module 5: Implementing IPv4

- Overview of TCP/IP

- Understanding IPv4 Addressing
- Subnetting and Supernetting
- Configuring and Trouble Shooting IPv4

Module 6: Implementing Dynamic Host Configuration Protocol

- Overview of DHCP Server Role
- Configuring DHCP scopes
- Managing a DHCP Database
- Securing and Monitoring DHCP

Module 7: Implementing DNS

- Name Resolutions for Windows Clients and Servers
- Installing a DNS Server
- Managing DNS Zones

Module 8: Implementing IPv6

- Overview of IPv6
- IPv6 Addressing
- Coexistence with IPv4
- IPv6 Transition Technologies

Module 9: Implementing Local Storage

- Overview of Storage
- Managing Disks and Volumes
- Implementing Storage Spaces

Module10: Implementing File and Print Services

- Securing Files and Folders
- Protecting Files and Folders by Using Shadow Copies
- Configuring Work Folders
- Configuring Network Printing

Module 11: Implementing Group Policy

- Overview of Group Policy
- Group Policy Processing
- Implementing a Central Store for Administrative Templates

Module 12: Securing Windows Servers Using Group Policy Objects

- Performing Bulk Operations with Windows PowerShell
- Configuring Security Settings
- Restricting Software
- Configuring Windows Firewall with Advanced Settings

Module 13: Implementing Server Virtualization with Hyper-V

- Overview of Virtualization Technologies
- Implementing Hyper-V
- Managing Virtual Machine Storage
- Managing Virtual Networks

Microsoft IIS Server

Course Content-

- Overview and Installing Internet Information

- Configuring the Default Website
- Examining the Default Website using IIS Manager
- Examining the Default IIS File Structure
- Configuring DNS records for a website
- Creating virtual directories and Applications
- Configuring and Managing Application Pools
- Defining the Application Pool Architecture
- Creating and Managing Application Pools
- Configuring Application Pool Recycling
- Creating additional websites
- Understanding multiple websites on a single server
- Configuring Website and Web application support
- Securing Websites and applications
- Securing Data Transmissions with SSL
- Using the Central Certificate Store
- Configuring Remote Administration
- Implementing FTP
- Monitoring IIS
- Backing up and Restoring IIS
- Building Load-Balanced Web Farms

Exchange Server 2013 (Core Solution)

Course Content-

Module 1: Deploying and Managing Microsoft Exchange Server 2013

- Exchange Server 2013 Prerequisites and Requirements
- Exchange Server 2013 Deployment
- Managing Exchange Server 2013

Module 2: Planning and Configuring Mailbox Servers

- Overview of the Mailbox Server Role
- Planning the Mailbox Server Deployment
- Configuring the Mailbox Servers

Module 3: Managing Recipient Objects

- Managing Exchange Server 2013 Mailboxes
- Managing Other Exchange Recipients
- Planning and Implementing Public Folder Mailboxes
- Managing Address Lists and Policies

Module 4: Planning and Deploying Client Access Servers

- Planning Client Access Server Deployment
- Configuring the Client Access Server Role
- Managing Client Access Services

Module 5: Planning and Configuring Messaging Client Connectivity

- Client Connectivity to the Client Access Server
- Configuring Outlook Web App
- Planning and Configuring Mobile Messaging
- Configuring Secure Internet Access for Client Access Server

Module 6: Planning and Implementing High Availability

- High Availability on Exchange Server 2013
- Configuring Highly Available Mailbox Databases
- Configuring Highly Available Client Access Servers

Module 7: Planning and Implementing Disaster Recovery

- Planning for Disaster Mitigation
- Planning and Implementing Exchange Server 2013 Backup
- Planning and Implementing Exchange Server 2013 Recovery

Module 8: Planning and Configuring Message Transport

- Overview of Message Transport and Routing
- Planning and Configuring Message Transport
- Managing Transport Rules

Module 9: Planning and Configuring Message Hygiene

- Planning Messaging Security
- Implementing an Antivirus Solution for Exchange Server 2013
- Implementing an Anti-Spam Solution for Exchange Server 2013

Module10: Planning and Configuring Administrative Security and Auditing

- Configuring Role-Based Access Control
- Configuring Audit Logging

Module 11: Monitoring and Troubleshooting Microsoft Exchange Server 2013

- Monitoring Exchange Server 2013
- Maintaining Exchange Server 2013
- Troubleshooting Exchange Server 2013

LINUX RHEL 7- System Administration I (RH124)

Course Content:

- Introduction to Command Line
- Managing Physical Storage
- How to Install and configure software components and services
- Establishing Network Connections and Firewal access
- Monitoring and managing processes
- Managing and securing files
- Administrating users and groups
- Accessing Linux file systems
- Installing and using virtualized systems
- Reviewing the system log files and Journal

ITIL V4 (Foundation)

Course Content:

Module 1: ITIL 4 Overview
- Introduction to ITIL
- Key Concepts of ITIL

Module 2: The ITIL Framework
- The Four Dimensions of Service Management
- The ITIL Service Value System (SVS)

Module 3: The ITIL Guiding Principles
- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically

- Keep It Simple and Practical
- Optimize and Automate

Module 4. The ITIL Service Value System (SVS)

- Governance
- The Service Value Chain
- Continual Improvement

Module 5: Key ITIL Practices

- Continual Improvement
- Service Level Management
- Change Control
- Incident Management
- Service Request Management
- Service Desk
- Problem Management

Module 6: Other ITIL Practices

- General Management Practices
- Service Management Practices
- Technical Management Practices

ITIL V4 (Managing Professional)

Course Duration: 05 days

Course Content-

Module 1: Learn core ITIL 4 Foundational principles

- The Service Value System
- The Four Dimensions
- Guiding Principles
- The Service Value Chain

Module 2: Learn core practice of Create, Deliver, and Support

- Planning and Building a Value Stream
- Using Value Streams to Create New Services and Support Existing Ones
- Manage Queues and Backlogs

Module 3: Learn core practice of Drive Stakeholder Value

- Design Customer Journeys
- Foster Stakeholder Relationships
- Shape Demand and Define Offerings
- Onboarding/Offboarding Customers and Users
- Ensure Continual Value Co-creation
- Realizing and Validating Service Value

Module 4: Learn core practice of High Velocity IT

- Digital concepts
- 5 key objectives of digital products
- Digital products in the ITIL operating model
- The ITIL Guiding principles and key concepts
- Contribution to key objectives

Module 5: Learn core practice of Direct, Plan, and Improve

- Cascading objectives and requirements
- Defining effective policies, controls, and guidelines
- Understanding the role of GRC (governance, risk, and compliance)
- Using Communication and Organizational Change Management

ITIL Specialist V4 (Direct, Plan and Improve)

<u>Course Content-</u>

Module 1: Direct, Plan, and Improve Key Concepts
Module 2: Aligning

- Vision and Mission
- Strategy, Tactics, and Operations
- Governance, Compliance, and Management
- Policies, Controls, and Guidelines

Module 3: Understanding Value, Outcomes, Costs and Risk

Module 4: Scoping the Work

- Cascading Goals and Requirements
- Defining Policies, Controls, and Guidelines
- Delegation

Module 5: Managing Risk, Governance, and Controls

Module 6: Continual Improvement Principles and Methods

- Using the Continual Improvement Model
- Performing Assessments
- Choosing Methods
- Defining and Prioritizing Outcomes
- Developing Business Cases
- Improvement Reviews and Lessons Learned
- Building a Continual Improvement practice

Module 7: Communications and Organizational Change Management (OCM)

- Scope and benefits of OCM
- Stakeholder Identification and Management
- Communications and Influence
- Building Feedback Mechanisms
- Alignment and Interfaces

Module 8: Measurement and Reporting - Defining Indicators and Metrics

Module 9: Directing, Planning, and Improving Value Streams and Practices

- Value Streams vs Practices
- Using the 4 Dimensions
- Using the ITIL Guiding Principles
- Conducting Value Stream Mapping
- Optimizing Workflows
- Elimination of Waste
- Using feedback to drive iterative improvement

PRINCE 2 (Foundation)

<u>Course Content:</u>

PRINCE2® Introduction

- PRINCE2® - Understanding the Big Picture
- Components of Project Planning
- Project Management Processes

Organization

- Defines and Distributes responsibilities among the Project Management Team

Starting up a Project

- The essentials of a Business Case

- Purpose of a Project Brief

Initiating the Project

- Scope of Project Initiation
- Purpose of preparing a Project Initiation Document

Quality Management

- Understanding Customer Expectations
- Purpose and Scope of a Quality Plan
- Quality Review Techniques

Planning

- Product-based Planning
- Understanding Product Based Plans

Progress Controls and Stages

- Understanding Project Control
- Defining the Authority Levels

Risk Management

- Sources and Types of Risk
- Importance of Risk Management

Directing a Project

- Taking Authority and Responsibility
- Managing through Problems

Managing a Project

- Managing Project Deliveries and Stage Boundaries

Managing Change

- Why Change Control?
- Configuration Management

Closing a Project

- Benefits of obtaining a formal project sign-off
- Post-Project Review Plans

PRINCE 2 (Practitioner)

Course Content-

PRINCE2® Introduction

- PRINCE2® - Understanding the Big Picture
- Governance Themes and Processes for Project Management
- Product Life Cycle

Organization

- Defines and Distributes responsibilities among the Project Management Team

Starting up a Project

- The essentials of a Business Case
- How to prepare a Project Brief

Initiating the Project

- Importance of Project Planning
- Compiling Project Initiation Document

Quality Management

- Outlining Customer Expectations
- Preparing a Quality management Strategy
- Quality Review Techniques

Planning

- Product-based Planning
- Transforming Products to Activities

Progress Controls and Stages

- Project Controls and Project Board Controls
- Defining the Authority Levels

Risk Management

- Risk Analysis
- Approaches for Risk Management
- Allocation of Risk Ownership

Directing a Project

- Taking Authority and Responsibility
- Managing through Problems

Managing a Project

- Managing Project Deliveries and Stage Boundaries

Managing Change

- Why Change Control?
- Configuration Management

Closing a Project

- Benefits of obtaining a formal project sign-off
- Why Post-Project Review

DevOps

Course Content:

Module 1: Overview of DevOps
- Why DevOps?
- What is DevOps?
- DevOps Market Trends
- DevOps Engineer Skills
- DevOps Delivery Pipeline
- DevOps Ecosystem

Module 2: Version Control with Git
- What is version control
- What is Git
- Why Git for your organization
- Install Git
- Common commands in Git
- Working with Remote Repositories

Module 3: Git, Jenkins & Maven Integration
- Branching and Merging in Git

- Git workflows
- Git cheat sheet
- What is CI
- Why CI is Required
- Introduction to Jenkins (With Architecture)
- Introduction to Maven

Module 4: Continuous Integration using Jenkins

- Jenkins Management
- Adding a slave node to Jenkins
- Building Delivery Pipeline
- Pipeline as a Code
- Implementation of Jenkins in the Project

Module 5: Continuous Testing with Selenium

- Introduction to Selenium
- Why Selenium?
- Selenium – Webdriver
- Creating Test Cases in Selenium WebDriver (Waits)
- What and why X-Path
- Handling different controls on Webpage
- Framework in Selenium
- Selenium Integration with Jenkins
- Implementation of Selenium in the Project

Module 6: Continuous Deployment: Containerization with Docker

- Shipping Transportation Challenges
- Introducing Docker
- Understanding images and containers
- Running Hello World in Docker
- Introduction to Container
- Container Life Cycle
- Sharing and Copying
- Base Image
- Docker File
- Working with containers
- Publishing Image on Docker Hub

Module 7: Containerization with Docker: Ecosystem and Networking

- Introduction to Docker Ecosystem
- Docker Compose
- Docker Swarm
- Managing Containers
- Running Containers
- Introduction to Docker Networking
- Network Types
- Docker Container Networking
- Implementation of Docker in the Project

Module 8: Continuous Deployment: Configuration Management with Puppet

- Introduction to Puppet
- Puppet Installation
- Puppet Configuration
- Puppet Master and Agent Setup
- Puppet Module
- Node Classification
- Puppet Environment
- Puppet Classes
- Automation & Reporting

Module 9: Configuration Management with Ansible

- Introduction to Ansible
- Ansible Installation
- Configuring Ansible Roles
- Write Playbooks
- Executing adhoc command

Module 10: Containerization using Kubernetes

- Revisiting Kubernetes Cluster Architecture
- Spinning up a Kubernetes Cluster on Ubuntu VMs
- Exploring your Cluster
- Understanding YAML
- Creating a Deployment in Kubernetes using YAML
- Creating a Service in Kubernetes
- Installing Kubernetes Dashboard
- Deploying an App using Dashboard
- Using Rolling Updates in Kubernetes
- Containers and Container Orchestration
- Introduction to Kubernetes

Module 11: Continuous Monitoring with Nagios

- Introduction to Continuous Monitoring
- Introduction to Nagios
- Installing Nagios
- Nagios Plugins(NRPE) and Objects
- Nagios Commands and Notification

Module 12: Introduction to DevOps on Cloud

- Why Cloud?
- Introduction to Cloud Computing
- Why DevOps on Cloud?
- Introduction to AWS
- Various AWS services
- DevOps using AWS

PMP V6.0

Course Content:

- Introduction
- The Project Environment
- The Role of the Project Manager
- Project Integration Management
- Project Scope Management
- Project Schedule Management
- Project Cost Management
- Project Quality Management
- Project Resource Management
- Project Communications Management
- Project Risk Management
- Project Procurement Management
- Project Stakeholder Management
- Code of Ethics and Professional Conduct

Artificial Intelligence

Course Content:

- Course Introduction
- Decoding Artificial Intelligence
- Meaning Scope and Stages of Artificia
- Three Stages of AI
- Applications of Artificial Intelligence
- Image Recognition
- Applications of Ai Examples
- Supervises Learning for Telemedicine
- Solves Complex Social Problems
- Benefits Multiple Industries
- Fundamentals of Machine Learning and Deep Learning
- Meaning of Machine Learning
- Relationship Between Ml and Sa
- Process of Machine Learning
- Types of Machine Learning
- Meaning of Unsupervised Learning
- Meaning of Semi-supervised Learning
- Algorithms of Machine Learning
- Regression
- Naive Bayes
- Naive Bayes Classification
- Machine Learning Algorithms
- Deep Learning
- Artificial Neural Network Definition
- Definition of Perceptron
- Online and Batch Learning
- Learning Objective
- Machine Learning Workflow
- Step- Get More Data
- Step- Ask a Sharp Question
- Step- Add Data to the Table Mp4
- Step- Check for Quality
- Step- Transform Features
- Performance Metrics
- Need for Performance Metrics
- Key Method of Performance Metrics
- Confusion Matrix Example
- Terms of Confusion Metrics
- Minimize False Cases
- Minimize False Positive Example
- Accuracy
- Precision
- Recall or Sensitivity
- Specificity

Machine Learning

<u>**Course Content:**</u>

- Definition of AI
- Emergence of AI
- Relationship between AI, ML, and Data Science
- Machine Learning Approach

- Applications of Machine Learning
- Supervised Learning
- Unsupervised Learning
- Semi-Supervise Learning and Reinforcement Learning
- Models and Techniques in Machine Learning
- Data Preparation
- Meaning and Aspect of Feature Engineering
- Data Features with Data Scaling
- Dataset Analysis
- PCA and Dimensionality Reduction
- Concepts of Linear Algebra
- Eigenvalues, Eigenvectors, and Eigencomposition
- Differential and Integral Calculus
- Probability and Statistics
- Regression and its types
- Linear Regression
- Equations and Algorithms of Linear Regression
- Classification and its algorithm
- Logistic Regression and Sigmoid Probability
- K-Nearest Neighbors and KNN Classification
- SVM, Polynomial Kernel, and Kernel Trick
- Analyze SVM
- Naïve Bayes, Decision Tree, and Random Forest Classifier
- Discuss Clustering Algorithms
- K-means Clustering and its example
- Introduction to Deep Learning
- Importance of Deep Learning
- Artificial Neural Networks
- Tensorflow and Linear Regression in Tensorflow

RPA (Robotic Process Automation – UiPath)

Course Content:

Module 1: What is Robotic Process Automation?

- Scope and techniques of automation
- Robotic process automation and UiPath

Module 2: Record and Play

- UiPath stack
- Installing UiPath Studio
- Task recorder
- Sequence, Flowchart, and Control Flow
- Sequencing the workflow
- Activities
- Control flow with of loops, and decision making

Module 3: Data Manipulation

- Variables and scope
- Collections
- Arguments
- Data table usage
- Clipboard management
- File operation
- CSV/Excel to data table

Module 4: Controls

- Finding and attaching windows
- Finding the control
- Techniques for waiting for a control
- Act on controls
- Working with UiExplorer
- Handling events
- Revisit recorder
- Screen Scraping
- When to use OCR
- Types of OCR available
- How to use OCR
- Avoiding typical failure points

Module 5: Plugins and Extensions

- Terminal plugin
- SAP automation
- Java plugin
- Citrix automation
- Mail plugin
- PDF plugin
- Web integration
- Excel and Word plugins
- Credential management
- Extensions – Java, Chrome, Firefox

Module 6: Handling User Events and Assistant Bots

- What are assistant bots?
- Monitoring system event triggers
- Monitoring image and element triggers
- Launching an assistant bot on a keyboard event

Module 7: Exception Handling, Debugging, and Logging

- Exception handling
- Common exceptions and ways to handle them
- Logging and taking screenshots
- Debugging techniques
- Collecting crash dumps
- Error reporting

Module 8: Managing and Maintaining the Code

- Project organization
- Nesting workflows
- Reusability of workflows
- Commenting techniques
- State Machine
- When to use Flowcharts, State Machines, or Sequences
- Using config files and examples of a config file
- Integrating a TFS server

Module 9: Deploying and Maintaining the Bot

- Publishing using publish utility
- Overview of Orchestration Server
- Using Orchestration Server to control bots
- Using Orchestration Server to deploy bots
- License management
- Publishing and managing update

Blockchain

<u>**Course Content:**</u>

Module 1: Introduction to Blockchain

- Blockchain introduction
- Blockchain technology, network, and its mechanism
- Blockchain history
- Blockchain benefits
- blocks and transactions in Blockchain
- peer-to-peer systems
- block structure in Blockchain
- dynamic shared ledger
- digital signatures
- building Blockchain solutions
- using hashes as addresses
- Bitcoin keys storage
- using a key as identity
- Bitcoins trade and transactions
- Blockchain ecosystem core, and Blockchain layers: data layer, consensus layer, and network layer.

Module 2: Detailed Study of Blockchain

- Bitcoin introduction
- Bitcoins network
- Bitcoin mining
- Bitcoin wallets
- Blockchain alternatives
- smart contract
- public network and private consortium
- Ethereum virtual machine
- Ethereum environment
- Merkle tree
- Dapps
- Decentralized Autonomous Organization (DAO)
- double-spend problem
- Blockchain impact on cryptocurrencies
- Bitcoin mechanics
- Transcriptions
- Scripts
- peer-to-peer network
- blocks and security measures.

Module 3: Blockchain and Bitcoin

- Identification of Bitcoins and their era, where and how to get Bitcoins?
- identifying Bitcoin wallets
- Jaxx wallet
- defining the selling of Bitcoins
- comparing between Bitcoin and Blockchain
- transaction and transaction scripts
- defining scripts in Bitcoin
- describing various transaction forms in Bitcoin
- listing the nodes in Bitcoin network, etc.

Module 4: Bitcoin Mining

- Understanding Bitcoin Economics
- what is Bitcoin mining?
- fabrication of block header

- defining mining
- understanding more about mining:
    - identification of the successful mining
    - types of mining pools
    - what is solo mining?
    - listing the problems in solo mining
    - benefits of pooled mining
    - consensus
    - independent verification of mining
    - autonomous verification of mining
    - the checklist for the mining verification
    - combining transactions into blocks
    - combining verified transactions
    - portrayal of difficulty
    - condition of difficulty
    - the creation of block header
    - main chain
    - orphan block
    - the creation of a new block
    - independent validation of the new block
    - race for Bitcoin mining and hash race
    - difficulty with the hashing power of miners, etc.

Module 5: Ethereum and Working with Smart Contracts

- Understanding Ethereum
- defining Smart Contracts
- Ethereum cryptocurrencies' identification
- Ethereum transactions
- the consensus mechanism in Ethereum
- listing various development technologies
- how to identify Ethereum clients
- defining platform functions
- understanding and describing Solidity operators and functions
- the MetaMask setup
- Ethereum network interfacing
- the first smart contract
- Ethereum accounts and how to go about receiving Ether
- structuring a contract
- declaring a function
- deploying and redeploying a contract
- comparing between Wei and Ether
- Remix testing
- what is a gas transaction? etc.

Module 6: Setting up a Private Blockchain Environment

- The creation of smart contracts on Ethereum
- Remix browser
- defining MetaMask
- Blockchain installation
- Go language installation
- explaining Blockchain creation:
    - the genesis block list
    - genesis.json file parameters, and Blockchain making rules
    - performing Blockchain mining
    - Blockchain environment contract deployment
    - boilerplate requirements
    - project file walkthrough
    - syntax highlighters

- o compiling Solidity and script
- o the testing architecture
- o installing modules
- o running Windows
- o Web3 Versioning
- o Web3 Providers
- o Refactor to Async/Await
- o deployment with Web3
- o Web3 Version Fix
- o initial message verification
- o testing message updates
- o deployed contracts in Remix
- o Crowdfunding Smart Contract
- o Voting Ballot Smart Contract
- o application architecture of Ethereum and its overview
- o getting started with create-react-app
- o multiple Web3 instances
- o Web3 setup, etc.

Module 7: Hyperledger

- Understanding Hyperledger Blockchain and Hyperledger consensus algorithm
- explaining Hyperledger Iroha
- identifying different Hyperledger components
- learning about Channels
- Policies, and Chaincodes
- listing various Hyperledger Explorer components
- defining Hyperledger Composer
- Hyperledger introduction:
  - o what is Hyperledger?
  - o distributed ledger technology and its challenges
  - o Hyperledger Fabric Developer Environment tools
  - o Usage and their setup on:
    - Windows
    - Mac OS
    - Linux/Ubuntu
    - AWS and Cloud virtual machines
  - o Development Environment topology
  - o Fabric Under Hood:
    - concepts and terminologies
    - ledger implementation
  - o Dev Environment walkthrough:
    - Orderer and CA Server
    - Peer and CouchDB setup
  - o Peer nodes:
    - Anchor Peers and Endorsing Peers
    - Client nodes
    - Orderer nodes
    - Endorsement Policies
    - Membership Service Provider and Certification Authority and Chaincode Development.

Module 8: Hyperledger Composer

- Hyperledger Composer and its benefits
- Hyperledger conceptual components
- the structure and example:
  - o business network automated auction market for cars
  - o model
  - o metadata
  - o script file
  - o ACL

- o open-development toolsets
- o archive
- o business networks testing
- o business networks modelling
- o Hyperledger Composer playground and using Hyperledger Composer to develop applications.

Module 9: Creating a Private Blockchain with MultiChain

- Defining MultiChain and describing its various streams
- creating and deploying a private Blockchain
- explaining how to connect to Blockchain
- identifying MultiChain interactive mode
- defining the Transaction Metadata
- listing Native assets, streams and mining
- Bitcoin to private Blockchain
- the hand-shake process
- the aim of MultiChain
- various use cases of MultiChain;
  - o MultiChain permission and assets
  - o the basics of retrieving from streams
  - o consensus model
  - o MultiChain flexibility
  - o deployment options
  - o speed and scalability
  - o downloading and installing
  - o initializing and connecting to Blockchain from a second server
  - o connection permission
  - o creating a new address
  - o permission to create assets
  - o new assets
  - o native assets
  - o connected peers
  - o checking asset balance
  - o verifying transactions and resending assets.

Module 10: Blockchain Use Cases

- Potential use cases in Blockchain
- the proof of existence
- identity management
- record keeping
- UPROOV: Mobile Trust Machine, online music problem solution, car leasing and sales, DocuSign, Forecasting, Augur, log operational maintenance data, cloud storage
- STORJ: decentralized cloud storage
- Retail: OpenBazaar, Ascribe: for securing your work, ride sharing, and supply chain management, Blockchain and IoT, autonomous decentralized peer-to-peer telemetry, IOTA, Freight Transportation, IBM Watson IoT, ADEPT, banking industry projects: payments, trading platform, KYC, loan management process, capital market system, and fraud reduction
- Government: online voting, real estate, capital markets, and devising public policies
  - o Estonia: identity management and e-voting
  - o Georgia: Blockchain land registry, Delaware
  - o USA: Smart Contracts and making public policies
  - o Dubai: Digital passports

Web and Social Media Analytics

Course Content:

- Introduction to Adwords
- How Adwords Works
- Googles Networks

- Targeting Options
- Adwords Account Structure
- Overview of Account Structure
- Campaign Type Uses
- Campaign Organization
- Ad Group Organization
- Keywords Match Types
- Overview of Match Types
- The Match Types
- Negative Keywords
- Search Terms Report
- Creating Text and Search Ads
- Text Ads
- Other Search Ads
- Ad Extensions
- Display Ads
- Display Ad Formats
- Display Targeting
- Contextual Targeting
- Audience Targeting
- Placement Targeting
- Campaign Types and Settings
- Location Targeting
- Language Targeting
- Daily Budgets and Bidding
- Ad Scheduling
- Other Targeting
- Campaign Types
- Advertising Metrics
- Adwords Metrics and Jargon
- Sale Metrics
- Measurement Based on Goals
- Bid Methods and Bid Modifiers
- Bid Methods
- Bid Modifiers
- Where to Set Bids
- Quality Score
- Ad Rank
- Improving Quality Score
- Adwords Reports
- The Adwords Interface
- Reporting Segments
- Dimensions Tab
- Other Useful Reports
- Adwords Tools
- Tracking Conversions
- Campaign Planning Tools
- Management Tools
- Other
- Optimizing Your Account
- Improving Roi
- Topic Branding Goals
- Introduction to Display
- What is Display Advertising
- Account Structure
- Overview of Account Structure
- Campaign Type Uses

- Campaign Settings
- Location and Language Targeting
- Daily Budgets and Bidding
- Ad Scheduling
- Ad Display Options
- Introducing Display Targeting
- Contextual Targeting
- Audience Targeting
- Placement Targeting
- Advanced Display Targeting
- Flexible Targeting
- Exclusions
- Ad Group Organization
- Display Text Ads
- Text Ads
- Ad Extensions
- Rich Media Ads
- Rich Media Ads
- Ad Gallery
- Youtube Video Ads
- Bidding Ad Rank
- Display Reports
- Display Tools
- Tracking Conversions
- Scaling Your Account
- Ad Research and Creation
- Optimizing Your Account
- Goal Setting
- Overall Goals
- Managing Bids and Budget
- Introduction to Mobile
- The Mobile Advertising
- Mobile Advertising
- Mobile Ads for Business
- Mobile Bid Targeting Options
- Google Networks and Ad Formats
- Google Ad Networks
- Type of Ad Formats
- Mobile Ads Across the Networks
- Deep Links
- Measurement
- Conversion Tracking for Measurement
- Measurement Continued
- Call Conversion Tracking for Measurement
- Introduction to Search
- The Search Process
- Keywords and Match Types
- Overview of Match Types
- The Match Types
- Negative Keywords
- Search Terms Report
- Creating Search Ads
- Text Ads
- Other Search Ads
- Ad Extensions
- Account Structure
- Overview of Account Structure

- Search Campaign Types
- Search Campaign Organization
- Ad Group Organization
- Campaign Settings
- Location Targeting
- Language Targeting
- Daily Budgets and Bidding
- Ad Rotation
- Advertising Metrics
- Adwords Metrics and Jargon
- Sale Metrics
- Bid Methods and Bid Modifiers
- Set Bids
- Quality Score
- Ad Rank
- Improving Quality Score
- Adwords Reports
- The Adwords Interface
- Reporting Segments
- Useful Reports
- Adwords Tools
- Tracking Conversions
- Scaling Your Account
- Other Tools
- Optimizing Your Account
- Goal Setting
- Managing Ad Groups
- Managing Bids and Budget
- Ongoing Monitoring
- Youtube Advertising Basics
- Adwords and Trueview Ads
- Youtube and Google
- Video Campaign Overview
- Creation of Campaign
- Trueview Ads
- Targeting Groups and Bulk
- Video Ad Formats
- Overview of Trueview Ads
- Targeting Ads and Exclusions
- Video Remarketing
- Video Remarketing Process and Best
- Getting Your Ad Approved
- Reservation Video Ads
- Reservation Media and Campaign Overview
- Improving and Optimizing
- Video Ads Optimization Overview
- Tracking and Measurement Part
- Strategies for Youtube Video Content
- Creating Video Ads
- Sas Installation and Access
- Opening Sas University Edition
- Sas Input Statements
- Data Step Statement
- Reading Data
- Options Available in the Input Statement
- Sas Libraries
- Combining Datasets

- Concatenating Datasets
- Interleaving Method
- One to One Reading
- One to One Merging
- Data Manipulation
- Delete and Group Observations
- Modifying Variable Attributes
- Access Excel Workbook
- Sas Dataset
- Create and Manipulate Sas Date Values
- Yearcutoff Option
- Export Sas Dataset
- Controlling Observation and Variables
- Proc Contents
- Proc Datasets
- Proc Sort
- Loop Statements
- Data Type Conversion
- Scan Function
- Date Time Functions Example
- Sas Arrays
- Need for Reports
- Proc Print
- Proc Means
- Proc Freq
- Proc Univariate
- Proc Report
- Output Delivery System Ods
- Errors in Sas Program
- Logical Errors
- Syntax Errors
- Data Errors

UI/UX, Graphic Designing Advance

Coerce Content -

- **Introduction to UI/UX**
  - Roles of UI Developer
  - Role of Designer
  - Difference between UI Developer and UI Designer
  - Technology required for UI Development
- **Basic of UI**
  - Introduction to Web
  - Wireframing
- **Introduction to CSS3**
  - Introduction
  - CSS Selectors, CSS Pseudo, Classes Selection
  - Inline CSS, Internal CSS, External CSS
  - Div, ID, Classes, Colors, Borders
  - Margin, Padding, Text-formatting
  - Font, Lists, Styling Links, Tables, Box Model
  - Display, Position, Float, Align, Pseudo Elements
  - Navbars, Tooltips, Forms, Opacity, Image Gallery
- **2D & 3D Transforms**
  - Introduction
  - Translate, Rotate, Scale, SkewX, SkewY

- o Skew, Matrix
- o RotateX, RotateY, RotateZ
- **Transitions, Animations & Images in CSS**
    - o Introduction
    - o Transitions & Transformation
    - o Speed Curve, Delay Transition
    - o Key Frame rule, Delay Animation
    - o Specify animation speed curve
    - o Animation Shorthand
    - o Rounded Images, Thumbnail Images, Image Text
- **Button in CSS3**
    - o Basic Button Styling, Button Colors, Button Sizes
    - o Rounded Buttons, Hover able Buttons
    - o Shadow Buttons, Disabled Buttons
    - o Button Groups, Animated Buttons
- **Bootstrap Development**
    - o Introduction, Features, Overview & Installation
    - o Tools used for web development, Setting Development environment
    - o Basic Typography
    - o Text Alignment & Display, Floats Position in Bootstrap, Colors Background, Spacing, Sizing
    - o Breakpoints, Buttons, Navbars, List Groups, Badges, Forms, Input Groups
    - o Alerts & Progress bar in bootstrap
    - o Table & Pagination
    - o Cards, Media, Grid System, Alignments
    - o Flexbox, Auto Margin, Wrapping Order
    - o Carousels, Collapse, Tooltips, Popovers, Modals
- Introduction & Basics of Graphic Desiging Tools

Basic Cyber Security & Ethical Hacking

- **Security Concepts and Mechanisms**
    - o Networking Concepts Overview Networking Concepts Overview
    - o Information Security Concepts
    - o Security Threats and vulnerabilities
    - o Cryptography
- **Security Management**
    - o Security Management Practices
    - o Security Laws and Standards
- **Network Security**
    - o Access Control and Intrusion Detection
    - o Server Management and Firewalls
    - o Security for VPN and Next Generation Networks
- **System and Application Security**
    - o Security Architectures and Models
    - o System Security
    - o OS Security
- **Ethical Hacking**
    - o What is Hacking?
    - o Potential Security Threats To Your Computer Systems
    - o Top 20 Ethical Hacking Tools
    - o How to hack using Social Engineering
    - o How to make your data safe using Cryptography
    - o How to crack password of an Application
    - o Learn everything about Trojans, Viruses, and Worms
    - o Learn ARP Poisoning with Examples
    - o Network & Passwords Sniffer
    - o How to hack wireless networks
    - o Ultimate guide to DoS(Denial of Service) Attacks
    - o BEST DDoS Attack Tools
    - o How to Hack a Web Server
    - o How to Hack a Website

- o Learn SQL Injection with practical example
- o Hacking Linux Systems
- o What is Digital Forensics? History, Process, Types, Challenges
- o What is Cybercrime? Types, Tools, Examples
- **Introduction to Cyber Security**
  - o Internet Governance – Challenges and Constraints
  - o Cyber Threats:- Cyber Warfare-Cyber Crime-Cyber terrorism
- **Cyber Security Vulnerabilities and Cyber Security Safeguards**
  - o vulnerabilities in software
  - o System administration
  - o Weak Authentication
  - o Unprotected Broadband communications
  - o Poor Cyber Security Awareness
  - o Access control
  - o Audit
  - o Authentication
  - o Cryptography
  - o Ethical Hacking
  - o Firewalls
  - o Intrusion Detection Systems
  - o Security policy
  - o Threat Management
- **Securing Web Application, Services and Servers**
  - o Basic security for HTTP Applications and Services
  - o Identity Management and Web Services
  - o Authorization Patterns
  - o Security Considerations
- **Intrusion Detection and Prevention**
  - o Physical Theft
  - o Malware infection
  - o Intrusion detection and Prevention Techniques
  - o Anti-Malware software
  - o Network based Intrusion detection Systems
  - o Network based Intrusion Prevention Systems
- **Cryptography and Network Security**
  - o Symmetric key Cryptography
  - o Digital Signatures,
  - o Applications of Cryptography
  - o Overview of Firewalls- Types of Firewalls
  - o VPN Security Security Protocols
  - o Transport Layer- SSL and TLS
- **Cyberspace and the Law**
  - o Cyber Security Standards
  - o The INDIAN Cyberspace
  - o National Cyber Security Policy 2013
  - o Cyber Security Regulations, Roles of International Law
- **Cyber Forensics**
  - o Introduction to Cyber Forensics
  - o Controlling an Investigation
  - o Conducting disk-based analysis
  - o Scrutinizing E-mail
  - o Need for a Comprehensive Cyber Security Policy
  - o Validating E-mail header information
  - o Tracing memory in real-time
  - o Tracing Internet access

Networking

- **Role & Function of Network Component**

- o Routers
- o L2 and L3 Switches
- o Next-Generation Firewall & IPS
- o Access Point
- o Controller
- o Endpoints
- o Server
- **Network Topology Architecture**
  - o 2-Tier
  - o 3-Tier
  - o Spine-Leaf
  - o WAN
  - o Small Office/ Home Office (SOHO)
  - o On-Premises and Cloud
- **Physical Interface & Cabling Type**
  - o Single Mode Fiber
  - o Multimode Fiber
  - o Copper
  - o Connection (Ethernet Shared media and point-to-point)
  - o Concept of PoE
  - o Identify interface & Cabling Issues (collisions, errors, mismatch duplex, and/or speed)
- **Network Protocols & Configurations**
  - o TCP, UDP
  - o IPv4 and IPv6
  - o Configure and Verify IPv4 addressing and subnetting
  - o Need for private IPv4 addressing
  - o Configure and Verify IPv6 addressing and prefix
- **Compare IPv6 Address Types**
  - o Global Unicast
  - o Unique Local
  - o Link Local
  - o Anycast
  - o Multicast
  - o Modified EUI 64
- **IP Parameters and Wireless Principles**
  - o IP Parameters for Client OS (Windows, Mac OS, Linux)
  - o WiFi
  - o Non-overlapping WiFi channels
  - o SSID
  - o RF
  - o Encryption
- **Virtualization and Switching Concept**
  - o Virtualization Fundamental (Virtual Machines)
  - o MAC Learning and aging
  - o Frame Switching
  - o Frame Flooding
  - o MAC Address table
- **Configure & Verify VLANs (normal range) spanning multiple switches**
  - o Access Ports (data and voice)
  - o Default VLAN
  - o Connectivity
- **Configure & Verify Inters witch Connectivity**
  - o Trunk Ports
  - o 802.1Q
  - o Native VLAN
  - o Configure & Verify Layer 2 discovery protocols (Cisco Discovery Protocol and LLDP)
  - o Configure & Verify (Layer 2/ Layer 3) Eherchannel (LACP)
- **Basic Operations of Rapid PVST + Spanning Tree Protocol**
  - o Root, Port, Root Bridge (Primary/ Secondary), and other ports names
  - o Port States (Forwarding/ Blocking)

- o PortFast Benefits
- **CISCO Wireless Architecture, LAN, WAN and AP Modes**
  - o Cisco Wireless Architecture and AP Modes
  - o WLAN Physical Infrastructure (AP, WLC, access/trunks ports, and LAG)
  - o AP and WLC Management Access Connection (Telnet, SSH, HTTP, HTTPS, Console, and TACACS+RADIUS)
  - o Configure the Components of Wireless LAN Access for Client Connectivity Using GUI (WLAN Creation, Security Setting, QoS Profiles, and Advance WLAN Setting)
- **IP Connectivity**
  - o Interpret the Component of Routing Table (Routing Protocol Code, Prefix, Network Mask, Next hop, Administrative Distance, Metric, Gateway of Last Resort)
  - o Determine How a Router Makes a Forwarding Decision by Default (Longest Match, Administrative Distance, Routing Protocol Metric)
  - o Configure and Verify IPv4 and IPv6 Static Routing (Default Route, Network Route, Host Route, Floating Static)
  - o Configure and Verify Single Area OSPFv2 (Neighbor Adjacencies, P2P, Boradcast (DR/BDR), Router ID)
  - o Purpose of First HOP Redundancy Protocol

- **IP Services**
  - o Configure and verify inside source NAT using static and pools
  - o Configure and verify NTP operating in a client and server mode
  - o Explain the role of DHCP and DNS within the network
  - o Explain the function of SNMP in network operations
  - o Describe the use of syslog features including facilities and levels
  - o Configure and verify DHCP client and relay
  - o Explain the forwarding per-hop behavior (PHB) for QoS such as classification, marking, queuing, congestion, policing, shaping
  - o Configure network devices for remote access using SSH
  - o Describe the capabilities and function of TFTP/FTP in the network
- **Security Fundamental**
  - o Define key security concepts (threats, vulnerabilities, exploits, and mitigation techniques)
  - o Describe security program elements (user awareness, training, and physical access control)
  - o Configure device access control using local passwords
  - o Describe security password policies elements, such as management, complexity, and password alternatives (multifactor authentication, certificates, and biometrics)
  - o Describe remote access and site-to-site VPNs
  - o Configure and verify access control lists
  - o Configure Layer 2 security features (DHCP snooping, dynamic ARP inspection, and port security)
  - o Differentiate authentication, authorization, and accounting concepts
  - o Describe wireless security protocols (WPA, WPA2, and WPA3)
  - o Configure WLAN using WPA2 PSK using the GUI
- **Automation and Programmability**
  - o Explain how automation impacts network management
  - o Compare traditional networks with controller-based networking
  - o Describe controller-based and software defined architectures (overlay, underlay, and fabric)
  - o Compare traditional campus device management with Cisco DNA Center enabled device management
  - o Describe characteristics of REST-based APIs (CRUD, HTTP verbs, and data encoding)
  - o Recognize the capabilities of configuration management mechanisms Puppet, Chef, and Ansible
  - o Interpret JSON encoded data

Network Security

- **Foundations of Network Security**
  - o Principles of Network Security L2 and L3 Switches
  - o Network Security Terminologies
  - o Network Security and Data Availability
  - o Components of Network Security
  - o Network Security Policies
- **Advanced TCP/IP**

- o TCP/IP Concepts
- o Subnet Masks
- o Variable Length Subnet Masks
- o Unicast, Broadcast and Multiple Concepts
- o The Three way Handshake
- o The Process of DHCP and APIPA
- o Internet Protocol version 6
- **IP Packet Structure and Analysis**
  - o Capture and Identify IP Datagrams
  - o Capture and Identify ICMP Messages
  - o Capture and Identify TCP Headers
  - o Capture and Identify UDP Headers
  - o Packet Fragmentation
  - o The Three way Handshake
- **Routing and Access Control Lists**
  - o Arp Process
  - o Cisco Routing Modes
  - o Routing Process
  - o Routing Tables
  - o Access Control Lists
  - o Implement Access Control Lists
  - o Limitations
  - o DNS and Its Role
- **Securing Windows, Linux**
  - o Windows NT 4.0 Fundamental Security
  - o Windows NT Resource Security
  - o Windows 2000 Infrastructure
  - o Windows 2000 Authentication
  - o Windows 2000 User and Group Security
  - o Windows 2000 Resource Security
  - o Windows 2000 Network Security
  - o Linux Administration and Security
  - o Key Linux Network Files
  - o Key Linux Network Process
  - o Key Linux Network Commands
  - o Hardening Linux
  - o Network File System and Linux
  - o Network Information Service and Linux
- **Security on the Internet and World Wide Web**
  - Components of Internet
  - Weak Points of Internet
  - Techniques of Web Hacking
    Methods of Attacking Users

- **Attack Techniques**
  - o Network Reconnaissance
  - o Mapping and sweeping the Network
  - o Scanning the Network
  - o Viruses, Worms and Trojan Horses
  - o Gaining Control on Systems
  - o Record Keystrokes
  - o Crack Encrypted Passwords
  - o Reveal Hidden Passwords
  - o Case Study – Social Engineering
  - o Gain Unauthorised Access
  - o Hide evidence of Attack
  - o Perform a Denial of Service attack
- **Network Defence Fundamentals**
  - o Concepts, & Key Issues
  - o Identify Defensive Technologies

- o Objectives of Access Control
- o Identify Impact of Defence
- o Concepts of Network Auditing
- **Designing and Configuring Firewall Systems**
  - o Firewall Components
  - o Creating a FW Policy
  - o Rule Sets and Packet Filters
  - o Proxy Server
  - o Bastion Host and Honey pot
  - o FW Implementation Practices
  - o Installing and Configuring FW
  - o Monitor FW
  - o Installing and configuring ISA Server 2000 Monitor ISA Server
  - o IP Chains Concepts
  - o Implementing FW Technologies
- **Configuring VPN's**
  - o VPN Fundamentals
  - o IP Security Protocol
  - o VPN Design and Architecture
  - o VPN Security
  - o Configuring a VPN

- **Designing and Configuring an IDS**
  - o Definition and Components of IDS
  - o Technologies and Techniques
  - o Host Based IDS
  - o Network Based IDS
  - o Basics of Analysis
  - o How to Use an IDS
  - o Limitations of IDS
  - o Snort Foundations
  - o Installing Snort
  - o Snort as an IDS
  - o IDS centre
  - o Configuring ISS Scanners
- **Analysing Intrusion Signatures**
  - o Concepts of Signature Analysis
  - o Common Vulnerabilities and Exposures
  - o Signatures
  - o Normal Traffic Signatures
  - o Abnormal Traffic Signatures
- **Performing a Risk Analysis**
  - o Concepts of Risk Analysis
  - o Methods of Risk Analysis
  - o The Process of Risk Analysis
  - o Techniques of Minimize Risk
  - o Continual Risk Analysis
- **Creating a Security Policy**
  - o Concepts of Security Policy
  - o Policy Design & Standards i.e. BS 7799
  - o Various Policies
  - o Sample Policy
  - o Incident Handling and Escalation Procedures
  - o Partner Policies
  - o FW Implementation Practices
  - o Installing and Configuring FW
  - o Monitor FW
  - o Installing and configuring ISA Server 2000
  - o Monitor ISA Server
  - o IP Chains Concepts

- o Implementing FW Technologies

- **Cryptography Fundamentals**
  - o What is Cryptography?
  - o History of Encryption
  - o Symmetric versus Asymmetric
  - o Combined Solutions
  - o Private Key versus Public Key
  - o Data Encryption Standard (DES)
  - o Advanced Encryption Standard (AES)
  - o RSA, Diffie-Hellman
  - o MD4, MD5, SHA-1
- **Strong Authentication**
  - o Authentication Fundamentals
  - o Identification versus Verification
  - o Two Factor Authentication
  - o Strong Authentication
  - o Smart Cards and Tokens
  - o Authentication interoperating with Biometrics
- **Digital Signatures**
  - o Definition and Characteristics
  - o How Digital Signatures function
  - o Message Digest Functions
  - o Digital Signatures with Message Digest
  - o E-Signature Law and Legal Issues
  - o Key Length (56, 112, and 128 bit)
  - o RSA and DSS Signature Standards
- **PKI Fundamentals & Standards**
  - o Definition of X.509
  - o Functions of S/MIME
  - o Integration of LDAP
  - o Implementation of IPSec
  - o Identify and Implement Kerberos
  - o IETF PKI Standards (PKIX)
  - o PCKS (1 through 5)
  - o Terminology and Definition
  - o Core Services
  - o Digital Certificates
  - o Certificate Authority
  - o Key Distribution and Management
  - o PKI Policies
  - o Certificate Revocation Lists
  - o LDAP and Enterprise Data Repository
- **Biometrics Fundamentals**
  - o Fingerprint Scanning
  - o Facial Scanning
  - o Iris Scanning
  - o Hand Scanning
  - o Retina Scanning
  - o DNA Analysis
  - o Voice Recognition
- **Sign-On Solutions**
  - o Secure Login to Desktop
  - o Inactivity Control
  - o Encryption of Network Traffic
  - o Credential Storage
  - o Smart Cards
  - o Virtual Cards
- **Secure E-Mail Implementation**
  - o Secure use of Messenger

- o Secure use of Microsoft Outlook
- o Secure use of Microsoft Outlook Express
- o PGP Implementation
- o Sending Signed E-Mail Messages
- o E-Mail encryption and Decryption Methods
- **File Encryption Solutions**
  - o Automatic File Encryption
  - o Microsoft Encrypted File System (EFS)
  - o Creating Protective Folders
  - o Group Encryption
  - o Key Recovery and Management of Keys
- **PKI Solutions and Applications**
  - o Secure E-Mail Solutions
  - o Secure SSL Applications
  - o Secure VPN Solutions
  - o Secure Document Transfer
  - o Certificate Revocation
- **Legal Issues of Network Security**
  - o Laws on Licensing, Intellectual Properties, Liability, and T rans-border Data Flow.
  - o Legal Organizations
  - o HIPAA (Health Insurance Portability and Accountability Act)
  - o Civil Litigations / Tort Law
  - o Ethics and the Internet (RFC 1087)
- **Network Forensics**
  - o Sector-Level Disk Analysis
  - o Incident Response Procedures
  - o Computer-Based Evidence
  - o Computer Forensics Examination
  - o Computer Crime Legislation
  - o Data Storage Practices
  - o Data Recovery Techniques
- **Physical Security**
  - o Facility Requirements
  - o Technical Controls
  - o Environment/Life Safety
  - o Physical Security Threats
  - o Elements of Physical Security
- **Business Continuity Planning (BCP) and Disaster Recovery Planning (DRP)**
  - o Business Impact Assessments
  - o Recovery Strategy
  - o Recovery Plan Development
  - o Implementations and Recovery Techniques
  - o Elements pf BCP and BCP/DRP events
- **Law, Investigations and Ethics**
  - o Laws and its categories
  - o Investigations Processes and Techniques
  - o Computer Crimes
  - o Incident Handling
  - o Ethics

Application Testing

- **Basic Concept**
  - o Basic Testing Vocabulary
  - o Quality Assurance versus Quality Control
  - o The Cost of Quality
  - o Software Quality Factors
  - o How Quality is Defined
  - o Why Do We Test Software?
  - o What is a Defect?

- o The Multiple Roles of the Software Tester(People Relationships)
- o Scope of Testing
- o When Should Testing Occur?
- o Testing Constraints
- o Life Cycle Testing
- o Independent Testing
- o What is a QA Process?
- o Levels of Testing
- o The "V" Concept of Testing
- **Testing Techniques**
  - o Structural versus Functional Technique Categories
  - o Verification versus Validation
  - o Static versus Dynamic Testing
  - o Examples of Specific Testing Techniques
- **Test Administrator**
  - o Test Planning
  - o Customization of the Test Process
  - o Budgeting
  - o Scheduling
- **Test Plan**
  - o Prerequisites to test planning
  - o Understand the Characteristics of the Software Being Developed
  - o Build the Test Plan
  - o Write the Test Plan
- **System Testing**
  - o Test Cases:
  - o Test case Design
  - o Building test cases
  - o Test data mining
  - o Test execution
  - o Test Reporting
  - o Defect Management
  - o Test Coverage – Traceability matrix
  - o Testing Report
- **Test Metrics**
  - o Guideline for Writing Test Case Reports
  - o Measurement Analytics
  - o Risk Analysis
- **Managing Changes**
  - o Software Configuration Management
  - o Change Management
  - o User Acceptance Testing
- **Automation Testing**
  - o Basic of Automation Testing
  - o Introduction to Testing Tools
  - o Factor to Choosing a Testing Tools
  - o Test Management and Bug Tracking Tools
  - o Writing Testing Scripts
  - o Preparation of Test Data
  - o Execute Testing Scripts
  - o Manage Bugs/ Issues
  - o Generate Testing Report

Mobile Application Development through Android/ IOS

- Overview of Mobile Application
- Platforms of Mobile Application Development
- Types of Mobile Applications
- Mobile Web Apps

- Native Vs Hybrid Apps
- Development Options
- Development Techniques
- Mobile Application Designing
- Development of Mobile Application trhoguh Android/IOS
- Deployment of Mobile Application on Play Store and Apple Store

BI & Analytics

- **Introduction**
  - o Overview of Business Analytics
  - o Why Analytics?
  - o Type of Analytics
  - o Steps for Analytics
- **Visualization/ Data Issues**
  - o Organization/ Source of Data
  - o Importance of Data Quality
  - o Dealing with Missing and Incomplete Data
  - o Data Classification
- **Data Mining**
  - o Introduction to Data Mining
  - o Data Mining Process
  - o Data Mining Tools
  - o Market Analysis
  - o Classification & Regression Trees
- **Analytics Techniques**
  - o Swot Analysis
  - o Most Analysis
  - o Business Process Modelling
  - o Use Case Modelling
  - o Brain Storming
  - o Non-Functional Requirement Analysis
  - o PESTLE Analysis
  - o Requirement Analysis
  - o User Stories
  - o CATWOE
- **Type of Analysis**
  - o Descriptive Data Analysis
  - o Regression Analysis
  - o Factor Analysis
  - o Dispersion Analysis
  - o Discriminant Analysis
  - o Time Series Analysis
  - o Artificial Neural Network
  - o Decision Trees
  - o Evolutionary Programming
  - o Fuzzy Logic
- **Decision Modelling**
  - o Optimization
  - o Simulation
- **Big Data Eco system**
  - o Introduction to big data platform
  - o Challenges of Conventional System
  - o Intelligent Data Analysis
  - o Foundation Principal
  - o Hadoop
  - o Impala
  - o Hive
  - o Spark

- **Setting up Big Data Cluster**
    - o Big Data Stacks
    - o Deploying Big Data Cluster
- **Staging and Managing Big Data**
    - o Data warehousing
    - o ETL Component and scripting
- **Working with BI & Analytics Tools**
    - o BI & Analytics Tools
        - ▪ SAAS
        - ▪ Tableau
        - ▪ MS-Power BI
        - ▪ Qlik Sense
    - o How to use Tools
        - ▪ Data Modelling
        - ▪ Data Sources
        - ▪ Representation of Data In Dashboard

Introduction to Database System

- Fundamental Database Concepts
- The Entity Relationship Model
- The Relational Database Model
    - o Relations
    - o Integrity Constraints
- Logical Database Design
- Relational Algebra
- Querying and Manipulation of Data
    - o SQL Data Definition Language
    - o Single Block Queries
    - o Aggregation
    - o Joins and Outer Joins
    - o Nesting
    - o Negation
- Transaction Management and Concurrency Control
- Database Access from a programming language: JDBC
- Data Storage and Indexing
    - o File Organization and Indexes
    - o Tree-structured Indexing: B+trees
    - o Hash-based Indexing
- Query Evaluation
    - o Sorting
    - o Evaluation of Relational Operators
    - o Query Optimization
    - o Physical Database Design
- Query Plan
- Functional Dependencies and Normalization

SQL/PSQL

- Oracle Basics
- Database models
- ER Model Overview
- Data types
- Understanding Test Database
- Basics Queries
- Removing Duplicates
- Arithmetic and String functions

- DML Operations - Insert, Update and Delete
- Data Filters Using Operators
  - DISTINCT
  - BETWEEN
  - IN
  - LIKE
  - NOT
  - NULL
  - AND, OR, NOT etc
  - Using Complex Data Filtering Techniques
- Data Sorting
  - Ascending Order
  - Desending Order
  - Complex Sorting
- Creating Complex Queries
- Joins
  - Cartesian Product
  - Equi and Non-Equi Joins
  - Self Join
  - Outer Joins - Left, Right and Full Outer
- Single Row Functions
  - String Functions
  - Number Functions
  - Date Manipulation
  - Implicit and Explicit Type Conversions
  - Nested Functions
  - Handle Null Values :NVL, NVL2, NULLIF, COALESCE
  - Conditional Expressions - Case and Decode
- Multi Row Functions
  - Using IN, ANY, ALL Operators
  - Using Exists & Not Exists Keywords
- Advanced data Insert, Update and Delete operations
- Groups & Complex Groups
  - Using Grouping functions - AVG, MIN, MAX, COUNT, DISTINCT COUNT, HAVING etc
  - Group Filters - HAVING
  - Complex Group Operations - Rollup & Cube

- Sub Query & Co-related Sub Query

  - Single Row Sub Query
  - Multi Row Sub Query
  - Multi Column Sub Query
  - Co-related Sub Query
- DML operations - Insert, Update & Delete
  - Common Operations
  - Bulk Operations using Queries & Sub Queries
- SET Operators
  - Union
  - Union All
  - Intersect
  - Minus
- Creating Complex Queries
  - Joins & Groups Integration
  - Joins & Inline Views Integrations
- Query Optimization Techniques
- T SQL (Transaction Mgt)
  - Commit
  - Rollback
  - Savepoint

- Read Consistency
- Database Objects - Create, Alter and Drop on
    - Tables
    - Indexes
    - Constraints
    - Sequence
    - Synonyms
    - Views
- Complex Operations
    - Creating Tables using Queries
    - Data Insert, Update & Delete into Tables using Queries
    - MERGE
- Inline Views
- Security
    - Creating Users & Roles
    - Manage User & Role Privileges
- Oracle Internal Tables
- Interview Prepare Sessions

No-SQL

- **Introduction**
    - NoSQL Overview
    - Type of Database
    - The Value of Relational Databases
    - Getting at Persistent Data
    - Concurrency
    - Integration
    - Impedance Mismatch
    - Application and Integration Databases
    - Attack of the Clusters
    - The Emergence of NoSQL, Key Points
- **NoSQL Databases**
    - MongoDB, Cassandra, HBASE, Neo4j
    - Application,
    - RDBMS approach,
    - Challenges
    - NoSQL approach,
    - Key-Value and Document Data Models
    - Column-Family Stores
    - Aggregate-Oriented Databases
- Replication and sharding
- MapReduce on databases
- Distribution Models
- Single Server
- Sharding
- Master-Slave Replication
- Peer-to-Peer Replication
- Combining Sharding and Replication
- **NoSQL Key/Value databases using MongoDB**
    - Document Databases
    - Consistency
    - Transactions
    - Availability
    - Query Features
    - Scaling
    - Suitable Use Cases
    - Event Logging

- o   Content Management Systems
- o   Blogging Platforms
- o   Web Analytics or Real-Time Analytics
- o   E-Commerce Applications
- o   When Not to Use
- o   Complex Transactions Spanning Different Operations
- o   Queries against Varying Aggregate Structure.
- Column- oriented NoSQL databases using Apache HBASE
- Column-oriented NoSQL databases using Apache Cassandra
- Graph NoSQL databases using Neo4
- NoSQL database development tools and programming languages
- Graph Databases

SQL Server (Latest Version) - Administering Microsoft SQL Server Database

Course Content

Module 1: Introduction to SQL Server Database Administration

- Database Administration Overview
- Introduction to the SQL Server Platform
- Database Management Tools and Techniques

Module 2: Installing and Configuring SQL Server

- Planning SQL Server Installation
- Installing SQL Server
- Post-Installation Configuration

Module 3: Working with Databases and Storage

- Introduction to Data Storage with SQL Server
- Managing Storage for System Databases
- Managing Storage for User Databases
- Moving Database Files
- Configuring the Buffer Pool Extension

Module 4: Planning and Implementing a Backup Strategy

- Understanding SQL Server Recovery Models
- Planning a Backup Strategy
- Backing up Databases and Transaction Logs
- Using Backup Options
- Ensuring Backup Reliability

Module 5: Restoring SQL Server Databases

- Understanding the Restore Process
- Restoring Databases
- Advanced Restore Scenarios
- Working with Point-in-Time Recovery

Module 6: Importing and Exporting Data

- Introduction to Transferring Data
- Importing and Exporting Table Data
- Copying or Moving a Database

Module 7: Monitoring SQL Server

- Introduction to Monitoring SQL Server
- Dynamic Management Views and Functions
- Performance Monitor

Module 8: Tracing SQL Server Activity

- Tracing SQL Server Workload Activity
- Using Traces

Module 9: Managing SQL Server Security

- Introduction to SQL Server Security
- Managing Server-Level Security
- Managing Database-Level Principals
- Managing Database Permissions

Module10: Auditing Data Access and Encrypting Data

- Auditing Data Access in SQL Server
- Implementing SQL Server Audit
- Implementing SQL Server Audit

Module 11: Performing Ongoing Database Maintenance

- Ensuring Database Integrity
- Maintaining Indexes
- Automating Routine Database Maintenance

Module 12: Automating SQL Server Management

- Automating SQL Server Management
- Implementing SQL Server Agent Jobs
- Managing SQL Server Agent Jobs
- Managing Job Step Security Contexts
- Managing Jobs on Multiple Servers

Module 13: Monitoring SQL Server by Using Alerts and Notifications

- Monitoring SQL Server Errors
- Configuring Database Mail
- Configuring Operators, Alerts, and Notifications

Oracle Database 12c: Administration Workshop Ed 2

Course Content-

- Introduction and Overview of Oracle 12c
- Exploring the Oracle Database Architecture
- Managing the database Instance
- Configuring Oracle Network Enviorment
- Managing Database Storage Structures
- Administering User Security
- Managing Data Concurrency
- Managing Undo Data
- Implementing Oracle Database Auditing
- Performing Database Auditing
- Performing database maintenance
- Managing Performance
- Managing Performance: SQL Tuning
- Managing Resources by Using Database Resource Manager
- Autoating Tasks by using Oracle Scheduler
- Managing Space
- Backup and Recovery Concepts
- Moving data
- Working with Oracle Support

MYSQL

- Introduction to MySQL
- Designing Databases
- Basic SQL
- Database Structures
- Doing Advanced Queries
- Advanced MySQL Concepts
- Managing Users and Privileges
- Backing Up and Restoring MySQL Databases
- MySQL Options File and Configuring and Tuning the MySQL Server
- Setting Up MySQL Replication
- Introduction to PHP and MySQL

Business Analyst
- **Fundamentals of Business Analysis**
  - Role of a Business Analyst
  - Overview on the Business Analysis Activities
- **Strategy Definition**
  - Internal Analysis
    - Vision, Mission and Business Goals
    - Business Process Analysis
    - The Concept of Business Need
    - Gap Analysis
  - External Analysis
    - Market Research and Analysis
    - User Needs Identification
  - Stakeholder Identification
  - Solution Proposal & Analysis
- **Management of Business Analysis Process**
  - Approaches to Business Analysis
    - Traditional vs Agile Environments
    - Interdisciplinary Approach
  - Tools and Techniques
    - Tools
    - Techniques
    - Notations
- **Requirements Engineering in Business Analysis**
  - Requirements Development
    - Elicitation
    - Analysis and Modeling
    - Specification
    - Verification & Validation
  - Requirements Management
    - Information Architecture
    - Requirements Communication
    - Traceability
    - Configuration Management
    - Solution Scope Management
    - Quality Assurance
- **Tools and Techniques**
  - Tools
  - Techniques
  - Notations
- **Solution Evaluation and Optimization**
  - Evaluation
  - Optimization

ANNEXURE – 14: ONLINE LAB COMPLIANCE CEHCKLIST

Sl. No.	Course Description	Online Lab Facility (Yes/ No)	Remarks
1	2	3	4
1.	Web Site Design & Development		
2.	Web & Social Media		
3.	Web Application Development Using Microsoft .Net		
4.	Web Application Development Using Java		
5.	Web Application Development Using PHP		
6.	Web Application Development Using Python		
7.	Database Designing		
8.	Database Development		
9.	Database Administration Using MS SQL		
10.	Database Administration Using MySQL		
11.	Database Administration Using Oracle		
12.	Application Testing		
13.	Mobile Application Developer		
14.	Cyber Security Expert		
15.	Data Analytics		
16.	Emerging Technologies		
17.	Networking Basics		
18.	Advance Networking		
19.	Network Security		
20.	Windows Administration		
21.	Linux Administration		
22.	Exchange Server		
23.	Project Management (PMP)		
24.	Project Management (Prince 2)		

Sl. No.	Course Description	Online Lab Facility (Yes/ No)	Remarks
1	2	3	4
25.	ITIL V4 (Foundation)		
26.	ITIL V4 (Professional)		
27.	ITIL V4 (Specialist)		
28.	Devops		
29.	Business Analyst		