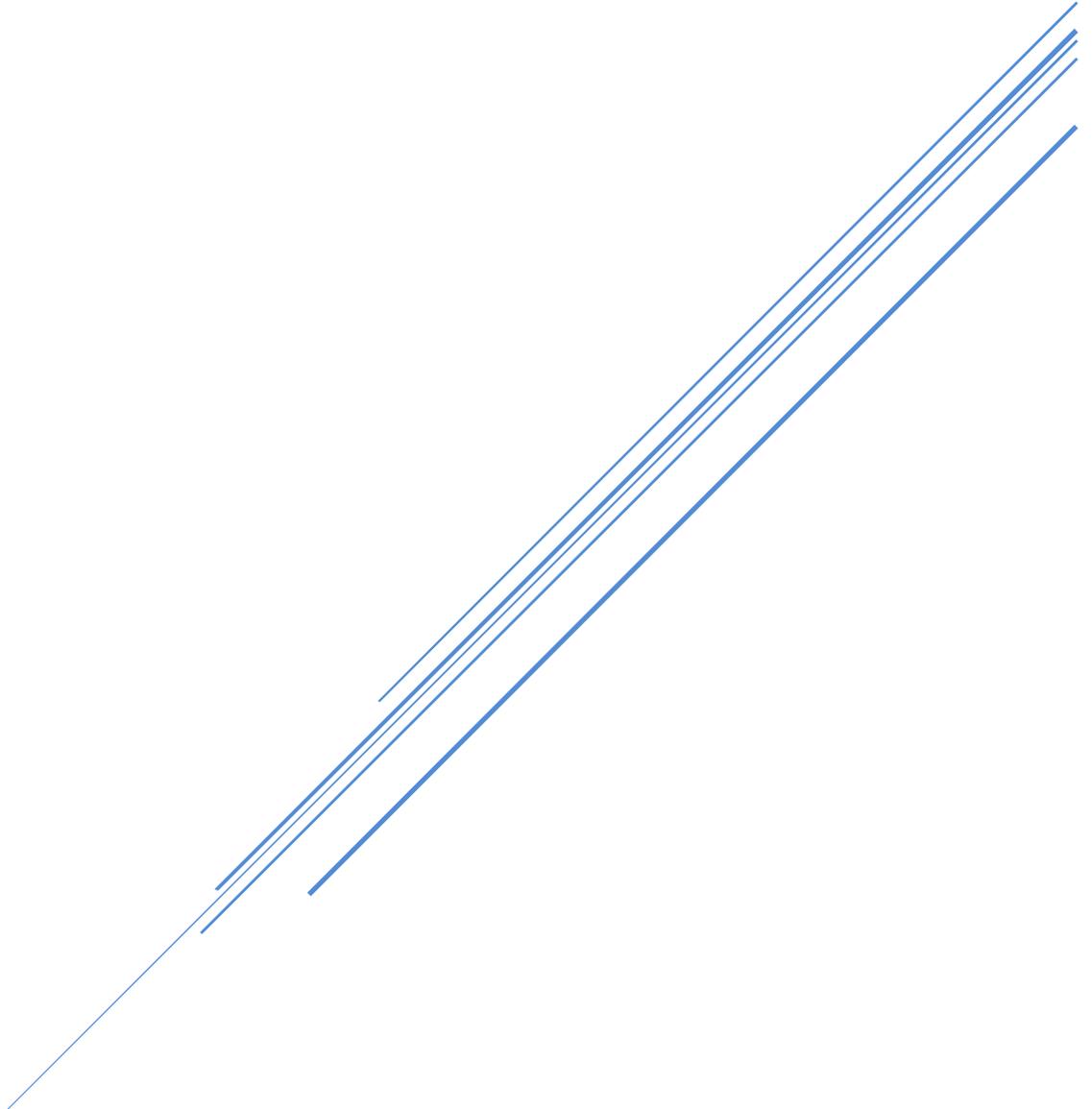# USER MANUAL

e-Bazaar B2G Services for Government Departments

Department of Information Technology & Communication

Government of Rajasthan

## Contents

# 1. Introduction

As per the announcement made by The Honorable CM at point no. 105 in the budget speech for FY 2021-22, the registered and recognized startups according to QRate Score has been linked with e-bazaar through iStart portal and respective required provisions have been made in e-Bazaar to facilitate Government Department to give work-orders of up to Rs.15 lakh without tender for promotion of the startups and provide opportunity to youth to show talent and achieve self-employment.

In this context, processes of B2G services have been designed and developed under e-Bazaar portal.

## 1.1. Purpose

This user manual guides the intended users (Registered and recognized startups in iStart and Government Department of Rajasthan States) for:

| Processes | Intended User |
|---|---|
| Onboarding on B2G service portal of e-Bazaar | Registered and recognized startups in iStart and Government Department of Rajasthan State |
| Onboarding of Products/ Services for B2G services | Registered and recognized startups in iStart as "Seller" |
| Search of Products/ Services and Placement of Letter of Intents (LOIs) | Onboarded Government Department of Rajasthan State as "Buyer" at e-Bazaar B2G Service Portal |
| Acceptance/ Rejection of issued LOIs | Registered and recognized startups in iStart as "Seller" |
| Issuance of Work Order on the accepted LOIs | Government Department of Rajasthan State as "Buyer" |
| Work progress entry on the issued Work Orders | Registered and recognized startups in iStart as "Seller" |
| Verification (Acceptance/ Rejection) of the work progress entries | Government Departments of Rajasthan State as "Buyer" |
| Entry of Invoices on the accepted work progress entries | Registered and recognized startups in iStart as "Seller" |
| Entry of payment made against the submitted invoices | Government Departments of Rajasthan State as "Buyer" |

## 2. Onboarding on B2G service portal of e-Bazaar:

### 2.1. Government Department as Buyer

#### 2.1.1. Registration Department & Respective Offices

The Government Department/ Organization can be registered as "Buyer" to purchase products /services of registered and recognized startups in iStart through B2G services of e-Bazaar.

In this context, the right for registration or change in registered Departments/ Government organizations are with the System Admin of the portal. Therefore, the Department/ Government organizations may send their respective required information to helpdesk.ebazaar@rajasthan.gov.in in the following format:

### 1. Registration of Department:

| Department Name | Department Address (Complete address including PIN code) |
|---|---|
|  |  |

### 2. Office Registration:

| Department Name | District Name | Office Name | GST No. (if applicable) | Office Address (Complete address including PIN code) | SSOID of Primary User |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Once, the department/ organization is registered, the "Primary User" may login the application at https://ebazaar.rajasthan.gov.in/main :

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### 2.1.2. Registration of Multiple Buyers under one Department/ Office:

Registration of multiple buyers as "Secondary Users" under one Department/ offices can be done by the "Primary User" of the Department/ Office.
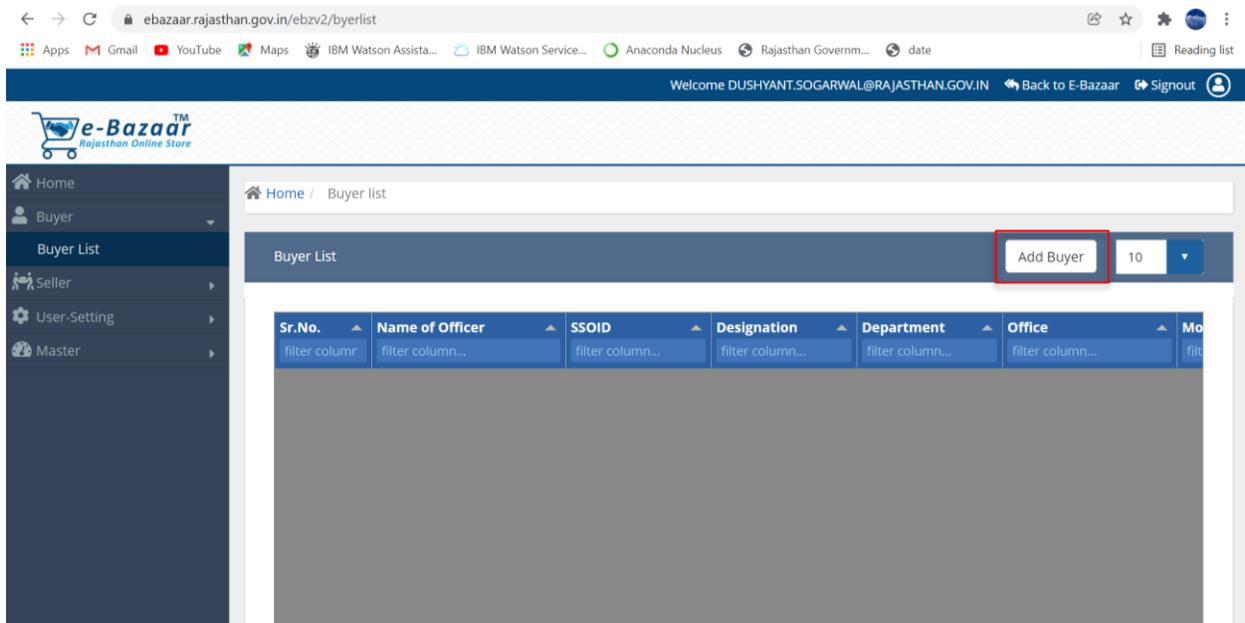
The registered primary user has to click on B2G services and then the primary user will be redirected to his/ her dashboard.
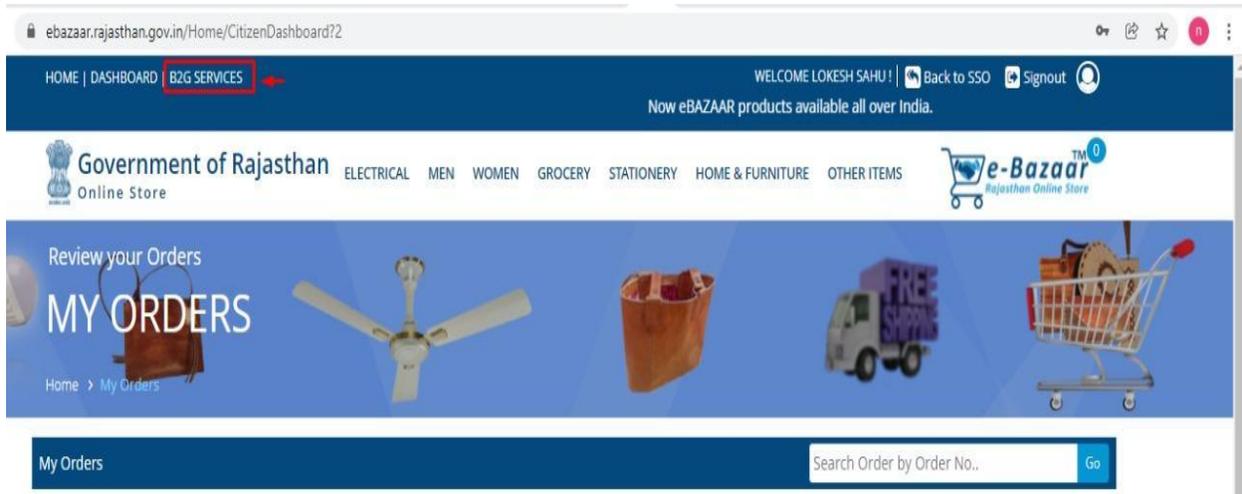


At the left menu of the dashboard, the user has to open "buyer list":
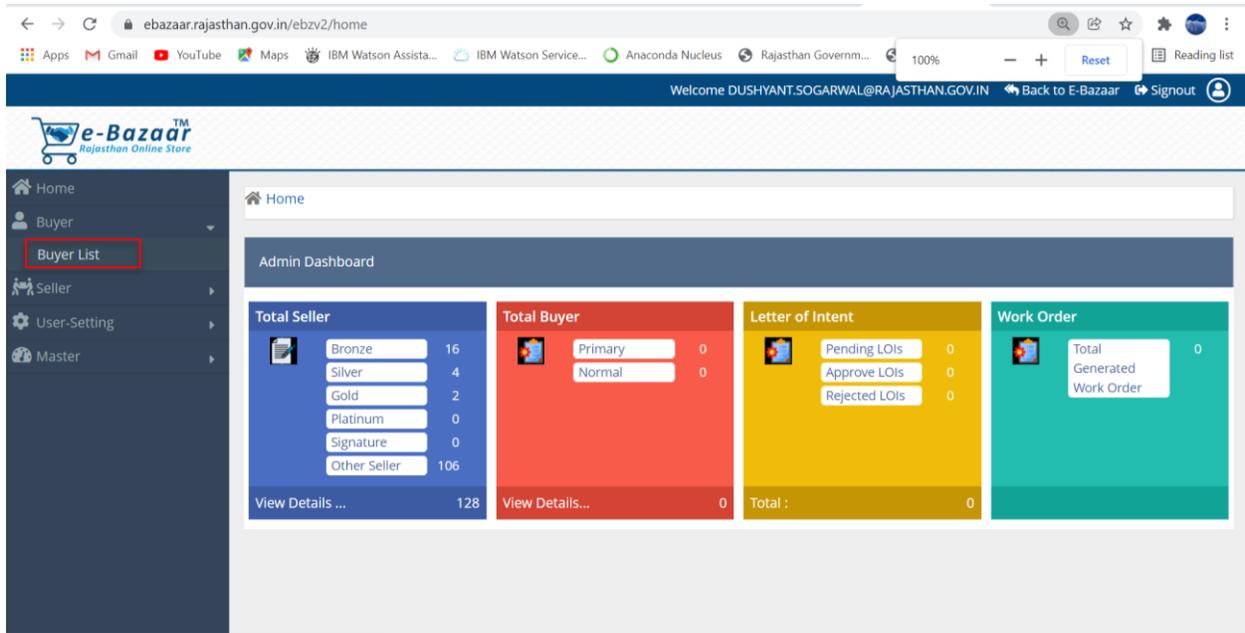
Then, the user can see the listed secondary users or buyers under his/ her department/ office and to add new secondary user press "Add Buyer":



Then, user has to fill all required details and submit the details:

*Note:* If user select "Is Primary" check box the rights of primary user will be transferred to the new user.

All users (Primary/ Secondary) registered as "Buyer" have rights of purchase.

**3.    LOIs/ Work Orders:**

This page shows the user list of LOIs and Work Orders received by them and enables them to take appropriate action.

**3.1. Search of Products/ Services and Placement of Letter of Intents (LOIs) by Buyer**

After login under B2G services of e-Bazaar, the buyer may select "Place LOI" under the tab of "LOIs/Work Orders" to search requisite products/ services:
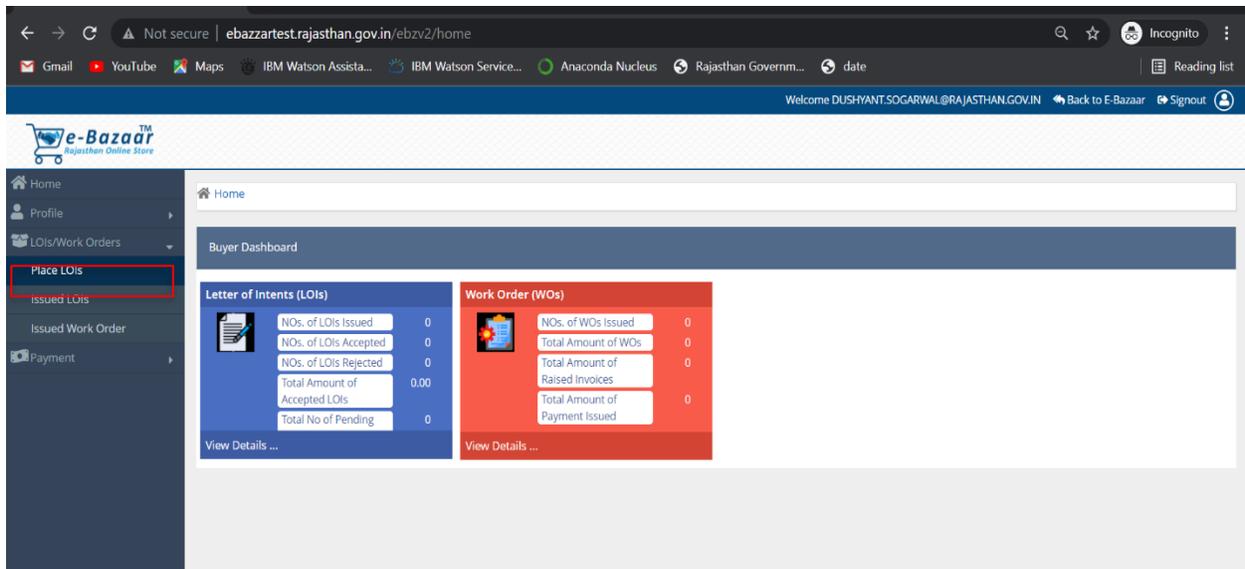
Now, the buyer may search product/ services as per their requirement with the help of various filters given on the form:
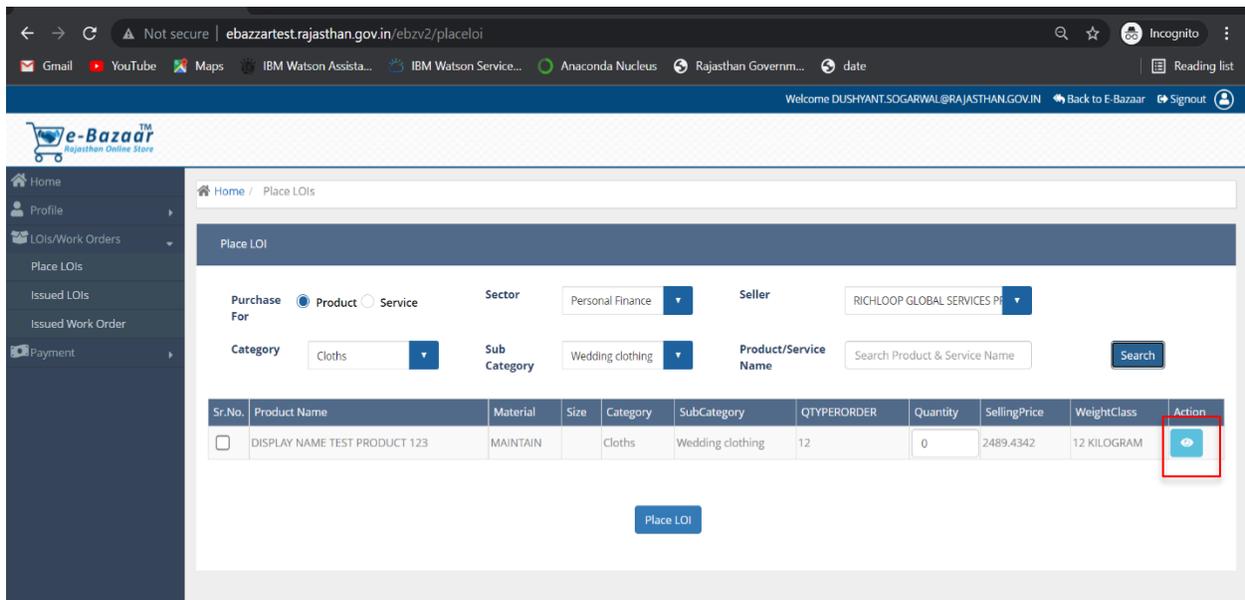


After the selection of the requisite search parameters, the buyer will find the list of products or services.

If the buyer, find the appropriate product/ services after view details of the product/ service on click of "Action Button", the buyer may select the product/ service, fill the intended quantity and click on the button of "Place LOI":

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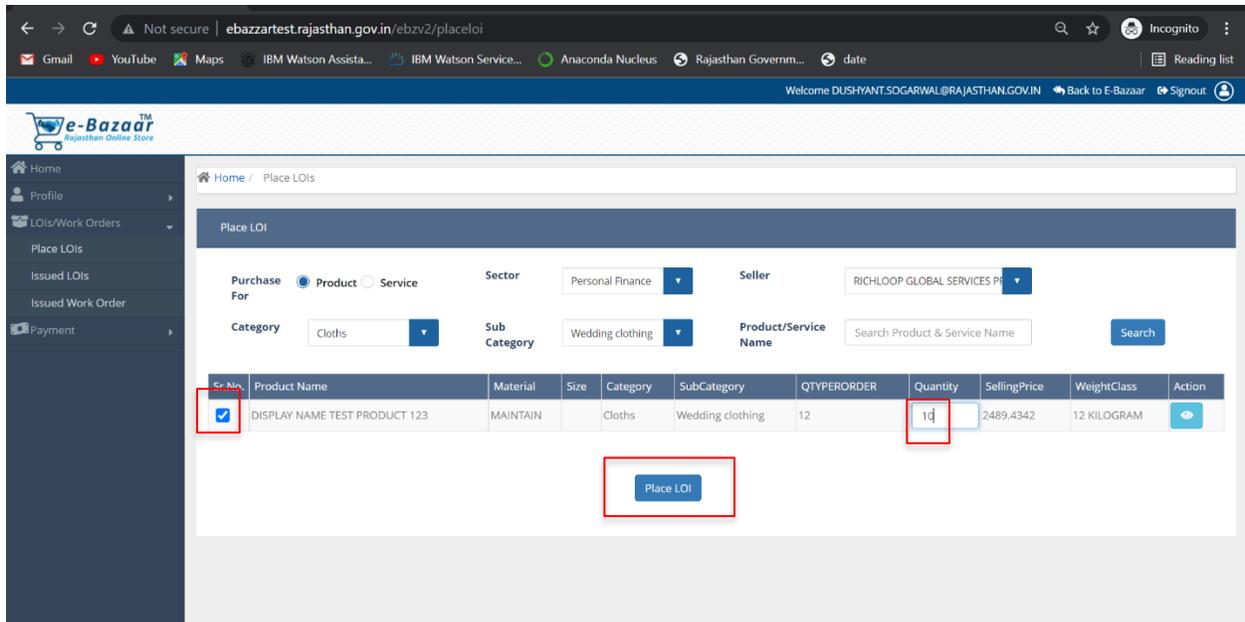
Once, the buyer click on the "Place LOI" button, then as "Pop-up" form appears to fill "Estimated Cost" (In INR without GST", "Date to Respond" by the seller on the to be issued LOI, "upload T&Cs/ Any detailed required scope document" and "delivery address".
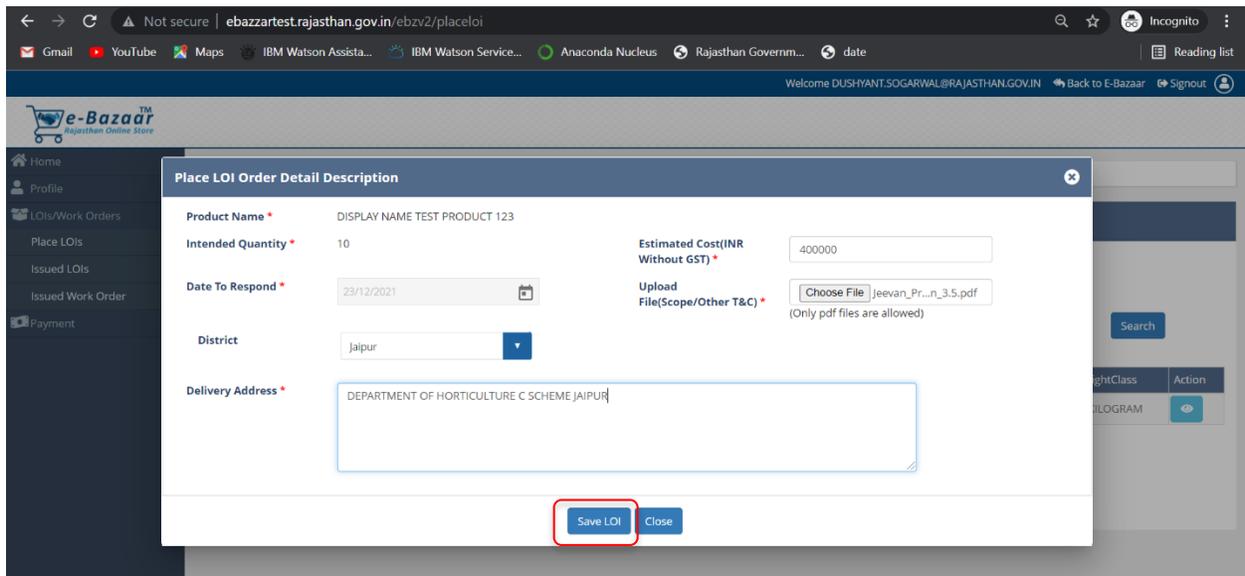


After entering all the required details, the buyer may click on "Save LOI" to submit it to the respective selected seller.

## 3.2. Issuance of Work Order by buyer on the accepted LOIs

The buyer may view list of issued LOIs by him/her at the left menu under the "Issued LOI" subtab of "LoIs/Work Orders" tab. If the issued LOIs has been "Accepted" by the seller as

per the previous sub section of this manual, the buyer may be able to "View Details" submitted and "Documents Uploaded" by the seller and can "Generate Work Order":
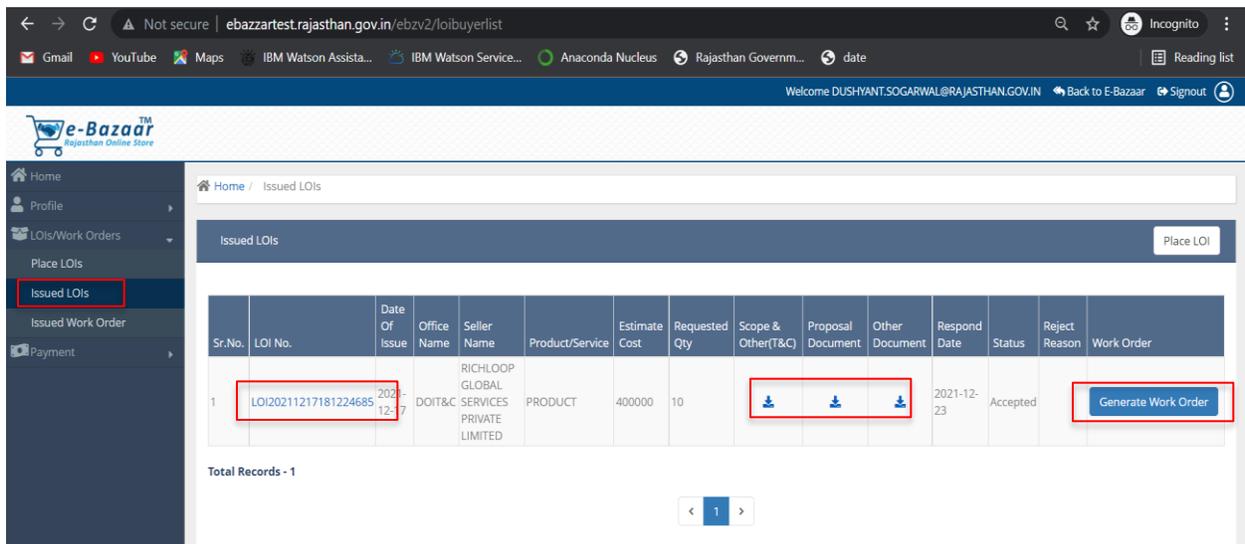


Once, the buyer click on "generate Work Order", then the buyer has to fill "Date of Delivery" and "Last Date of the Contract" and may upload "Any other T&C Document" (if required.
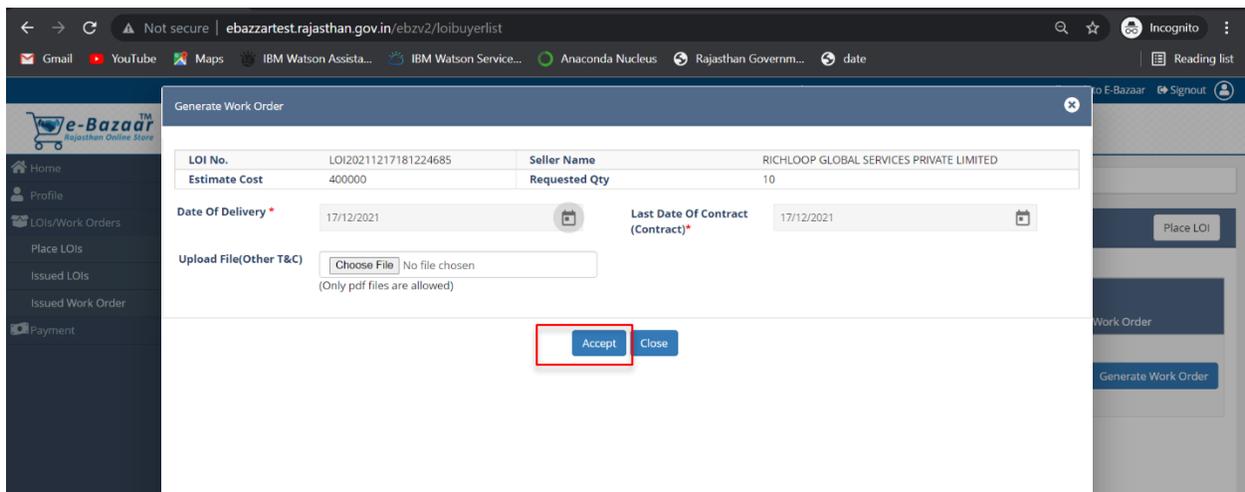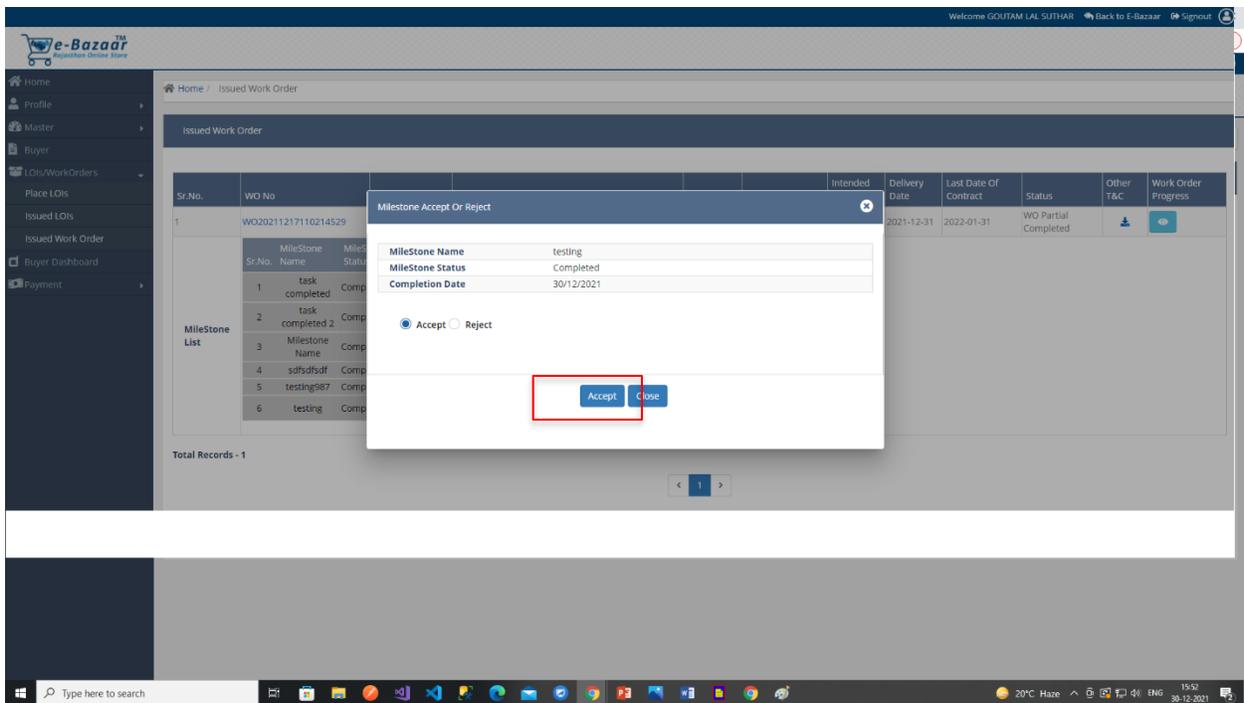


## 3.3. Verification of work progress entry under an issued work order

To view the "Work progress Entry" made by seller on the issued work order, the buyer may select "Issued Work Order" tab under the left menu of " LOIs/ Work Orders:
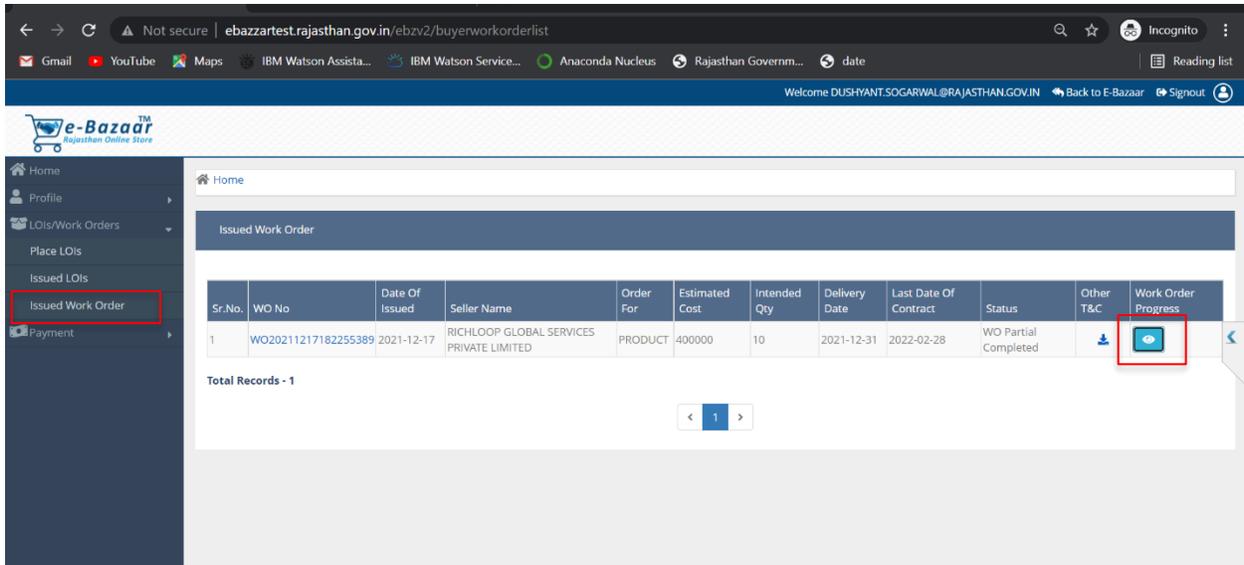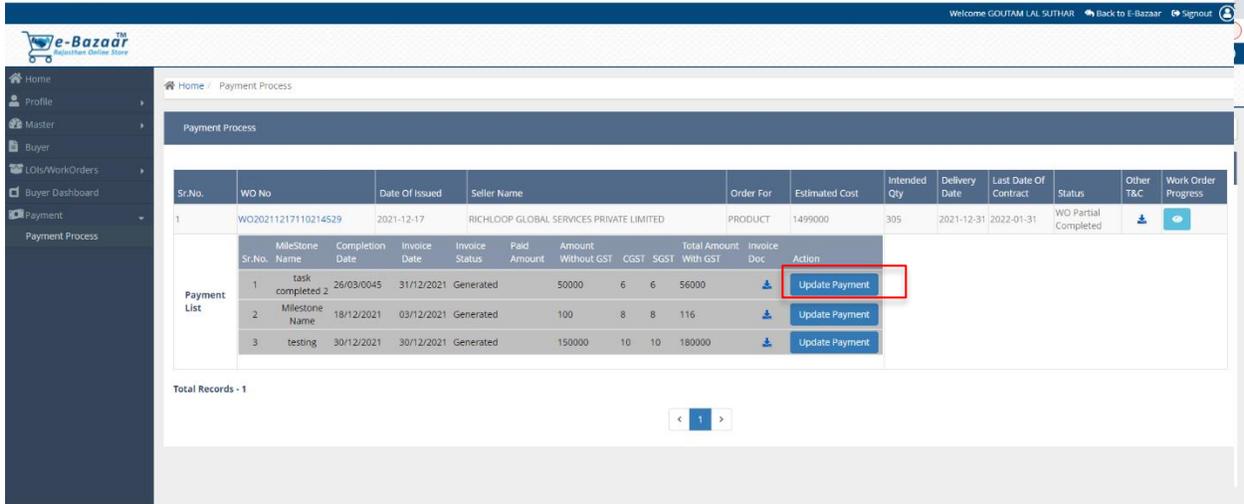
The buyer may accept and reject the listed milestones against the issued work order:



In case of Rejection, the buyer has to mention the reason for rejection.

## 3.4. Entry of payment made against the submitted invoices

The buyer may update the "payment made" against the submitted invoices. The buyer has to select "Payment process" tab under left menu of the "Payment":

After click on the "Update Payment", the buyer has to fill details of "Payment Made" against the submitted invoices such as "Any penalty", "TDS", "Paid Amount", "Payment Mode", "Actual Date of Payment", "Payment Issuing Bank Details" with UTR etc.
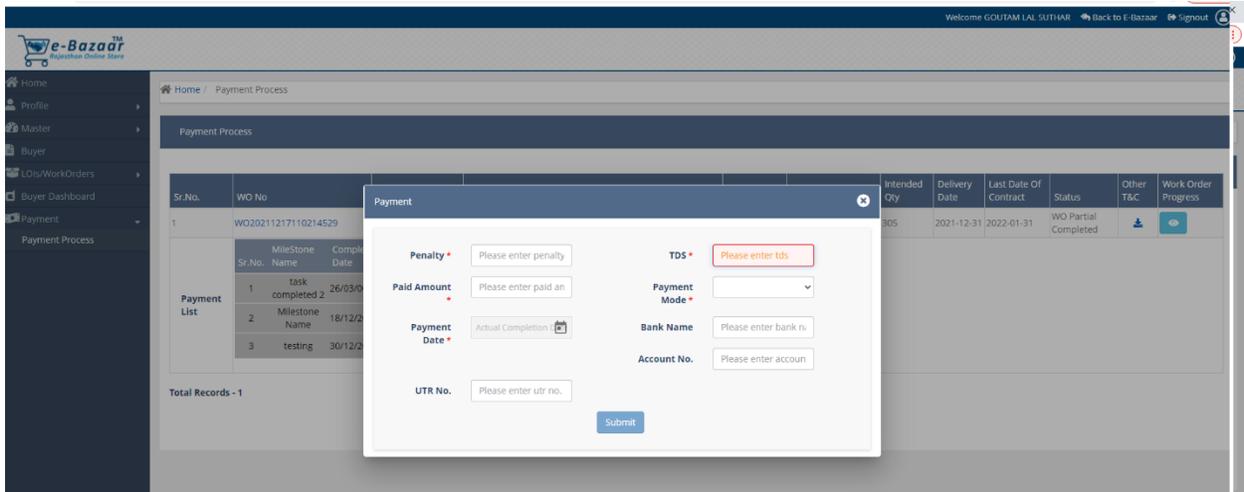
**4. Do's and Don'ts:**

For filling the entire form kindly follow the given Do's and Don'ts of Plantation & Monitoring:

**4.1 Do's:**

1. Users must login to E-Bazaar B2G Web Portal with a valid username and password which is registered through SSO.

2. SSO ID is case sensitive in the login screen.

3. While Submission of forms please enter all mandatory fields.

4. Photograph: Ensure to provide descriptive and good quality images.

**4.2 Don'ts:**

1. Don't press the back button or kill the page while a form is in submission.

2. Don't Refresh (or press ctrl +F5) While submitting form.

### 5. Helpdesk:

Users can track their order by sending SMS RJ e-BAZAAR TRACK ORDER NUMBER to 9223166166 or 51969.

Users can share their feedback by sending SMS RJ EBAZAAR FEEDBACK YOURFEEDBACK to 9223166166 or 51969

or send email to [helpdesk.ebazaar@rajasthan.gov.in](mailto:helpdesk.ebazaar@rajasthan.gov.in)

Toll Free Number : 1800-180-6127