

Office of the Chief Electoral Officer, West Bengal
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NIT NO. CEOWB/2019/e-Tender/07/KAP End Line Survey

Date: 20.11.2019

Notice Inviting e-Tender No. 07/ **End Line Survey** dated, 20th November, 2019 of the Chief Electoral Officer and Principal Secretary to the Government of West Bengal. The Chief Electoral Officer and Principal Secretary to the Government of West Bengal 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
To conduct an End line survey regarding knowledge, attitude and practice of citizens after the General Elections to the House of People, 2019	₹50,000/- (Rupees fifty thousand) only	As detailed in the NIT under Eligibility Criteria/ Terms of Reference	Even though the bidders meet the above qualifying criteria, 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.

The Chief Electoral Officer, West Bengal, invites **rates** for conduct an end line survey regarding knowledge, attitude and practice of citizens with respect to the General Elections

to the House of People, 2019 **through e-tender** as above, from resourceful Companies/ Agencies including bona-fide outsiders & Govt. registered Company (ies)/ agency (ies)/entities having experience in similar type of works fulfilling eligibility conditions spelt out in the tender document.

2. Scope of Survey:

The Commission mandated post–election KAP survey in poll gone states to prepare a comprehensive performance profile in sectors related to conduct of election. The election, anywhere in our country, happens to be one of the biggest events involving not only millions of voters as stakeholders, but there are many in thousands with assigned responsibilities, on the side of election management, to conduct free, fair, transparent and participative elections. Once elections are over, it is time to reconstruct the overall election profile not only in terms of different performance indicators, but also assess the level and extent of knowledge, attitude and practice of the voters and citizens who happen to be the biggest stakeholders of the election process.

There are two broad areas of the end line survey.

- A.** The commission’s mandate is to conduct an end line survey regarding knowledge, attitude and practice of citizens after the general elections to the West Bengal legislative assembly, 2016 were over. The Commission had issued standard template of a questionnaire framing questions to be asked to the citizens. The questions fall under following broad areas clubbed under following different sections:

Section 1. Voter Registration

Section 2. Voter Participation

Section C: Voter Awareness and attitude

Section 4. Exposure to SVEEP interventions

Section 5. Interventions for Persons with Disabilities/ Senior Citizens

Section 6. Assured Minimum facilities/Model Polling Stations/Welfare initiatives for Voters

Section 7. Media

Section 8. Endline Surveys of WBLA, 2016 and LS Elections, 2019 Compared and Analyzed

Section 9. Major Observations, Inferences and Recommendations

B. Study of Institutional and Non-Institutional Issues :

Alongside conducting survey on voters as noted above, the survey work also proposes to have an in-depth study and understanding of the institutional functioning of the entire election machinery engaged in the Lok Sabha General Elections, 2019. Since the elections are over, it is time to assess the successes as well as gaps in implementation, constraints and areas where we need improvements in the system.

C. Objectives of Survey:

The overall objectives of the study will be defined from the terms of reference (TOR) provided by the ECI but it can be expanded to include some other areas of election management and to assess the level of trust, belief and confidence of voters and citizens in the system on the one hand and efficiency audit on the other hand. Terms of reference, as part of the mandate of the Election Commission, are included in the tender document along with the guidelines to the survey agencies for conduct of the survey.

While a broad framework of structured questionnaire on the lines mentioned by the Election Commission in its TOR will be provided to the survey agency, it will be required to develop additional formats for both questionnaire, FGDs and in-depth interviews, as may be required, taking necessary inputs from this office.

D. Research Design and Methodology:

The research design will be developed to delineate specific research methods compatible with Survey Objectives. It will be necessary to define which specific research method should be adopted for the study. It will take into account definition of the target respondents and the target tool for each component of study.

E. Research Tool

For the quantitative Study, a structured questionnaire should be used to collect the data. The Questionnaire captures information on knowledge, attitude and practice (KAP) of voters and other Stakeholders. The questionnaire includes single response and multiple response questions.

For the quantitative study, research tools will be adopted case to case depending upon the specific category of persons/personnel being surveyed. There will be an application of questionnaire, focused group discussion, in-depth interview and other methods of survey.

A discussion guide should be used to conduct **Focus Group Discussions (FGDs) and in-depth interviews**. The discussion guide should be framed as a detailed written outline of topics or prompts for the moderator to elicit information on the above defined areas.

B. In the Study of Institutional and Non-Institutional Issues, the clientele would be election officials functioning at different tiers of administrative hierarchy, methodologies will be adopted case to case depending upon the specific category of persons/personnel being surveyed. There will be an application of questionnaire, focused group discussion, in-depth interview and other methods of survey.

F. Stakeholders:

The KAP tool will be administered to the following Stakeholders:

1. Registered Voters in the age group of 18-60 years.
2. Prospective Electors of the age group of 15-17 years
3. Election functionaries
4. Polling Personnel
5. Political Party Representatives
6. Media Representatives
7. Special Categories of Voters and Non-Voters

G. Sample Size and Sample Methodology:

The procedure followed for sampling should clearly specify the Primary Sampling Unit (PSU) and the sampling methodologies of such PSUs. If the sampling is conducted using a multi-stage random sampling technique, the sampling should be so conducted at each stage to ensure the representativeness of the survey.

Table 1: Overview of sampling method adopted for quantitative component in a hypothetical survey

Type of sampling methodology adopted	Three-stage random sampling
Number of districts to be covered	24
Number of Assembly Constituencies surveyed for each district	The assembly constituencies will be selected @1 in every 5 ACs in the districts: Districts.5 & <10 ACs= 2 AC will be selected Districts>9 & < 20 ACs= 4 ACs will be selected Districts>19 & < 30 ACs=6 ACs will be selected Districts> 29 ACs=7 ACs will be selected A total of 71 ACs will be accordingly selected
Number of Polling Stations(PSUs)surveyed @ 10 in each Assembly Constituency	$71*10=710$
Number of families to be surveyed @ 15 in each Polling Station	$710*25= 17,750$ families

For the quantitative Study, a structured questionnaire should be used to collect the data. For the quantitative study, research tools will be adopted case to case depending upon the specific category of persons/personnel being surveyed. There will be an application of questionnaire, focused group discussion, interview and other Methods of survey depending upon the precise needs of the survey.

In respect of FGDs/ In depth Interviews, the selected agency will conduct such discussions among stakeholders not mechanically but in a manner that will elicit maximum information and insights into the electoral processes. Basic guidelines will be provided from this office. The agencies will, however, be

required to add upon it. The number of such discussions/ interviews will vary between 5 to 10 in the selected districts.

H. Selection Criteria of ACs / Polling Stations/Households:

Within the district, the ACs will be selected on the basis of random sampling method. Within the AC, Polling Stations will be selected also on the criteria of random sampling. In having the selection, utmost care should be taken to ensure that the samples are representative in character. This Office will provide necessary information and data for selection of Polling Stations and assembly constituencies in the districts.

Selections of Parts/Polling Stations: From a random start, every 10th part is to be selected in an AC

Selections of Households: Every alternate Household in the Polling Station area will be selected.

Selections of Respondents: One respondent from each household shall be selected through grid.

Table 2: Overview of methodology adopted for qualitative component of the survey addressed for Election officials and functionaries: Number of districts to be covered: 24

Broad Area of Survey	Methodology								
Conduct of Elections	ROs	DEOs	OC Elections	BDOs	Pr. Os	SOs	Political Parties		Interview/Q/FGD
Electoral Roll Management	EROs	DEOs	OC Elections	BDOs	Political Parties	BDOs	Electors		Interview/Q
EVM Management	ROs	DEOs	ADMs (EVM)	Nodal Officer (EVM)	BDOs	SOs	ECIL		Interview
Security Management	DEOs	CPs/SPs /CPs	SDOs	District Nodal Officer (L&O)	EMs	BDOs	Sector Officers		Interview/Q/FGD
Complaint Management	DEOs	SPs/CPs	ADM(Com)	SDOs	ROs	District Nodal Officer (Com)	Political Parties		Interview/Q/FGD
Expenditure Management	DEOs	SPs	ADM (Expenditure Monitoring)	District Nodal Officer (IT)	District Nodal Officer (Police)	District Nodal Officer (Excise)	District Nodal Officer (Ex. Monitoring)		Interview/Q/FGD
Training	SLMT	ALMT	District Nodal Officer (Training)	DEOs	ROs	Nodal Officers of Cells in districts/bl ocks	BDOs		Interview
SVEEP	DEOs	SDOs	District SVEEP Nodal Officers	District OC Elections	BDOs				
BMF/ Polling Personnel Welfare/ Voters' Welfare	DEOs	SDOs	ROs	AROs	District OC Elections	BDOs	Pr. Os & Polling Officers		Interview/Q/FGD
IT Interventions	DEOs	SDOs	District OC Elections	ROs	SOs	DIOs/BIOs /ASMs	BDOs		Interview/Q/FGD

I. Time-frame for implementing the project:

A complete span of six months from the time of issuing Work Order is the time frame for execution and submission of survey.

J. Executing Agency:

A professional agency having competence and experience in the field will be entrusted to conduct the survey. The agency will be selected by inviting e-tender.

3 Selection of the Survey Agency: Terms of Reference of the Survey Agency

A. **The title of the Survey:** End line Survey of Knowledge and PRACTICE (KAP) of voters and non-voters in the state of West Bengal in connection with the General Elections to the Lok Sabha 2019 for the Election Commission of India.

B. **Background:** Noted in the foregoing section under title End line Survey.

For details, please find the enclosed document.

C. **Need and Scope of Study:** Same as in Section 2.

D. **Coverage**

The proposal should entail compliance to the coverage for qualitative and quantitative components of the survey. The survey agency should also suggest a scientific sampling design so that the sample is representative. The proposal should also specify the formula along with tables and assumptions used to calculate sample size and the justifications for doing so in line with the sample size and sample methodology and selection criteria of AC/PS/Households as described under 2. G and 2.H

E. **Operations and Quality Control**

The proposal should outline the operational procedures and quality control norms that will be followed during the survey. It should discuss:

- Development of research tools (for example, what will be the language of questionnaire/discussion guide, will it be translated and back translated, where and how will the tool be piloted etc.)
- Fieldwork team structure and composition (for example, what will be the field team size, how will be enumerators and supervisors recruited /what are the criterion for recruitment etc.)
- Training of enumerators and supervisors. Proper and comprehensive training in a timely manner is an essential imperative before the work is rolled out in field.

- Quality control checks during fieldwork (for example, what percentage of the sample will be back checked etc.)
- Data entry and management and quality controls (for example, how will the data be processed, will there be single or double data entry etc.)

F. Professional Qualification

The firm/institute should have:

- a. Demonstrated expertise of at least 5 years in research and data analytical skills required for the study, including sampling, research design, and methodology and data analysis.
- b. A strong technical team led by a social scientist/expert/consultant who has experience working with election studies, development sector, law & governance, communication & population studies.
- c. Sufficient and experienced staff who are able to ensure quality fieldwork, data entry and analysis.
- d. Firms/research institutes/Non-Governmental Organizations/Agencies with a political identity and with instances of financial or administrative irregularities are not eligible.

It is necessary to submit statement disclosing the number of dedicated pool of staff/personnel with requisite qualification/expertise to be furnished in this regard from Authorized person in HR Department/Director/other equivalent senior executive of the Bidder.

G. Schedule and Deliverables

The following is the expected schedule of tasks, keeping in frame the overall objectives for project implementation. The timelines are measured from the date of issuing Work Order.

1. Finalize a sampling frame and operational/management plan with justification by 15 days.
2. Conduct pilot test by 30 days.
3. Develop survey tools and instruments by 45 days
4. Training of the field teams by 60 days
5. Conduct field research by 120 days
6. Complete analysis of data collected by 135 days
7. Make a presentation on the top line findings by 145 days
8. Submit a final report based on feedback given by the CEO, WB by 180 days

H. The following are the expected deliverables:

1. Inception report and final research design
2. Final research tools and field manuals
3. Raw datasets in STATA/SPSS (preferred) or excel format
4. Final report (Word format) along with clean and labeled data sets.
5. Such other documents and reports mentioned in the BOQ and other parts of the NIT.

Sl. No	Description of work
1	Conduct of Endline KAP Survey as per Terms of Reference and Provisions specified in the RFP/Notice Inviting e-Tender
2	5 Executive Summary of the Endline KAP Survey
3	5 Soft Copies of the Endline KAP Document produced following the structure and format entailed in the TOR /the Scope of Work/ the broad framework of the NIT
4	30 Hard Copies of the Endline KAP Document produced following the structure and format entailed in the TOR and the Scope of Work
5	Raw datasets in STATA/SPSS format
6	Datasets in EXCEL format
7	100 good quality photographs of the Survey work having high resolution IN SOFT COPIES AND PHOTOGRAPHS
8	An audio-visual module of 5 minutes' duration of the Survey process

It may, further, be noted that the final versions of the Endline KAP Survey must be presented in standard format of a booklet. The specifications of the booklets are as follows:

- Printing of Reports: Colour Printing
- Cover: Art Paper 300 GSM,
- Cover Printing: Multicolour/Perfect,
- Binding/ creasing with lamination
- Inside Paper: 100 GSM (Colour printing) Size:1/4 Demy , Perfect Binding

The design and format of presentation of content in the book needs to be approved by this office.

Eligibility Criteria

The Bidder should have the following Eligibility Criteria and should enclose the below-mentioned documentary proof in the Technical Bid.

Sl. No.	Criterion	Supporting Documents to be Submitted
1.	Be a registered Company (under the Indian Companies Act)/Agency/Entity operating in India for at least 05 years.	Copy of Incorporation / Registration Certificate self-attested by authorized signatory of the bidder.
2.	The bidder must have an office in Kolkata or undertake to set up an office within 07 working days of signing of the agreement or else this will result in forfeiture of the EMD.	A self-certified letter signed in the Letter head by the authorized signatory of the bidder
3.	The bidder must have an annual turnover of 2 Crores in Indian Rupees for each of the past three audited Accounting years	Copy of Certificate duly signed by Statutory Auditor OR Annual Profit & loss A/c and balance sheet of past 03 audited years. OR IT receipt for last 3 financial years.
4.	The Bidder must have a positive Net Worth of Rs 50 lakhs for any two years in the preceding three audited accounting years.	Copy of Certificate duly signed by Statutory Auditor
5.	Should not hold any sanction/black-listing by any PSU/State or Central Government organization persisting on the last due date of receipt of the NIT/tender.	Bidder should submit the declaration notarized by first class magistrate
6.	The bidder should have regular employees on its current payroll and must have successfully executed minimum one similar project of minimum	A certified statement disclosing the number of regular employees in the preceding three years and certificate to be furnished from Authorized person in HR

	contract value of Rupees 20 lakhs in the last 3 years and deployment of at least 20 personnel in the survey, research and analysis work in the said project.	Department/Director/other equivalent senior executive of the Bidder mentioning the project title, the value of the contract, the contract duration, the number of person deployed and project work order/completion certificate.
7.	The bidder should have dedicated pool of competent personnel who may be engaged in statistical works that include sampling, designing, analysis and documentation among others. For details, please refer to section Professional Qualification under Terms of Reference.	Certified statement disclosing the number of dedicated pool of personnel with qualification to be furnished in this regard from Authorized person in HR Department/Director/other equivalent senior executive of the Company/Agency.
8	The bidder should submit details of any pending litigation in High Court, Supreme Court of India or any other statutory legal forum.	Details to be provided in a declaration notarized by first class magistrate.
9	Authorized Signatory of the Bidder.	Power of Attorney, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document.
10.	Joint Venture/ consortium of companies are not allowed for bidding in this NIT.	
11	The documents necessary to be uploaded for technical bidding have been mentioned above and in the sections of the instant NIT under terms of reference, general guidance to the bidders/ Check list/ list of documents. The instructions should be meticulously followed.	

Scoring Model

TECHNICAL EVALUATION CRITERIA

S. No	Criteria	Basis for valuation	Max
1.	EXPERIENCE		10

	The Company/Agency/Entity must have experience of having executed works of similar nature for at least 5 years in the recent past	More than 10 years : 10 marks More than 8 years : 8 marks >=5 years & <=8 years : 7 marks	
2.	COMPANY PROFILE		10
	Annual turnover of two Crores in Indian Rupees for each of the past three audited accounting years	More than Rs 5 Cr. : 10 marks >=Rs. 3 Cr. & <=Rs. 5 Cr. : 8 marks >= Rs. 2 Cr. & < Rs 3 Cr. : 7 marks	
3.	NET WORTH		5
	Net Worth of Rs 50 lakhs	More than Rs. 1 crore : 5 marks >= Rs. 50 lakhs & < Rs 1 Cr. : 3 marks	
4.	RELEVANT STRENGTHS		10
	No. of successfully implemented similar Projects in last 3 years in State & Central Governments	= 1 projects : 6 marks = 2 projects : 7 marks = 3 projects : 8 marks >3 projects : 10 marks	
5.	EXPERIENCE IN WORKING WITH ELECTION RELATED SURVEY WORK with ECI & IN OTHER STATES		5
		= 1 projects : 3 marks = 2 projects : 4 marks >2 projects : 5 marks	
6.	RESOURCE PROFILE		10

	Evaluation of Resume of all the technical/professional manpower proposed for the assignment	Qualitative assessment by the Proposal Evaluation Committee	
Total Marks			50

Bidders, whose bids are responsive and score at least **60%** in the (given) defined scoring mechanism would be considered technically qualified.

4. Submission of Proposal

Qualified agencies are required to submit a detailed study proposal with the following components:

- Format of the proposal should be as follows.
- There will be both technical proposal and financial proposals.
- Technical proposal will include the following forms:

Form TECH-1:

Letter of Proposal Submission:

Mention the names and addresses of the firm/agency/company/entity and each associated consultant in the project if it is a consortium.

Form TECH-2

Provide here a brief description of the background and organization of your firm/entity and each associate for this assignment/job. The brief description should include ownership details, date and place of incorporation of the firm, objectives of the firm etc.

Form TECH-3

Suggest and justify here any modifications of improvement to the Terms of Reference you are proposing to improve performance in carrying out the Assignment/job (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your proposal. Final decisions in this regard will be taken by the CEO, WB in due course during execution of the work.

Form TECH-4

Technical approach, methodology and work plan are key components of this part of Technical Proposal.

Technical Approach and Methodology

A detailed methodology on how the assignment shall be conducted. Technique for development of research tools and pilot testing should also be mentioned in detail. Data analysis and tabulation techniques/plans must also be mentioned in detail.

a) Work Plan

Propose and justify the main activities of the assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer), and delivery dates of the reports, in line with the methodology. Information you would need from the CEO Office, plan for data collection phase, and outline plan for managing data collection. Also details of mechanisms you will use for data quality assurance during field work (what percentage of the sample will be back checked, spot checked etc.) and data entry process (will there be single or double data entry?).

b) Organization and Staffing

The consultant should propose and justify the structure and composition of its team. It should list the main disciplines of the Assignment/job, the key expert responsible, and proposed technical and support staff. The workers who will be assigned duties to conduct the survey work must have adequate competence and experience of having conducted similar surveys. The selected agency must submit to this office in a tabular format the details of the enumerators with experience and competence factors before they are deployed at fields and get approval from this office.

FORM TECH-5:

Details, including CV's of staff/consultants who will be made available for the study, including duration of availability

Financial Proposal:

Financial proposal must have provided detailed explanation and summary of costs.

Expressions of Interest complete with technical and financial proposals may be invited from bona-fide firms/agencies through e-tender.

Technical and Financial Bid Consideration and Evaluation:

Technical Bid consideration and Evaluation:

- Technical 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 constituted by the Chief Electoral Officer, West Bengal shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- Each of the responses shall be evaluated as per the criteria and requirements specified in the NIT.
- Financial bid shall be opened only for Bidders who qualify in the technical evaluation as per the decision of the Proposal Evaluation Committee.
- 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.
- The decision of the Proposal Evaluation Committee will be uploaded in the e-Tender portal <https://www.wbtenders.gov.in>.

Guidelines for Survey Agencies

1. The standard questionnaire shared has to be used for conducting the survey. However, States have the option of adding questions after those given in the standard questionnaire in related sections at the bottom, or adding options to some existing questions. However, the sequencing and the codes for the existing options should not be tinkered with, and corresponding codes could be assigned to added questions or options. Agencies have to make note and take care of these State specific additions while conducting the survey.
2. The raw data in SPSS/ STATA format (along with codebook) will be required to be submitted to ECI along with the survey report. Hence, survey agencies should keep an organised record of all raw data.
3. Special attention should be given to sampling methodology and selection and size of sample to ensure that the findings are representative and valid for the given set of population. Agencies should refer to the note on Sampling Methodology enclosed with the guidelines.
4. Maintenance of quality in recruitment and training of enumerators, field work and data entry is essential. Agencies should ensure regular and close monitoring of all functions and stages of the survey by the supervisors of the teams.

5. The surveyors/ enumerators should be well aware of the various details of the areas from where the sample is selected/ survey is conducted. He must know and carry along details of polling stations, booth names and numbers, village/ urban block and code, Assembly Constituency and Parliamentary Constituency name and numbers to be able to correctly fill Section A of the questionnaire.
6. Understanding the questionnaire specifically the 'Kish Grid', 'Skip to', 'Multiple Response Questions' and Coding are essential and should be ensured through the training of enumerators. Also, s/he should carefully take a note of all the instructions given in bold along with the questions for the enumerator. Section A & B is specifically for the Surveyor/enumerator.
7. All procedures should aim at maintaining representativeness, reliability and validity.
8. Understanding the electoral processes, specifically of registration and voting, are vital to conducting this survey. Enumerators should be exposed to a brief training on various aspects and procedures of electoral participation for a better understanding of the same which would help conduct the survey with minimum errors.
9. The questionnaire includes a specific section for Persons with Disabilities, in addition to some questions in other sections which include a component on electoral participation of the Persons with Disabilities. Sensitisation of enumerators and other personnel engaged for field work should be made part of the training. Attention should be paid to using appropriate nomenclature or word to address them, posing and explaining questions and collecting correct responses.
10. Appropriate representation and response from Persons with Disabilities should be ensured in the survey. For this, 4-8% of the sample should comprise of PwDs. Within this, a balanced representation of persons with visual disability, hearing and speech disability and orthopaedic or physical disability should be maintained. Persons with intellectual or learning disabilities will not be included in the survey.
11. Survey reports may be written in a consistent format as per the recommendations of TISS. The Sample chapter Plan will be provided to the selected agency. A sample Chapter plan with sample tables as given by the ECI is enclosed as ready reference.

INSTRUCTION TO BIDDERS

Preparation of Bids/Tender Documents:

- a) Language of the Bid / Tender documents will be in English.
- b) Documents Comprising the Bid/ Tender documents.

The Bid submitted by the Bidder shall be in two separate parts:

Technical and Financial Bids

Expressions of Interest complete with technical and financial proposals may be invited from bona-fide firms/agencies through e-tender, if approved.

Special Terms & Condition:

1. **There will be no sub-letting of the Contract.**
2. **Under no circumstances escalation in prices will be entertained.**

Bid Submission Process

Prospective bidders shall have to submit their bid on-line through <https://wbtenders.gov.in>.

Intending bidders may download tender documents from web site: <https://wbtenders.gov.in> In case of change of date, due intimation will be given in News dailies and website. List of the important dates related to bid are given in the Annexure - I.

The bidder shall have to deposit Earnest Money online through e-portal.

As the work performance guarantee, the successful bidder shall have to submit Bank Guarantee at the rate of **10% of the bid value in the name of the Chief Electoral Officer, West Bengal** within five days of communication to this effect from the Chief Electoral Officer, West Bengal. In case of failure, to deposit performance bank guarantee certificate within the stipulated period; otherwise his earnest money shall be forfeited.

The format of the performance bank guarantee is attached in the annexure.

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 tender process without assigning any reason whatsoever.

General guidance for e-Tendering:

Registration of the Agency:

Any agency willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <https://wbtenders.gov.in> . The bidder may also consult the website of the Chief Electoral Officer, West Bengal to view the NIT.

Digital Signature Certificate (DSC):

Each agency is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site above. DSC is given as a USB e-Token.

The agency can search & download N.I.T. & Document(s) electronically from computer once he logs on to the website using the Digital Signature Certificate.

Submission of Tenders:

Tenders are to be submitted online to the website in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC).

Technical Proposal:

The Technical proposal should contain scanned copies of the following in two covers (folders).

Statutory Cover containing the following documents:

The EMD will be returned also online to the unsuccessful bidders.

As the work performance guarantee, the successful bidder shall have to submit Bank Guarantee at the rate of **10% of the bid value in the name of the Chief Electoral Officer, West Bengal** within five days of communication to this effect from the Chief Electoral Officer, West Bengal. In case of failure, to deposit performance bank guarantee certificate within the stipulated period; otherwise his earnest money may be forfeited.

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 tender process without assigning any reason whatsoever.

2) N.I.T. (download properly and upload the same Digitally Signed). The rate will be quoted in the B.O.Q. Quoted rate will be encrypted in the B.O.Q. under Financial Bid. In case quoting any rate elsewhere other than the BOQ, the tender is liable to be summarily rejected.

Check List

The following documents, duly self-attested and scanned, are to be uploaded at the time of submission of tenders through e-tendering Process.

1. GST Registration/ Income tax Clearance Certificate
2. Completion certificate along with certificate of payment received for works of similar type and of values as mentioned above individually for the above tenders from an officer not below the rank of the CEO/MD/DDO of the concerned Department.
3. Professional Tax clearance certificate.
4. Annual Profit & Loss Account & Balance Sheet from practicing chartered accountant for last 3 (three) financial years. The registration number of Chartered Accountant must be prominently shown in the Audit Report.
5. Credential and Turnover as per Basic Qualification Criteria mentioned above.
6. Trade license.
7. Up-to-date GST Returns.
8. PAN Card.
9. IT Returns of the last three (3) financial years.
10. List of completed works for the last 5 Years.
11. Since the company/agency should have sufficient manpower and other logistic supports to complete the work, it is necessary to submit the List of technical staff.

Earnest Money

The Bidders are required to submit an Earnest Money Deposit (EMD) amounting to Rs. 50,000.00 through online mode at the government site. The EMD of both the successful and unsuccessful bidders will be discharged/ returned online after the Notification of the Award.

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,
- The Successful Bidder failing to sign the contract form or furnish the Performance Bank Guarantee/ Security Deposit as specified in this document
- The Bidder undertakes corrupt and collusive trade practices.

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 uploaded in the portal. 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.

Tender Rejection Criterion

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

CONFLICT of INTEREST:

Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:

- (a) A tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
- (b) A tenderer has any associates/affiliates (inclusive of parent firms) and
- (c) a tenderer lends, or temporarily seconds its personnel to firms or organisations which are engaged in consulting services for the preparation related to implementation of the project, if the personnel would be involved in any capacity on the same project.

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.
- The selected agency will furnish an undertaking that the agency is bounded to perform the work assigned to it within the given time-schedule.

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 one month notice.

In such a case, the Chief Electoral Officer shall give 30 days' notice to the vendor of its intention to terminate the contract and shall so terminate the contract unless during the 30 days' notice period the selected agency initiates remedial action acceptable to the Chief Electoral Officer.

Penalties for delay in team mobilization

If the selected agency fails to complete the specified milestones within the time period (s) specified, Chief Electoral Officer may, without prejudice to its other remedies under the Agreement, levy as Penalties, a sum in accordance with the following principle:

- In case the agency has been unable to deliver any work stated in the work order in part or whole under each item of work, penalty @ 10% would be imposed equivalent to the cost of that unit of work. CEO, WB reserves the right to deduct the penalty from the bill.

Dispute Settlement

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 agency 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. All disputes that might require settlement should be settled in a court of law situated within the jurisdiction of Kolkata.

Period of Agreement:

The entire work should be completed within 6 months from the date of issuing work order. Penalties may be imposed in case of delay in submission of the document.

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 will be final and binding and no disputes in this regard will be entertained.

Mode of Payment

Bill will be submitted in triplicate along with certificate as will be required. Payment will be made including GST and other levies as will be applicable after deduction of TDS. Bills will be entertained only after successful completion of the work fulfilling all necessary conditions entailed in the NIT and the Work Order. Taxes will be levied as usual as per government norms.

Price Format

1. All price should be quoted in Indian Currency (INR)
2. All price should be strictly according to the format provided in this RFP
3. The total prices of individual item should be written in words and figures. In case of dispute, words would be treated correct.

Security Deposit:

The selected agency will be required to submit Security Deposit of 10% of total cost of the work in the form of a performance bank guarantee before the 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.

THE ABOVE STATED NON-STATUTORY/TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Non Statutory Documents" to send the selected documents to Non-Statutory folder. Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

Sl No	Category Name	Sub Category Description	Details
A	CERTIFICATES	CERTIFICATES	<ol style="list-style-type: none"> 1. Up-to-Date GST Certificates 2. PAN 3. PTAX (CHALLAN) 4. IT RECEIPT FOR LAST 3 FINANCIAL YEARS.
B	COMPANY DETAILS	COMPANY DETAILS 1 COMPANY DETAILS 2	<ol style="list-style-type: none"> 1. PROPRIETORSHIP FIRM (TRADE LICENCE) 2. PARTNERSHIP FIRM (PARTNERSHIP DEED, TRADE LICENCE) 3. CIN 4. TRADE LICENSE
C	CREDENTIAL	CREDENTIAL 1 CREDENTIAL 2	<ol style="list-style-type: none"> 1. SIMILAR NATURE OF WORK DONE & COMPLETION CERTIFICATE FOR LAST 5 YEARS. 2. LIST OF TECHNICAL STAFF. 3. COMPLETION CERTIFICATE ALONG WITH CERTIFICATE OF PAYMENT RECEIVED FOR WORKS OF SIMILAR TYPE AND OF VALUES AS MENTIONED ABOVE INDIVIDUALLY FOR THE ABOVE TENDERS FROM AN OFFICER NOT BELOW THE RANK OF THE CEO/MD/DDO OF THE CONCERNED DEPARTMENT.
D	FINANCIAL INFO	P/L AND BALANCE SHEET 2016-2017/	PROFIT & LOSS AND BALANCE SHEET (WITH ANNEXURE AND 3CD FORM IN CASE OF TAX AUDIT)
		P/L AND BALANCE SHEET 2017-2018/	PROFIT & LOSS AND BALANCE SHEET (WITH ANNEXURE AND 3CD FORM IN CASE OF TAX AUDIT)
		P/L AND BALANCE SHEET 2018-2019	PROFIT & LOSS AND BALANCE SHEET (WITH ANNEXURE AND 3CD FORM IN CASE OF TAX AUDIT)
		5. Other Documents	6. Documents as defined above in the TOR of the NIT
F	MANPOWER	TECHNICAL PERSONNEL	LIST OF TECHNICAL STAFFS ALONG WITH STRUCTURE & ORGANIZATION (AS PER NIT)
G	DECLARATION	DECLARATION 1 DECLARATION 2	<ol style="list-style-type: none"> 1. THE BIDDER SHOULD SUBMIT A SELF-DECLARATION THAT IT HAS NO PREVIOUS HISTORY OF ARBITRATION, LITIGATION, CASTING ASPERSIONS OR CAUSING ACCUSATIONS AGAINST THE GOVERNMENT OR ITS ORGANIZATIONS. 2. THE PARTICIPATING AGENCY IS REQUIRED TO FURNISH AN UNDERTAKING THAT IT HAS NO PREVIOUS BACKGROUND OF HAVING

			DEFAULTED WHILE UNDERTAKING ANY PREVIOUS WORK OF THE GOVERNMENT OR ITS ENTITIES.
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Format for Financial Bid:

Sl. No	Description of work	Grand Total Cost inclusive of all taxes, excluding GST
1	Conduct of Endline KAP Survey as per Terms of Reference and Provisions specified in the RFP/Notice Inviting e-Tender	
2	5 Executive Summary of the Endline KAP Survey	
3	5 Soft Copies of the Endline KAP Document produced following the structure and format entailed in the TOR /the Scope of Work/ the broad framework of the NIT	
4	30 Hard Copies of the Endline KAP Document produced following the structure and format entailed in the TOR and the Scope of Work	
5	Raw datasets in STATA/SPSS format	
6	Datasets in EXCEL format	
7	100 good quality photographs of the Survey work having high resolution IN SOFT COPIES AND PHOTOGRAPHS	
8	An audio-visual module of 5 minutes' duration of the Survey process	



(Dr Aariz Aftab)
Chief Electoral Officer,
West Bengal

Annexure I (Schedule of the Bidding Process):

Date and Time Schedule:

Sl. No.	Activity Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	20.11.2019 (5:30 PM)
2	Documents download start date (Online)	20.11.2019 (6:00 PM)
3	Pre-bid Meeting	27.11.2019 (From 2:00 PM)
4	Bid submission (Both Technical & Financial) start date (On line)	20.11.2019 (6:00 PM)
5	Bid Submission (Both Technical & Financial) closing (On line)	13.12.2019 (11:00 AM)
6	Bid opening date for Technical Proposals (Online)	16.12.2019 (12:00 PM)
7	Date of uploading list for Technically Qualified Bidder (online)	16.12.2019 (4:00 PM)
8	Date for opening of Financial Proposal (Online)	17.12.2019 (2.00 PM)


(Dr Aariz Aftab)

**Chief Electoral Officer,
West Bengal**