

**Expression of Interest
for
Provision of Webcasting Solution**

**Office of the Chief Electoral Officer,
West Bengal
21, N.S. Road, Balmer Lawrie Building, 2nd & 3rd Floor,
Kolkata 700001**

1. Bid Data Sheet

1	RFP/e-Tender/EOI Inviting Authority	Office of the Chief Electoral Officer, West Bengal
2	Name of the Work	Provision of Webcast Solution
3	RFP/Tender/EOI Reference	CEOWB/2024/e-Tender/001/Web Casting Solution Dt: 17.01.2024
4	Start Date for the Issue of EOI/RFP/Tender Documents	17.01.2024 , 1700 hrs.
5	Last date for seeking clarifications	29.01.2024 , 1500 hrs.
6	Date and Time of Pre-Bid Conference	30.01.2024 , 1400 hrs.
7	Date of issuing amendment of RFP consequent upon queries raised by prospective bidders, if required	31.01.2024
8	Last date and time for submission of Bids	16.02.2024 , 1500 hrs.
9	Opening of Technical Proposal	19.02.2024 at 1400 hrs.
10	Place of Opening of Technical Proposal	Office of the Chief Electoral Officer, West Bengal, 21, NetajiSubhas Road, BalmerLawrie Building, Kolkata– 700001.
11	Presentation by bidders who meet the primary bid eligibility criteria	20.02.2024 at 1200 hrs.
12	Date of uploading list for Technically Qualified Bidder	21.02.2024 at 1100 hrs.
13	Opening of Financial Proposal	22.02.2024 at 1500 hrs.
14	Earnest Money Deposit (EMD)	₹10,00,000/-
15	Address for Communication	Office of the Chief Electoral Officer, West Bengal, 21, NetajiSubhas Road, BalmerLawrie Building, Kolkata– 700001. Landline : 033-2231-0840 Fax : 033-2231-0840 E-mail: • ceo-election-wb@nic.in Website: www.ceowestbengal.nic.in



(Dr Aariz Aftab)
Chief Electoral Officer,
West Bengal

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Office of the Chief Electoral Officer, West Bengal
Balmer Lawrie Building, 21, N.S Road, Kolkata- 700001.
 ☎(033) -2231-0840

CEOWB/2024/e-Tender/001 /Web Casting Solution

Dt: 17.01.2024

Notice Inviting e-Tender No.CEOWB/2024/e-Tender/ 000/Web Casting Solution dated, 17.01.2024 of the Chief Electoral Officer and Additional Chief Secretary to the Government of West Bengal, Home and Hill Affairs Department (Election Branch).

The Chief Electoral Officer and Additional Chief Secretary to the Government of West Bengal, Home and Hill Affairs Department (Election Branch), invites e-Tender Pre-qualification-cum-Tender (two cover system) for the work as detailed below. (Submission of Bid through online)

Name of the work	Earnest Money	Eligibility Criteria	Disqualification Criteria	Rejection Criteria
Provision of Webcasting solution	₹ 10,0,000/- (Rupees ten lakh) only	As detailed in <u>Selection of the Agency:</u> <u>Terms of Reference (TOR) in Section 3.9</u>	Even though the bidders meet the qualifying criteria as detailed herein the document, they are subject to be disqualified if they have: (i) Made misleading or false representations in the forms, statements, affidavits and attachments submitted in proof of the qualification requirements; and / or record of submission of any false / fake document(s). (ii) Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.	During scrutiny of Technical Bid / Tender documents if it is found that any information is incorrect or inadequate in the Technical Bid / Tender documents, the same will be rejected without assigning any reason thereof. The Chief Electoral Officer, West Bengal will have the sole discretion to decide the eligibility of the Bidder on the basis of submitted documents and evaluation thereof and reserves the right to refuse any explanation to Bidders or any applicant without assigning any reason thereof. The decision of this Office in this respect will be final. Rejection criteria as referred in Section 3.15 will also be applicable apart from above.

SECTION 1 Invitation for Proposal

1.1 Invitation

- a. Through this Expression of Interest (EOI), Chief Electoral Officer, West Bengal invites proposals for “Provision of Webcasting solution” from reputed companies/ agencies/ organizations who have proven experience in providing successful large volume Web casting services indifferent states across India.
- b. Submission of e-Tender by bidders shall be deemed to have been done after the careful study and examination of the Tender Document with understanding of its implications.
- c. The schedule which will be followed during this e-tender process is mentioned under “Bid Data Sheet” of this document.
- d. The online e-Tenders should be uploaded on the website <https://www.wbtenders.gov.in> not later than 1459 hrs. on the date mentioned in the Bid Data sheet.
- e. The online tendering process shall be stopped beyond the time mentioned above.
- f. The Chief Electoral Officer, West Bengal, may, in exceptional circumstances and at his discretion, extend the deadline for submission of the proposals by issuing an Addendum only.

SECTION 2 Scope of Work

2.1 Introduction

Chief Electoral Officer (CEO), West Bengal functions under the overall supervision and control of Election Commission of India. More information about CEO, West Bengal can be viewed at "<https://ceowestbengal.nic.in>". The current requirement of “Provision of Webcasting solution” is for live monitoring of poll related activities from polling stations during elections in West Bengal. Webcasting from polling stations is required from selected polling stations to be intimated by District Election Officer latest by 3 days prior to webcast plus **AI based Intelligent Event analysis of video/audio streaming contents obtained from webcasting for detection and feedback of defined events associated with those PS which have certain need based criteria for maximum outreach. Provision for auto selection of PS for which the AI system detects anomaly based on defined events criteria** and Queue management as a pilot project for all the selected Polling Stations only in 1 (one) Parliamentary Constituency along with provision of Mobile app (G2C) which would be dependent upon the AI analytics and data feed by cloud service for one PC only.

2.2 Project Objectives

The key objectives of this facility are enunciated below:

- a. Live webcasting of polling activity from selected polling stations.
- b. Live content monitoring from browser interface from multiple ends.
- c. Recording of video and audio stream from webcasting in server for subsequent retrieval and review.
- d. **AI based Intelligent Event analysis of video/audio streaming contents obtained from webcasting for detection and feedback of defined events associated with those PS which have certain need based criteria for maximum outreach. Provision for auto selection of PS for which the AI system detects anomaly based on defined events criteria.**
- e. Queue management as a pilot project for all the selected Polling Stations only in 1 (one) Parliamentary Constituency along with provision of Mobile app (G2C) which would be dependent upon the AI analytics and data feed by cloud service for one PC only.

2.3 Scope of Project

The Bidder is required to webcast day long live video on the day of elections in connection with the forthcoming General Election to the House of People, 2024 from polling stations in West Bengal i.e. from multiple end points and preserve recorded data stream in appropriate storage facilities with copies at multiple locations within India, as per relevant Information Technology Laws & Guidelines laid down by the Government of India, to mitigate data loss and prevent single point of failure. On storage e-media for subsequent viewing by the appropriate authority. The deliverables by the selected agency are as defined below:

- 1) **12,000IP Cameras** with WiFi Modem (if required), rechargeable battery, AC power cord and all accessories including camera base, chargers, converters, transducers etc as may be required.
- 2) Mobile 3G/4G internet SIM having optimum signal strength
- 3) Server for the purpose of storing of web stream and hosting of monitoring application and recording of video and audio stream.
- 4) Developing and providing browser based monitoring application with feature for assignment of physical location to IP Camera.
- 5) Installation and de-installation of IP Camera including setting of date and time as per IST at the webcasting location, packing and unpacking for transportation, charging of battery (where required).
- 6) Providing unedited backup of webcast in physical media on next day after actual webcast to the District Election Officer (DEO). In addition backup of all unedited recorded streams to be handed over to CEO, West Bengal in local server before sign off.
- 7) Technical support services for entire duration including one supervisor for every ten webcasting locations on each date of webcast.

- 8) Training of users for monitoring web cast stream as may be required.
- 9) Providing Training Manual/ User Manual.
- 10) The Bidder should provide Solution of Manpower, camera, Cloud server, and one UI for entire state.
- 11) AI based Intelligent Event analysis of video/audio streaming contents obtained from webcasting for detection and feedback of defined events associated with those PS which have certain need based criteria for maximum outreach. Provision for auto selection of PS for which the AI system detects anomaly based on defined events criteria.**
- 12) The agency must comply the Cyber rule of Cloud of Government Department and that all the server of cloud and DR site and resources shall be within India.
- 13) Queue management would have to be covered as a pilot project for all the selected Polling Stations only in 1 (one) Parliamentary Constituency. There should be provision of Mobile app (G2C) which would be dependent upon the AI analytics and data feed by cloud service for one PC only. The Mobile app may be devised for this purpose.

Deliverables from the end of Chief Electoral Officer, West Bengal and team

1. Providing transport for materials and manpower to designated webcasting locations from the district / sub-divisional head quarter.
2. Providing one electric connection for operation of Camera etc.

2.4 Functional Scope

The Functional scope given below is indicative. The selected agency will provide webcast services according to, but not limited to the broad scope given below:

1. Providing Web casting of Poll day events inside polling station from separate IP cameras to be installed in selected Polling stations for a day in each phase of General Election to House of People, 2024 in the State of West Bengal.
2. Total duration of Webcasting may be in multiple phases (about 03 to 07) and multiple locations during the entire election extending over a period of 45 days. One IP Camera will be deployed multiple times depending upon the number of phases in separate and distinct locations.
3. Cost of delivery of resources and manpower to the districts having elections in the first phase, to be intimated by Chief Electoral Officer, West Bengal, will have to be borne by the selected bidder. Thereafter transportation cost of both resources and manpower from one district to another after completion of each phase will be borne by the concerned District Election Officers (DEOs).

4. Undertake trial to be conducted one day prior to actual webcast from designated location with actual device configuration after completion of installation. Trail run will be considered successful, if successful live webcast with video and audio output from the polling station can be viewed by the concerned District Election Officer for a period of 1 (one) continuous hour uninterrupted.
5. Undertake installation including appropriately mounting the IP Camera and commissioning including configuration and implementation of the web based audio & video streaming software in the Cloud Server with adequate capacity (to be procured by the Bidder).
 - a. The web camera should be so placed to cover the maximum possible area in polling station without hampering the secrecy of vote.
 - b. The camera should be placed to receive light optimally.
6. Undertake mapping of IP Cameras with District - Assembly Constituency No. & Name and Polling Station No. & Name in the monitoring panel to ensure easy retrieval. Such mapping to be provided in the browser setup itself.
7. The browser application for monitoring the webcast shall provide live video streaming with audio (4K) and Video (360P) with zero inbuilt latency. Application to be password protected to view district wise, parliamentary constituency/assembly constituency wise and polling station wise videos which are streamed from the polling stations. The software shall provide for secure data streaming over the internet, with viewing access only to the Election Commission of India (ECI), Chief Electoral Officer (CEO), District Election Officer (DEO), Returning Officer (RO) and such other Offices as authorized by the ECI / CEO / DEO / RO with user id and password. The data streaming shall in no case be accessible for viewing by unauthorized person over the internet.
8. The browser solution should be able to display multiple streams happening at the same time in at least 6 PIP mode for viewing in the Offices of the CEO, DEOs & ROs and ECI by authorized users. The web application must run on all currently available browsers.
9. Browser application should have real time MIS report on uptime of webcast stream from each location with date and time stamp. Real time log of webcast from each camera to be maintained and provided to District Election Officer / Returning Officer for records. The Bidder shall develop the application software such that it monitors the data feed from each Polling Station on the polling day based on which the performance status of the data feed, and the live streaming at the offices of the RO/DEO/CEO, will be arrived on the Service Levels provided, to levy penalties as indicated under penalty clause. This software should be vetted from CEO, WB a week before deployment. The bidder shall provide access to dashboard view for more than one locations, i.e.

RO, DEO, CEO and ECI HQ which should reflect point of failures, network status, recording status and downtime status. Network quality indicator on each camera should be made available in the User view mode and this should be computed and displayed automatically.

10. Establishment of a centralized Help Desk at the Office of the Chief Electoral Officer, West Bengal headed by competent senior Technical personnel to effectively manage and fix the complaints/issues coming up on the day of Poll. In addition, one competent technical personnel to be provided to District Election Officer from one day prior to installation and up to the point of completion of loading for transportation to next district.
11. The software shall be able to record video in H.264 compression or other equivalent open formats which can be read by a variety of open source software solution that can be opened in popular browsers.
12. Web cast shall be able to record at least 4 kbps audio in a good quality. This may be either encoded within the video stream or recorded as a separate stream.
13. Further, it must be insured that in the framework used for webcasting, advertisement of any kind is not displayed.
14. The browser application provided should have been developed by the Bidder and should not be the free software or shareware available on the internet. During the recording, the user should be able to see the actual video that is being recorded without any inbuilt delay.
15. The software should be able to offer graceful degradation of the recording quality incase there is deterioration in the network speed. This should be automated without any user inputs to be required on this i.e. there should be inbuilt network access negotiation.
16. The necessary load testing should also be carried out simulating real time requirements, so that web streaming event meets the demand and goes through smoothly with good performance.
17. Software provided shall be able to perform query of the video and audio content of the storage. The software shall be able to burn CD and DVD disks on Windows based computers and be able to query the content available based on multiple parameters as Data, Time, Location, etc.
18. The data should in no point be hosted or stored outside India and bidder will not access the data unless authorised by the CEO/DEO.
19. The list of polling stations locations from where live web casting has to be undertaken, will be informed in writing to the authorized representative of the Bidder at least 3 days prior to the day of actual webcast by the concerned District Election Officer.
20. The web camera should have facility of local recording, with minimum of 3 Megapixel camera resolution. The camera should have night vision capability, wide angle with 30/ 170 degrees coverage. The camera should be having capability of 10x zooming. The camera should have minimum illumination of .05 lux.

21. The camera should support 16-4096 Kbps code rate, support constant bit rate/ variable frame rate of up to 30 fps. Image Control: Backlight compression, automatic white balance, 3D digital noise reduction. The display resolution should be 1920 x1080.
22. Preference will be given to suppliers capable of providing IP Camera having Pan, Tilt and Zoom Back Control and IR for lowlight/ no light casting. Viewing software may have optional alert based upon Intelligent face detection and audio detection algorithm that can be set in the monitoring application
23. The recorded material shall be the exclusive property of the CEO and neither the bidder nor any other party will be entitled to utilize the same.
24. The ordered items shall be delivered, installed and commissioned within the time-frame mentioned in the Work Order. The Successful bidders after obtaining the Consignee address shall visit the sites to assess the readiness of the site for installation. A report in this respect shall be submitted to Client.
25. It should be kept in mind that the requirement of total number of IP cameras may vary depending upon the actual requirement approved by the Chief Electoral Officer, West Bengal. In case of change in the number of cameras, the payment will be made on pro-rata basis of the accepted bid value.
26. **AI based Intelligent Event analysis of video/audio streaming contents obtained from webcasting for detection and feedback of defined events associated with those PS which have certain need based criteria for maximum outreach. Provision for auto selection of PS for which the AI system detects anomaly based on defined events criteria.**
27. The agency must comply the Cyber rule of Cloud of Government Department and that all the server of cloud and DR site and resources shall be within India.
28. Queue management would have to be covered as a pilot project for all the selected Polling Stations only in 1 (one) Parliamentary Constituency. There should be provision of Mobile app (G2C) which would be dependent upon the AI analytics and data feed by cloud service for one PC only. The Mobile app may be devised for this purpose.

SECTION 3 Instructions to Bidders (ITB)

3.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this EOI have the following meanings:

- a) “**CEO**” means the Chief Electoral Officer, West Bengal.
- b) “**DEO**” means the District Election Officer.
- c) “**RO**” means the Returning Officer.
- d) “**ECI**” means the Election Commission of India.

- e) **“EOI”** means expression of interest.
- f) **“Bidder”** means firm/company/organization who submits the proposal in response to this document seeking expression of interest.
- g) **“Committee”** means committee constituted by CEO, WB for evaluation of Proposals.
- h) **“Company”** means the firm/company, selected through competitive tendering in pursuance of this Tender Notice.
- i) **“Contract”** means the Contract entered into by the parties for providing implementation services along with the entire documentation specified in the EOI.
- j) **“ITB”** means Instructions to Bidders, specified in Section 3 of EOI
- k) **“IFP”** means Invitation for Proposals, specified in Section 1 of EOI
- l) **“Proposals”** means proposal submitted by the Bidder in response to this Tender notice issued by the CEO, WB for selection of Company.
- m) **“Services”** means the work to be performed by the Company pursuant to this Tender and the contract to be signed by the parties in pursuance of any specific assignment awarded by CEO, WB.
- n) **“SOW”** means Scope of Work for the Company, specified in Section 2 of EOI.
- o) **“Client”** means Chief Electoral Officer, WB (CEO, WB) and associate offices like District Election Officers / Returning Officers

3.2 Conflict of Interest

The Company should provide professional, objective, and impartial advice and at all times hold the interests of Chief Electoral Officer, West Bengal paramount, strictly avoid conflicts with other assignments/ jobs or their own corporate interests and act without any consideration for future work.

3.3 Validity of Proposals

- a. Proposals shall remain valid for a period of 180 (one eighty) days from the date of opening of Proposal. Chief Electoral Officer, West Bengal reserves the right to reject a proposal valid for a shorter period as non-responsive.
- b. In exceptional circumstances, Chief Electoral Officer, West Bengal may solicit the Company’s consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Company should be unconditional. A Company may refuse the request without forfeiting the Earnest Money Deposit. A Company granting the request will not be permitted to modify its Proposal.

3.4 Right to Accept or Reject Proposal(s)

Chief Electoral Officer, West Bengal reserves the right to annul the Tender process, or to accept or reject any or all the Proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Company (s) or any obligation to inform the affected Company(s) of the grounds for such decision.

3.5 Fraud and Corruption

It is required that the Company submitting Proposal and the Company selected through this EOI must observe the highest standards of ethics during the process of selection of Company and during the performance and execution of contract.

a. For this purpose, definition of the terms are set forth as follows:

i) **"Corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence any action in contract executions.

ii. **"Fraudulent practice"** means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among Company (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Department of the benefits of free and open competition;

iii. **"Unfair trade practice"** means supply of services different from what is ordered on, or change in the Scope of Work given in Section 2, Para 2.3.

iv. **"Coercive practice"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

b. Chief Electoral Officer, West Bengal will reject a proposal for award, if it determines that the Company recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.

c. Chief Electoral Officer, West Bengal will declare a Company ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the Company has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

3.6 Clarifications and Amendments of Tender Notice

- a. During process of evaluation of the Proposals, Chief Electoral Officer, West Bengal may, at its discretion, ask Company for clarifications on their proposal. The Company is required to respond within the prescribed time frame.
- b. Chief Electoral Officer, West Bengal may for any reason, modify the EOI from time to time. The amendment(s) to the EOI would be clearly spelt out and the Company may be asked to amend their proposal due to such amendments.
- c. Bidders are advised to check <https://www.wbtenders.gov.in> website regularly for any Addendum/ Corrigendum/ Amendments related to Project.

3.7 Earnest Money Deposit (EMD)

The Bidders are required to submit an Earnest Money Deposit (EMD) amounting to Rs. 10,00,000 (Rupees Ten Lakhs) only. A bidder desirous of taking part in the bid invited shall login to the e-Procurement portal of the Government of West Bengal <https://wbtenders.gov.in> using their login ID and password. The bidder will select the tender to bid and initiate payment of pre-defined EMD as stated above by selecting from either of the following payments modes:

- i) Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway;
- ii) RTGS/ NEFT in case of payment through bank account in any Bank.

The detail instructions in this regard as laid down in the Finance Department, Government of West Bengal's, order no. 3975-F(Y) dt. 28.07.2016 should be followed.

The EMD of both the successful and unsuccessful bidders will be discharged/ returned immediately after the Notification of the Award, without any interest.

The EMD shall be forfeited in the event of

- The Bidder withdrawing the offer during the period of validity of the RFP/tender OR
- The Bidder submits false, fake and forged documents, OR
- The Successful Bidder failing to sign the contract form or furnish the Performance Bank Guarantee/ Security Deposit as specified in this document.

No interest whatsoever will be paid on the EMD both for successful and unsuccessful bidders for the applicable period. EMD of the unsuccessful bidders will be discharged/ returned online after the Notification of the Award. It may be again clarified that no interest payable on the deposit to the unsuccessful bidders.

3.8 Process and Stages

STAGE – I: Technical Bid consideration and Evaluation

- a. **Submission of Proposal:** Bidder shall only submit their proposals online through <https://www.wbtenders.gov.in> in the designated manner as per instructions given therein. Every page of all the proposals submitted by the Company must be numbered and duly signed by the authorized signatory of the firm / company along with the company seal. All the documents must be properly submitted in the designated folder and in sequence mentioned in the checklist provided for submission of proposal in the portal. Uploading of incomplete or illegible documents will make the proposal liable to be rejected without further reference.
- b. **Preliminary Scrutiny:** Preliminary scrutiny of the proposals will be done immediately after close of EOI to determine whether the Companies have submitted all requisite documents.
- c. Both Technical and Financial bids will be evaluated by the Proposal Evaluation Committee to be formed for the purpose by the Chief Electoral Officer, West Bengal. The Proposal Evaluation Committee shall evaluate the responses to this Tender notice based upon the documents uploaded by the Bidder in the <https://www.wbtenders.gov.in> portal as per checklist uploaded therein and in no case any document not uploaded in requisite manner will be considered at a later stage.
- d. **Presentation:** Bidders who are shortlisted on the basis of the preliminary scrutiny as mentioned in pt. (b) above, shall be required to give a detailed presentation about their Proposal which should focus on past relevant experience, delivery, methodology for implementation of project, Proposed system architecture, technical features, approach methodology, work plan, quality management, Project Planning, Change Management, etc. before the Project Evaluation Committee for Technical evaluation. The onus of demonstrating the firms' competence, capability and promise rests with the respective firm. Technical evaluation will be carried out on the evaluation criteria attached as per Format IV.
- e. **Short-listing:** Bidders shortlisted by the Project Evaluation Committee on the basis of Technical evaluation as per evaluation criteria in Format IV will be intimated by Chief Electoral Officer, West Bengal in the <https://www.wbtenders.gov.in> portal directly for evaluation of Financial bid. Financial bid shall be opened only for bidders who qualify in the technical evaluation as per the decision of the Proposal Evaluation Committee after analyzing the presentation made by the bidders. Bidders, whose bids are responsive and score **at least 70 % (seventy percent) in the defined scoring mechanism (as given including presentation) would be considered technically qualified.** Bidder representatives are required to be present for technical bid evaluation and presentation purpose.

- f. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations and the decision of the Committee in the matter of evaluation of the bids shall be final and abiding.
- g. Proposal Evaluation Committee reserves the right to carry out the capability assessment of the Bidder and the Project Evaluation Committee decision shall be final in this regard.
- h. The individual signing the tender or other document, in connection with the tender must certify in which capacity he has signed the document.
- i. Company failing to meet these criteria or not submitting requisite supporting proof as specified in Format IA&IB, II and III is liable to be rejected during pre-qualification evaluation.

STAGE – II: Financial Evaluation

- a) The Financial Offer of the bidders will be considered only if the Technical Bid (Stage – I) of the bidder is found qualified by the ‘Proposal Evaluation Committee’ formed by the Chief Electoral Officer, West Bengal. The decision of the ‘Proposal Evaluation Committee’ will be final and absolute in this respect. Both Technical Bid and Financial Bids are to be submitted concurrently duly digitally signed in the e-Tender portal <https://www.wbtenders.gov.in>. **The financial bids of only the technically qualified bidders will come under consideration.**
- b) In case, if a tie situation occurs in terms of the total price quoted in financial bid by multiple bidders, then the bidder scoring higher marks in technical evaluation compared to the other(s) will be selected.
- c) The bidders should quote rate item-wise for all the items. No item of the BOQ should be left blank by the Bidder, failing of which, the Bidder would be disqualified to be considered for the Financial Bid.
- d) The total amount by adding the individual amount of each items shall be considered as the Financial bid submitted by the Bidder.
- e) In case of dispute in addition, individual item will be considered correct and the amount arrived after adding the individual items will be considered right thereafter.
- f) Requirement of the total number of IP cameras may change, depending upon the actual requirement approved by the Chief Electoral Officer, West Bengal and in such case of change in the number of cameras ordered to be deployed, the payment will be made on pro-rata basis of the accepted bid value.

3.9 Eligibility Criteria

This invitation to submit Proposals for EOI is open to those bidders who meet the following pre-qualification criteria:

- i. The Bidder must be an existing Company duly registered under requisite law in India. Any Joint Venture/Consortium of companies is not allowed for the present purpose. The Chief Electoral Officer, West Bengal reserves the right to reject the BID during Technical evaluation in case of bid presented by any Joint Venture/Consortium of companies.
- ii. Bidder should have domain expertise in the field of Webcast / Video streaming solutions/ AI solutions.
- iii. Bidder should have a minimum Annual Turnover of Rupees 8 Crore in any one of the last two financial years (2021-22 or 2022-23) in ITES or IT related domain.
- iv. Bidder should have average annual turnover of Rupees 8 Crore, for any 3 (three) financial years in the last 04 (four) financial years certified by statutory authority/ practicing Chartered Accountant
- v. Bidder should have provided succesful large volume Web casting services to at least one Central / State Government / PSU / Government agency / ECI in India in last 3 (three) financial years for web-casting solution.
- vi. The Bidder should not hold any sanction/black-listing by any PSU/State or Central Government organization persisting on the last due date of receipt of RFP/tender. Further, the Bidder should not have any history of having been disqualified while undertaking any previous work or refusal of work after the work is offered to it by any Government entities or from this Office or has a history of Court Cases against any Government entities or with this Office
- vii. The bidder having past history of any non-compliance of any sort with this Office, upon being discovered , would be scrutinized by the Proposal Evaluation Committee and any decision taken with regards to the earlier non-compliance of the participating bidder by the proposal Evaluation Committee will be final and binding upon all parties.
- viii. Preference will be given in technical evaluation to bidders having experience in working in similar projects with election related work in this state or in other states in last 3 (three) financial years.
- ix. Bidder must have proven and demonstrated capacity in large volume web casting from multiple locations in mission critical environment including network management and cloud server management.
- x. Bidder should not be guilty of corrupt or fraudulent practices and neither should they have been blacklisted by any Central/ State Government/ PSU/ Government.
- xi. List of documents as noted in Format IA and IB, Format II & Format III, is an integral part of the eligibility criteria.

(Requisite details along with supporting documents to be submitted as per Format IA and IB, II & III). The Bidder failing to submit the documents as detailed in Format IA & IB, II and III shall not be considered to be qualified in the Technical Bidding.

3.10. Taxes and Duties

1. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates. All prices quoted should be inclusive of all applicable taxes excluding GST.
2. **The Bidder shall be solely responsible for the payment of all taxes including GST, Income Tax, duties, license fees etc. as per existing Government norms.**
3. In the eventuality of any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids, the decision of Chief Electoral Officer, WB will be final and binding and no disputes in this regard will be entertained.

3.11. Pre-Bid Meeting

The intending bidders and/or their official representatives may attend Pre-Bid meeting as mentioned in the Bid-Schedule.

The purpose of the meeting will be to clarify issues and address clarifications sought by the bidders in this context. The bidder is requested to submit his Request for Clarifications through email only not later than 3 (three) calendar days before the meeting to be held at the Office of the Chief Electoral Officer, West Bengal 21, Netaji Subhas Road (2nd Floor), Kolkata- 700 001. The responses for the clarifications sought by the bidders will be displayed for information of all bidders. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by this Office exclusively through an Addendum which will be uploaded in the website. The decision of the Chief Electoral Officer, West Bengal in this regard shall be final and binding on all.

Email Ids where the pre-bid queries are to be sent:

- ceo-election-wb@nic.in

However, it is not binding upon this office to hold a pre-bid meeting or restrict itself to holding only one such meeting. If it feels, that the clarifications sought by the bidders do not require a pre-bid meeting, it may cancel the meeting and send the replies to the bidders by email alone.

3.12. Bid Forms

The bidder shall complete the Bid Form (annexed with this document) and provide the relevant documents in obedience to the eligibility conditions for the bidders spelt out in this document. All

forms and corresponding information to be uploaded in the e-Tender portal <https://www.wbtenders.gov.in>

3.13. Bid Submission Process

Prospective bidders shall have to submit their bid on-line through <https://wbtenders.gov.in>. Intending bidders may download the tender documents from web site: <https://wbtenders.gov.in> through digital signature alone. In case of change of any dates, due intimation will be given through the notice board and official website of Chief Electoral Officer, West Bengal. List of the important dates related to bid, including Bid Schedule, are given in the instant document.

The Chief Electoral Officer, West Bengal reserves the right to reject or cancel any or all pre-qualification documents and bid document or the entire EOI/tender process without assigning any reason whatsoever.

3.14. Bid Opening

- a) The online tenders will be received up to the time and date mentioned in the Bid Schedule and will be opened on the date and time mentioned therein. In the event of the specified date of Bid opening being declared holiday, the Bid shall be opened at the specified time and location on the next working day. The list of technically qualified bidders will be uploaded in the portal.
- b) The Technical Bid will be evaluated by the Proposal Evaluation Committee as per the Eligibility Criteria mentioned in this document. The Financial Bids of technically qualified bidders alone will be opened. The decision of the committee shall be final in this regard.

3.15. Tender Rejection Criterion

- The tenders with the Technical Bid not containing scanned copy of the EMD Receipt will be summarily rejected.
- Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- Tenders with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection. If the offer does not meet the EOI/tender requirements, this Office reserves the right to reject any or all the EOI/tenders without assigning any reason whatsoever.
- Tenders submitted without any of the mandatory statements/documents of the bidders are liable for rejection on initial scrutiny itself.

- In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Tender Document, the tenders are liable for rejection.

The office of the Chief Electoral Officer, West Bengal reserves the right to terminate the Work Order without giving any reason in case of failure to execute the contract or abide by any terms and conditions as contained in the agreement.

3.16. Price Format

1. All price should be quoted in Indian Currency (INR)
2. The total prices of individual item in the BOQ should be written in words and figures. In case of dispute, words would be treated correct.
3. The total amount by adding the individual amount of each items shall be considered as the Financial bid submitted by the Bidder.
4. The bidders should quote rate item-wise for all the items. No item of the BOQ should be left blank by the Bidder and in such case the Bidder should be disqualified to be considered for the Financial Bid.
5. In case of dispute in addition, individual item will be considered correct and the amount arrived after adding the individual items will be considered right thereafter.

3.17. Termination

The CEO, WB without prejudice to any other remedy for breach of Contract, by written notice of default sent to Selected Agency, may terminate the Contract

- If the Selected Agency fails to deliver any or all Contracted services as per service standards specified in the agreement or
- If the Selected Agency fails to perform any other obligation(s) under the Contract, or
- If the Selected Agency in the judgment of CEO, WB has engaged in corrupt or fraudulent practices in competing for or in executing the Contract
- Violation of any other terms of the contract.

The Chief Electoral Officer, West Bengal will have the right to terminate the contract at any point of time if the performance of the Selected Agency is not satisfactory by giving notice.

In such a case, the Chief Electoral Officer shall give 3(three)days' notice to the vendor of its intention to terminate the contract and shall so terminate the contract unless during the 3(three) days' notice period the vendor initiates remedial action acceptable to the Chief Electoral Officer.

3.18. Arbitration

In the event of any dispute or differences between the parties, the same shall be referred to the Arbitration before a Board of Arbitrators comprising one nominee from the successful bidder and the office of the Chief Electoral Officer, West Bengal and a presiding arbitrator, to be nominated in consultation with the State Government in the Finance Department, before entering upon the references. The venue of such Arbitration shall be the Office of the Chief Electoral Officer, West Bengal.

3.19. Jurisdiction

Any further dispute arising out of this Agreement/ Contract will be tried in the Courts of Kolkata and Kolkata alone.

3.20. Signing of agreement

- An agreement will have to be signed by the successful bidder with this office pledging adherence to the terms and conditions as above.
- The selected agency will be offered an intimation of acceptance before signing of the agreement.
- The bidder should submit a self -declaration that it has no previous history of arbitration, litigation or causing accusations against the Government or its organizations.
- The participating company has to furnish an undertaking that it has no previous background of having defaulted while undertaking any previous work of the Government or its entities.
- A Non-Disclosure Agreement has to be signed by or on behalf of all the persons involved in the assignment.

3.21. Mode of Payment

Payment will be made as mentioned in the terms of the agreement and will be paid on receipt of the bill on the basis of the satisfactory completion of the work within the given time frame duly certified by the District Election Officers (DEOs). Payment will be made taking into consideration taxes/cess/duties as per law. No advance payment will be made. For payment at any stage to be made, the work has to be executed to the satisfaction of the authority. Requirement of the total number of IP cameras may change, depending upon the actual requirement approved by the Chief Electoral Officer, West Bengal and in such case of change in the number of cameras ordered to be deployed, the payment will be made on pro-rata basis of the accepted bid value. For payment to be made at any stage, the work has to be executed to the satisfaction of the authority.

The following shall also have to be complied –

1. The selected bidder should provide with 100% Server, Network & Power Uptime as standard. This shall be applicable during the Election day as declared by the client and shall be applicable for 24 hours or as decided by the client. The bidder should ensure –

SERVICE AVAILABILITY as per Clause 2.3 & 2.4 of the NIT	DEDUCTION FROM TOTAL COST
95.1% to 100%	0%
90.1% to 95%	10%
85.1 to 90%	25%
80.1 to 85%	35%
70.1% to 80%	50%
60.1 % to 70 %	75%
60% and below	No payment

3.22. Security Deposit:

The selected agency will be required to submit Security Deposit @ 10 % of the accepted bid value in the form of irrevocable and unconditional performance bank guarantee in favour of the Chief Electoral Officer, West Bengal, before the firm Work Order is issued to it. In case of failure to execute the work as per terms and conditions of the NIT/Work Order, the Security Deposit will be forfeited. Security Deposit will also be forfeited in case the selected agency fails to enter into agreement or refuses to work even after work is offered on the basis of technical and financial evaluation criterion as per provisions of the tender.


(Dr Aariz Aftab)
Chief Electoral Officer,
West Bengal

SECTION 4 Proposal Proforma

Proposal Sheet

[Companies are required to submit the covering letter as given here on their letter head]

Reference No. :]

To

The Chief Electoral Officer, West Bengal
Balmer Lawrie Building 3rd Floor,
2

21, N.S. Road , Kolkata -700001.

Subject: EOI for provision of Webcasting solution for Elections in West Bengal

Dear Sir,

- 1 We, the undersigned bidder, having read and examined in detail the specifications and all bidding in respect of Provision of Webcasting solution for elections in West Bengal, do hereby propose to provide the services as specified in the bidding document.
2. We have enclosed the following
 - a. Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway;
 - b. RTGS/ NEFT in case of payment through bank account in any Bank
As the Requisite earnest money of Rs. 10,00,000 /- (Rupees Ten Lakh) only through e-tender portal as per the existing GO in this regard.
- 3 We hereby also declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. And we are not black listed by any Central / State Government / PSU in India.
- 4 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

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

Thanking you,

Yours faithfully,

Date:

Place:

(Signature)

(Name, Designation, Business Address and Seal)

Documents forming part of the bid:

- a. Format IA and IB: Company Profile
- b. Format II: Prior experience
- c. Format III: Proposal

FORMAT I A: COMPANY PROFILE

S. No	Particulars	Details	
1	Name of the Organization Address (Regd.Office) : email : Telephone No. & Fax: Website:		
2	Name of the contact person: Telephone: Email ID :		
3	Type of the Organization (PSU /Limited/Pvt Ltd. /Partnership/Any other) [<i>Document issued by the appropriate authority to be submitted</i>]		
4	Chief of the Organization : email Id : Telephone:		
5	GST Registration Certificate No (copy to be submitted)		
6	PAN No. (copy to be submitted)		
7	Income Tax clearance certificate for any 03 (three) financial years out of the last 04 (four) financial years		
8	Activities of the Company: (List the activities)		
9	List of Central /State /PSUs / government clients (with contact details like Address, contact , contact person, phone number and e-mail id) :		
10	Turnover of the Company in any one of the last two financial years (2021-22 or 2022-23): (Enclose certificate from the practicing Chartered Accountant).	Year	Turnover
11	Average annual turnover of the company for any 3(three) financial years in the last 04 (four) financial years certified by statutory authority/ practicing Chartered Accountant		
12	Total No. of Employees: Technical Staff: Non-Technical Staff:		
13	Declaration: Self Declaration in respect of the point mentioned in Clause 3.9 Para viii	Attach separately in letter head under signature of the authorized signatory	

I hereby declare that the above information is true to best of my knowledge.

Date:
Place:

(Signature)
(Name, Designation, Business Address and Seal)

Format IB: CHECKLIST FOR DOCUMENTS TO BE SUBMITTED (to submit with Format IA)

Name of Company / Organisation / Agency: _____

Sr. No	Item	Required Documents	Page No	Attached
1.	Details about the organization	Format I		Yes/No
2.	Proof of minimum Annual Turnover of Rs. 8 Crore in any one of the last two financial years <i>Refer Clause 3.9 Para iii</i>	Certificate from CA of last one financial year		Yes/No
3.	Proof of average annual turnover of more than Rupees 8 Crore, for any 3 (three) financial years in the last 04 (four) financial years <i>Refer Clause 3.9 Para iv</i>	Certificate from CA of last one financial year		Yes/No
4.	Proof of execution of projects as defined in Eligibility Criteria <i>Refer Clause 3.9 Para v & vi</i>	Project details and copies of work orders and Format - II		Yes/No
5.	Proposal	Format – III		Yes/No
6.	EMD	Rs/-		Yes/No
7.	Is your company under declaration of ineligibility for corrupt or fraudulent practices	Self - Declaration		Yes/No
	a. Should not hold any sanction/black-listing by any PSU/State or Central Government organization persisting on the last due date of receipt of RFP/tender. b. the Bidder should not have any history of having been disqualified while undertaking any previous work or refusal of work after the work is offered to it by any Government entities or from this Office or has a history of Court Cases against any Government entities or with this Office	Bidder should submit the declaration notarized by first class magistrate		
8.	Is the individual signing the tender or other documents (a, b or c mentioned below):			
a.	A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.			Yes/No
b.	A partner of the firm, if be partnership, in which case he must have authority to refer to arbitration, disputes concerning the business partnership, either by the virtue of partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.			Yes/No
c.	Constituted attorney of the firm, in case of company registered under the Companies Act 1956.			Yes/No

Date and Place:

(Signature of the Authorized Person) Designation,
Business Address and Seal

FORMAT II: PRIOR EXPERIENCE

[Using the format below, provide information in respect of major projects of successful large volume Web casting services executed by the company. Proof of work executed for Central / State Govt. / PSU must also be attached. Project details as required vide clause 3.9 v]

S. No	Details of client along with address, telephone and Fax number	Order Value (Rs. Lakhs)	Job description	Year
1				
2				
3				

[Using the format below, provide information in respect of similar projects executed by the company in election related work in this state or in other states. Proof of job executed in election related work must also be attached. Project details as required vide clause 3.9 vi]

S. No	Details of client along with address, telephone and Fax number	Order Value (Rs. Lakhs)	Job description	Year
1				
2				
3				

Date:
Place:

(Signature)
(Name, Designation, Business Address and Seal)

FORMAT III: PROPOSAL

The organization should submit a brief Proposal in not more than 30 pages separately (hard copy duly page numbered and bound) as per the format given below (any part not applicable must be appropriately marked as NA):

1. A brief description of the Company's organization and an outline of recent experience on assignment of major projects of successful large volume Web casting services executed.
2. Scope of the work and understanding of project (**provide compliance**)
3. Proposed solution
 - a. Overview
 - b. Proposed system Architecture
 - c. Technical features
4. Approach and methodology
 - a. Approach
 - b. Methodology
 - c. Work plan
 - d. Quality Management
5. A Complete Project Management Methodology including the following:
 - a. Responsibilities of the Bidder
 - b. Project planning
 - c. Project Monitoring and Control
 - d. Training and Change Management
6. Resource Profile
 - a) Resume of all the technical manpower proposed for the assignment:

Date:
Place:

(Signature)
(Name, Designation, Business Address and Seal)

FORMAT IV: Technical Evaluation format

[For use by Proposal Evaluation Committee]

Tender No:

Company Name:

TECHNICAL EVALUATION CRITERIA

1.	COMPANY PROFILE		10
	Average Annual turnover of at least eight Crores in Indian Rupees, for any 3 (three) financial years in the last 04 (four) financial year as per audited balance sheet duly certified by statutory authority/ practicing Chartered Accountant	More than Rs 15 Cr : 10 marks >=Rs. 10 Cr & <=Rs. 15 Cr : 8 marks >= Rs. 8 Cr & <Rs 10 Cr : 7 marks	
2.	RELEVANT STRENGTHS		15
	No. of successfully implemented large volume web casting services in last 3(three) financial years with at least one Central/State Government / PSU / Government Agencies in India	= 1 projects : 11 marks = 2 projects : 12 marks = 3 projects : 13 marks >3 projects : 15 marks	
3.	EXPERIENCE OF WORKING IN SIMILAR PROJECTS WITH ELECTION RELATED WORK IN THIS STATE OR IN OTHER STATES		5
	No. of successfully implemented Projects in last 3(three) financial years	= 1 state : 2 marks = 2 states : 3 marks = 3 states : 4 marks >3 states : 5 marks	
4.	APPROACH & METHODOLOGY		60
	a) Presentation by bidders on Solution and Proposed Demonstration of understanding of the requirements	Qualitative assessment by the Proposal Evaluation Committee based on presentation made by the bidders highlighting • Detailed Technical solution architecture and its components proposed : 15 Marks • Project Management Approach & Methodology proposed : 10 Marks	25

	b) Approach and Methodology to perform the work in this assignment explained during presentation.	Qualitative assessment by the Proposal Evaluation Committee based on – Understanding of the objectives of the assignment and the extent to which the Systems Implementer's approach and work plan respond to the objectives indicated in the Scope of Work plus fail safe measures and AI solutions proposed covering the scope of work.	35
5.	RESOURCE PROFILE		10
	Resume of all the technical manpower proposed for the assignment	Qualitative assessment by the Proposal Evaluation Committee	
Total Marks			100

Bidders, whose bids are responsive and score at least 70 (seventy) in the (given) defined scoring mechanism would be considered technically qualified.

Bidder representatives are required to be present for technical bid evaluation and presentation purpose.

(Format for Financial Bid)

Office of the Chief Electoral Officer, West Bengal Balmer Lawrie Building, 21, Netaji Subhas Road, Kokata-700001					
CEOWB/2024/e-Tender/ 001/Web Casting Solution dated, 17th January, 2024					
FINANCIAL BID					
Sl. No	Description of work	Qty.	Unit rate (including all taxes/cess/levies etc. but excluding GST) [in Rs.]	Total (including all taxes/cess/levies etc. but excluding GST) [in Rs.]	Total Amount in words
1	Provision of Webcasting solution for live monitoring of polling activity from selected polling stations in the ensuing General Elections to General Election to House of People, 2024 through 12000 numbers of IP Cameras with all required accessories as detailed in the scope of work and, as mentioned in the e-NIT document clause 2.3 and 2.4, extending over a period of 45 days covering multiple phases.	1			
2.	AI based Intelligent Event analysis of video/audio streaming contents obtained from webcasting for detection and feedback of defined events associated with those PS which have certain need based criteria for maximum outreach. Provision for auto selection of PS for which the AI system detects anomaly based on defined events criteria, as mentioned in the e-NIT document clause 2.3 and 2.4, extending over a period of 45 days covering multiple phases.				
3.	Queue management outside the polling station as a pilot project for all the selected Polling Stations in 1 (one) Parliamentary Constituency. There should be provision of Mobile app (G2C) which would be dependent upon the AI analytics and data feed by cloud service for one PC only.				
Total in Figures					
Quoted Rate in Words					



(Dr Aariz Aftab)
Chief Electoral Officer,
West Bengal