

GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT

Letter No.: F3(1)/III/A/Elec/SLA/2022/ 3694

Dated: 20.09.2022

**From: Chief Electoral Officer
Rajasthan**

**To: The Managing Director,
Rajasthan Electronics & Instruments Limited,
REILHOUSE, Shipra Path, Mansarovar
JAIPUR – 302 020**

Subject: Regarding Appointment of REIL as State Level Agency (SLA) for providing support services to the Election Department, Rajasthan for 2 Year.

The REIL is working as State Level Agency of the Department since 2012. Present contract of the SLA was expired on 13/09/2022. General Election of State Assembly-2023 and General Election of Lok Sabha-2024 are due in next two years. Therefore Election Department is willing to appoint REIL further as State Level Agency (SLA) for a period of 2 years for providing technical support services as per the following details, terms & conditions:

S.N	Description	Unit	Unit rate
	Annual Technical support services as State Level Agency (SLA) over the period of 2 years, for the Election department, Rajasthan, consisting of following tasks.	1 st year	Rs. 30,00,000/-
	A. Virtual Server (SQL Server Database) Management for ERO Net and Control table data	2 nd year	Rs. 30,00,000/-
	B. Implementation, maintenance, technical support for Electoral Roll Management System and Electoral Photo Identity Cards programme for the State of Rajasthan.		
	C. Maintenance and modernization of the existing web pages of the official website of the Election department, Rajasthan		
	D. Task for Election/Bye-Election of Assembly Constituencies		
	E. 200 AC's Database Backup. Custodian and storage of Voters image and bilingual text data for each revision of Electoral rolls		
	F. API Development, Maintenance for Integration of Electoral Roll with Other Application		
	G. Validation/Verification & maintenance of subsequent computerized version of ERMS & EPIC programme as per guideline of ECI.		
	H. Generation of MIS report derived from the Existing database of ERMS		

**GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT**

	<p>I. Data Analysis /Training/presentations etc.</p> <p>J. Inventory Management System for Election Department Store</p> <p>K. Third party services</p> <ul style="list-style-type: none"> • Security Audit of web application from CERT-In • Renewal of SSL/TLS Certificate for NIC Web server/web application <p>L. The REIL shall arrange in-house infrastructure at Jaipur for design, development of software and carrying Job works involving large volume databases & this job would be carried out at REIL Office, Jaipur.</p> <p>M. Company will depute one technical resource at Election Department, Jaipur Office for Electoral Roll Technical support /Help services, providing the MIS report regarding the electoral roll to concern section and coordination with Election Department during the contract period.</p>		
	Total	Total	60,00,0000/-

The detailed scope of work is attached as Annexure (A)

::2::

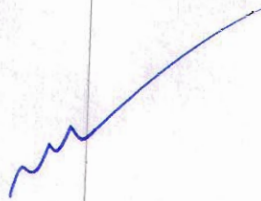
Terms and Conditions:

1	GST	Extra as applicable at the time of billing. Presently, GST is applicable @ 18%.
2	Packing & Forwarding	Inclusive
3	Freight & Insurance	Inclusive
4	Octroi	Extra as applicable
5	Other	If any other taxes, levies imposed by government shall be Extra at the time of billing.
6	Terms of Payment	<ul style="list-style-type: none"> • The services charges for providing Technical consultancy and support services as State Level Agency (SLA) are on annual basis, and the payment is on quarterly basis.
7	Training	<ul style="list-style-type: none"> • REIL would impart training sessions at Jaipur, to the users' representatives on operation of the software. The Election Department, Rajasthan shall arrange for the training infrastructure and space at Jaipur.

**GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT**

8	Third Party Services	<ul style="list-style-type: none">• The Security Audit of web application by CERT-In empanelled agencies is carried out by REIL . No extra charges will be paid upto Rs 10000.• The SSL Certificate for NIC Web server/web application shall be arranged by REIL .No extra charges will be paid upto Rs 10000.
9	Other terms	<ul style="list-style-type: none">• The backup of database is kept in USB hard disk for each revised roll.• The detail scope of work for extended SLA period is as per attached Annexure. In addition to the attached scope of work, the Online Inventory Management System for Election Department User will be design, developed & hosted on NIC Server for Election Department user without any extra cost.• The Monthly Review meeting in the first week of every month would be held with Addl. CEO Office & REIL technical team regarding the accomplishment & schedule task of Electoral Roll Management System. The monthly progress report shall be submitted to the Department for the work carried out during the month.• The REIL shall arrange in-house infrastructure at Jaipur for design, development of software and carrying Job works involving large volume databases & this job would be carried out at REIL Office, Jaipur. Company will depute one technical resource at Election Department, Jaipur Office for Electoral Roll Technical support /Help services, providing the MIS report regarding the electoral roll to concern section on need basis and coordination with Election Department during the extended contract period.• During the contract period, the mobile app/other application will be developed at appropriate time after determining the resources required & scope of work on additional cost and the separate commercial proposal will be submitted to Election Department.• The required Infrastructure (Hardware/ Software) mentioned at serial no. K of Annexure shall be required for execution of SLA Task & the same are arranged by REIL at its Office premises.• The liability of REIL is limited to providing the Voters data in requisite formats & software solution for hosting on web server.• The scanning, data entry of elector's, applicants, other forms or any digitization work is not in scope of SLA task. If required then the services will be provided after mutual discussions and agreed upon cost basis.• Any additional services, as when required during this period, will be provided as per mutual discussions and agreed upon cost basis.• All the provisions of the RTPP Act-2012, RTPP Rule-2013 and G.F. & A.R. will be applicable on this offer.


The detail scope of work is attached as Annexure



GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT

You are request to please submit your consent on the proposal in the form of SLA as per the above subject within next 3 days.

Enclosure: As above




(Krishna Kunal)
Addl. Chief Electoral Officer

Letter No.: F3(1)/III/A/Elec/SLA/2022/

Dated: 20.09.2022

Copy forwarded to the following for kind information:

1. Private Secretary to Chief Electoral Officer, Rajasthan, Jaipur
2. Private Secretary to Addl. Chief Electoral Officer, Rajasthan, Jaipur
3. Joint. CEO-IT, Election department, Rajasthan, Jaipur
4. Accounts Section (Budget / Payment)
5. Guard file



Financial Advisor
Election Department

GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT
Scope of Work for Annual Technical support & services as State Level Agency (SLA)

Request for Proposal for
Providing the technical support services
as
State Level Agency (SLA)
for
Electoral Rolls Management System and Electoral Photo Identity Card
(EPIC) program
as per guidelines of
Election commission of India
for the
Election Department, Rajasthan (EDR)
for the period of 2 Years.

GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT
Scope of Work for Annual Technical support & services as State Level Agency (SLA)

SCOPE OF WORK

- A. Virtual Server (SQL Server Database) Management for ERO Net and Control table data
- B. Implementation, maintenance, technical support for Electoral Roll Management System and Electoral Photo Identity Cards programme for the State of Rajasthan.
 - Integration of Electoral Roll for 200 AC' having 52062 polling booths
 - Rationalization of Polling Stations for 200 Assembly Constituencies
 - Draft & Final Publication of Electoral Roll on website
- C. Maintenance and modernization of the existing web pages of the official website of the Election department, Rajasthan
- D. Task for Election/Bye-Election of Assembly Constituencies
- E. 200 AC's Database Backup, Custodian and storage of Voters image and bilingual text data for each revision of Electoral rolls
- F. API Development, Maintenance for Integration of Electoral Roll with Other Application
- G. Validation/Verification & maintenance of subsequent computerized version of ERMS & EPIC programme as per guideline of ECI.
- H. Generation of MIS report derived from the Existing database of ERMS
- I. Data Analysis /Training/presentations etc.
- J. Inventory Management System for Election Department Store
- K. Hardware /Software Infrastructure Required

GOVERNMENT OF RAJASTHAN

ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

L. Virtual Server Management for ERO Net and control table data

- The management virtual server for 200 Assembly Databases along with control Tables of 52,062 polling booths of Rajasthan in Microsoft SQL Server 2014 is regularly managed by SLA.
- Updating of Control Table (Section, Part, Village etc.) as per the request received from 200 ERO Office's, district Office's.
- SQL Script Program Preparation and execution on the SQL Server as desired by Election Commission of India.
- Elimination of any data error's as caused by front end applications.
- Monthly Pooling of Electoral Roll Database with ECI Server with Virtual Server for hosting of data on website.
- The Database of 200 AC's is regularly sync between ERO Net Server and Virtual Server. The SLA regularly check the performance of server, monitoring the space utilization, storage management and providing the support services to Election Commission of India, Bug fixing, error rectification, data fine tuning, SQL Server Services monitoring.
- Overall administration, day to day operations, monitoring, maintenance, MIS generation, backup, recovery, etc. of the deployed Application& the related Database.
 - ✓ Updating Database related queries
 - ✓ Customization of the report format
 - ✓ Rectification Defect/ Bug Fixing reported by ERO/DEO/ECI.
 - ✓ Integration with other applications (if required)
 - ✓ Providing Help/ support with Escalation matrix for registration of complaints & resolution
 - ✓ Business Intelligence Analytics & MIS Reports as per new format defined.
 - ✓ Handle technical issues of the departmental users
 - ✓ Reply to the queries/ feedback/ suggestions/ complaints received from all the stakeholders.

GOVERNMENT OF RAJASTHAN

ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

A. Implementation, maintenance, technical support for Electoral Roll Management System and Electoral Photo Identity Cards programme for the State of Rajasthan.

B.1 Integration of Electoral Roll for 200 AC' having 52062 polling booths

- Software Development & Customization
- Database backup from ERO Net for Integration
- Increment on Age of Electors as per qualify date of Draft Publication.
- Part wise re-serialization of all electors on the basis of section, House no and age.
- Elimination of all deleted and modified records.
- Updation of various technical flags in database.
- Updation of Gender wise part wise count for generation of Electoral Roll.
- Receive control table data from ERO Net server and updating in state VM.

B.2 Rationalization of Polling Stations for all 200 Assembly Constituencies

- Backup preparation of Eroll and Control Table data on state VM.
- Copy and restoration of Eroll and control table data from state VM to NIC state data center for ERMS
- Development and implementation of Rationalization module on ERMS to be used by 200 ERO offices.
- Hosting of Rationalization Software on NIC Data Centre
- 200 AC Database hosting on NIC Data Centre for Rationalization
- Training & support services to ERO for Rationalization Proposal Data Entry.
- Technical & Operation Manual for ERO Users
- Step by step monitoring of Rationalization activity using online ERMS software.
- After Rationalization completion on ERMS move rationalized data back to state VM for Electoral roll preparation of Rationalized parts.
- Providing Rationalized Eroll and control table data to ECI technical team in their desired format for updating in ERO Net server.
- Generation of various reports on Rationalization activity.

GOVERNMENT OF RAJASTHAN

ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

B.3 Draft & Final Publication of Electoral Roll on website

- AC Header page for all 200 ACs is prepared using state VM eroll data and hosted on CEO Rajasthan website.
- Website Dynamic Page for Draft Electoral Roll PDF File Hosting on Server.
- Website Dynamic Page for Final Electoral Roll PDF File Hosting on Server.
- Web pages for Electoral Roll Publication for Service Voters

B. Maintenance and modernization of the existing web pages of the official website of the Election department, Rajasthan

The existing website would be modernized and maintained as per direction & requirement issued by the Election Department

- The security audits of the application through a third party CERT-In agency on timely basis. Based on the findings of security audits, the necessary changes in the application to ensure the compliance of the security of the application. These changes would have to be conducted at no extra cost to EDR.
- Arrangement, Installation & commissioning of SSL/TLS certificate in view of Safe & Secure of official website of Chief Electoral Officer (<https://ceorajasthan.nic.in>).
- Designing, conceptualizing & programming of the website (Static Part)
 - Creation of graphics
 - Design and execution of navigational structure
 - Basic template design
 - Public web pages for contact details and relevant information of electoral machinery on website during the Election
 - Maintenance of the website
- Designing & programming the backend software (Dynamic Part)
 - Dynamic web pages as and when required
 - Technical support for hosting of the dynamic web pages on the web server of RSDC/NIC/SEC
- Design and Development of any new static/dynamic web page as per requirement of Election Department.
- Updating Home and other existing pages on the website as per requirement.

GOVERNMENT OF RAJASTHAN

ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

- Technical support for hosting of the dynamic web pages on the web server of NIC located Data Center.
- EDR may arrange for the security audits of the application through a third party agency on timely basis. Based on the findings of security audits, the necessary changes in the application to ensure the compliance of the security of the application. These changes would have to be conducted at no extra cost to EDR
- Electoral Roll for all parts is made available to all citizens using Electoral roll publication module link available on CEO Rajasthan website.
- BLO Supervisor list, Polling station list is made available to all citizens using web page available on CEO Rajasthan website.
- Expenditure statement web pages for contesting candidates.

C. Task for Election/Bye-Election of Assembly Constituencies

- JSON Data Creation & providing to ECI empanelled Mobile APP Development party for booth app for 52062 booth.
- Standard Designed Voter Slip for printing in brail for visual impaired electors.
- Data Collection from ERO Offices for Auxiliary Polling booths & updating the same in state VM for generation of voter slip.
- Polling Booth Data providing to EVM Randomization Team/Polling Party Randomization.

D. 200 AC's Database Backup, Custodian and storage of Voters image and bilingual text data for each revision of Electoral rolls

- Custody of subsequent versions of computerized data-backup of ERMS & EPIC programmes as per guideline of ECI, including Backup and storage of Voters image and bilingual text data for each revision of Electoral rolls
- Providing the 200 AC's Database to State Election Commission.
- Collection of the Voters data for past revisions of the Electoral rolls from ECI on USB Hard Disk.
- Archival of Electoral rolls for each revision under the scope of SLA
- Periodic checking the maintenance of archival media

GOVERNMENT OF RAJASTHAN

ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

E. API Development, Maintenance for Integration of Electoral Roll with Other Application

- As and when any Electoral Roll database information is desired by DoIT, an interfacing web service is designed, developed and hosted for providing data to DoIT application as Electoral Roll and Elector's statistics data is made available to DoIT Jansuchna portal through web service
- ECI Developed Monthly pooling API integration on CEO website for displaying monthly pooling data.

F. Validation/Verification & maintenance of subsequent computerized version of ERMS & EPIC programme as per guideline of ECI.

- Regular (Daily) Syncing of 200 Assembly Database from ERO.Net CDAC Server to Virtual Machine.
- Validate the SQL database file by counting the voters count.
- Token Raise and Solve the problem when any gap found in database.
- Database Health Verification from pre-defined sql script.
- Execute Standard Operating Procedure Script received from ECI for e.g. new EPIC No. generation for NO EPIC electors, new EPIC generation for Junk EPIC electors, Correction of photo orientation, New EPIC generation for repeat EPIC electors, any new IT tool installation state VM.
- PWD voter data syncing as and when required.

G. Generation of MIS report derived from the Existing database of ERMS

Various Type of MIS Reports are generated and provided on regular basis. The data mining work carried out on 200 Assembly Constituencies Databases having 52062 polling booths.

The reports are generated on the basis of

- Polling Booth
- Assembly Constituencies wise
- District Wise
- State Level

GOVERNMENT OF RAJASTHAN
ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

Some of the Reports are as:

- Logical Error Reports
- Number of Electors in Draft, Supplement and Final Electoral Roll
- Details of Image in Photo Electoral Roll/EPIC Number
- Polling Station Detail
- Electors Mobile Number Information

H. Data Analysis/ Training/ presentations etc.

- Age Cohort Report for 200 AC's
- Gender wise Report for 200 AC's
- Polling Booth wise Elector Count Report
- Polling Booth Location wise Booth count
- Training/Presentation to end users
- On need basis, various reports generated from 200 AC's Electoral Roll
- Evaluation/Feedback on SRS, Design Document for ECI/ TCS Team.
- Online Discussion with ECI Technical Team for smooth Implementation of Electoral Roll Database Management for Rajasthan State.
- Testing of Electoral Roll Module Developed by ECI for Implementation in Rajasthan State.
- Any other task assigned by CEO Offices regarding the Electoral Roll.

I. Inventory Management System for Election Department Store

Inventory Management System for Election Department Store shall provide users to manage the receipt, dispatch & balance of the store items with following features:

- Receipt : Online receiving of the items received
- Dispatch: Data Entry of items distributed
- Balance: up keeping og Inventory balance
- Inventory Reports: Generation of various monitoring reports based on Data Entry

GOVERNMENT OF RAJASTHAN

ELECTION DEPARTMENT

Scope of Work for Annual Technical support & services as State Level Agency (SLA)

J. Hardware /Software Infrastructure Required

The Company shall arrange in-house infrastructure at Jaipur for design, development of software and carrying Job works involving large volume databases & this job would be carried out at REIL Office, Jaipur.

A dedicated LAN consisting of one server, two desktop systems, one switch, Uninterrupted Power Supply would be required with Internet connection.

S. N.	Description	Quantity (No.)
A. Hardware		
1	Server System with Microsoft Windows Server 2012 x64 Bit STD Edition with 5 CAL Preloaded	1
2	Desktop systems with Microsoft Windows 10 professional 64 Bit Preloaded	2
3	8 Port Managed Switch With Web View & Exp Slot	1
4	Storage Media – 2 TB USB 3.0 External Powered	5
5	Uninterrupted Power Supply 1.5 KVA	1
B. Software		
1	Microsoft Visual Studio 2019 [Including Crystal Report Writer Tool]	1
2	Microsoft SQL Server Standard 2016 OEM + 5 User CAL with Media CD	1
3	Symantec Antivirus 5 User License compatible with 64-bit hardware Architecture and 64-bit Operating System	1
C. Internet Connectivity:		
<p>The Electoral Roll Database size is around 1000 GB and it need to port on State Data Center or NIC web server on need basis. So, one dedicated Internet connection with Static IP is required for sending and receiving of data from web server on need basis. The Internet connection would have assured bandwidth, unlimited incoming and outgoing.</p>		