
REQUEST FOR PROPOSAL (RFP)

For

Selection of an Agency for providing a Surveillance System
(Live Web Streaming (Audio, Video, Record, Viewing, CCTV &
other Services)) for the bye election for 80- Kaliganj AC in
Nadia district, West Bengal

Date of polling: 19.06.2025
Date of Counting; 23.06.2025

**RFP No: CEOWB/2025/e-Tender/001/Webcasting solution dated 2nd June,
2025**

Office of the Chief Electoral Officer, West Bengal

21, N.S. Road, Balmer Lawrie Building, 2nd & 3rd Floor,
Kolkata 700001
(033) 2231-0180

E-mail: ceo-election-wb@nic.in Website: www.ceowestbengal.nic.in

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Request for Proposal (RFP) Notice

"Selection of an Agency for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for the bye election for 80 Kaliganj AC in Nadia district on 19.06.2025

Proposals are invited from qualified and experienced agencies to provide live web streaming (audio, video, recording, viewing, CCTV & other services) for the Office of the Chief Electoral Officer, West Bengal, Kolkata.

Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through e-tendering by **05/06/2025 till 17.00 hours** on the e-tender portal (www.wbtenders.gov.in). Bidder has to submit the document fee of **Rs. 5,000/-** (Rupees Five Thousand only) for the RFP document along with e-Procurement Processing fees through online payment at the e-Procurement portal.

The detailed RFP document can be downloaded from the website www.wbtenders.gov.in

Chief Electoral Officer, West Bengal

DISCLAIMER

All information contained in this **Request for Proposal (RFP)** provided is in the good interest and faith. This is neither an agreement nor an offer/ invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their inquiries and assumptions wherever required.

Intimation of a discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects, and firms submitting their bids are satisfied that the RFP document is complete in all respects.

Office of the Chief Electoral Officer, West Bengal (CEO, WB) reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. CEO, WB also reserves the right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. CEO, WB reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of W.B. e-procurement (<https://www.wbtenders.gov.in/>).

Neither the CEO, WB nor their employees and associates will have any liability to any prospective respondent interested in applying or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense, or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document.

1. Bid Data Sheet

Sr. No	Particular	Details
1.	Name of Issuer	Office of the Chief Electoral Officer, West Bengal
2.	Availability of the document	<p>The Bidding Document is available and downloadable on the following website: https://www.wbtenders.gov.in</p> <p>Bidding Document Fees (non-transferable & non-refundable) and Processing Fees must be paid online at the e-procurement portal (https://www.wbtenders.gov.in) All Subsequent changes to the Bidding document shall be published on the above-mentioned website only.</p>
3.	Bidding Document Fee	INR 5,000/- + Processing Fees (non-transferable & non-refundable) payable through https://www.wbtenders.gov.in
4.	RFP published Date and Time	02/06/2025 at 13:00 hours
5.	Document Download/purchase start Date and Time	02/06/2025 at 13:00 hours
6.	Last date for submission of pre- bid queries	03/06/2025 till 16:00 hours (Bidders are requested to submit their queries, if any, as per the format attached in Annexure 4)
7.	Pre-Bid Meeting	04/06/2025 at 15:00 hours to be held at Conference Room, Office of the Chief Electoral Officer, West Bengal, 21, Netaji Subhas Road, Balmer Lawrie Building, Kolkata – 700001
8.	Earnest Money Deposit (EMD)	INR 10 Lakh payable online at www.wbtenders.gov.in
9.	Bid submission Start Date and Time	02/06/2025 at 14:00 hours
10.	Last date of submission of Proposals	05/06/2025 till 15:00 hours only through the e-Procurement portal www.wbtenders.gov.in
11.	Date of opening of Technical Bids	07/06/2025 at 15:00 hours
12.	Date of opening of Financial Bids	07/06/2025 at 16:00 hours

13.	Performance Bank Guarantee (On award of the contract)	Irrevocable Performance Bank Guarantee of value 3% of the contract value , to be submitted at the correspondence address within 2 days of issuance of the work order.
14.	Email Address	The prospective Bidder requiring any clarification to the RFP shall contact the CEO, WB through email by sending the pre-bid queries to ceo-election-wb@nic.in as per the format given in Annexure 4.
15.	Address for Communication	Office of the Chief Electoral Officer, West Bengal 21, Netaji Subhas Road, Balmer Lawrie Building, Kolkata - 700001. Phone: 033-2231-0880 Fax: 033-2231-0840 E-mail: ceo-election-wb@nic.in Website: https://ceowestbengal.nic.in/

Note:

1. CEO, WB reserves the right to change any schedule of the bidding process. Please visit the website <https://www.wbtenders.gov.in> mentioned in this document regularly for the same.
2. Proposals must be received no later than the time, date, and venue as mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.
3. The mode of submission of bids is only online through the e-procurement portal (<https://www.wbtenders.gov.in>). No physical submission of the bids shall be entertained.
4. Any future Corrigenda/Information shall be posted only on our website <https://www.wbtenders.gov.in>.
5. Rejected/disqualified bidders would only be intimated post-final selection of successful bidder(s)/ completion of the Bid process. Along with such intimation, the EMD returning process would be initiated for disqualified bidders and the same would be affected within 30 days of issuing the letter of intent/work order to the successful bidder(s).



Dibyendu Das, IAS
Addl. CEO, W.B. & E.O. Sr. Spl. Secretary
Home & Hill Affairs Dept. (Election Branch)
Government of West Bengal

2. Invitation for Competitive Bidding

2.1 Definitions

- i. **Applicable Law** means the Contract shall be interpreted by the laws of India.
- ii. **Govt. of WB** means the Government of West Bengal.
- iii. **Bidder** means any firm offering the solution(s), service(s), and/ or materials required in the tender call. The word Bidder when used in the pre-award period shall be synonymous with the bidder and when used after the award of the contract shall mean the successful bidder with whom the office of the Chief Electoral Officer of West Bengal signs the contract for rendering of goods and services.
- iv. **Contract** means the agreement entered into between the CEO, WB, and the successful bidder, as recorded in the Contract Form signed by the parties including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **Contract Price** means the price payable to the bidder under the Contract for the full and proper performance of all its contractual obligations.
- vi. **Bidder's representative** means the duly authorized representative of the bidder, approved by the Department and responsible for the bidder's performance under the contract.
- vii. **Effective Date** means the date on which the Agreement is executed.
- viii. **Financial bid** or Commercial Bid means the part of the offer that provides a price schedule.
- ix. **Goods and services** mean the solution(s), service(s), materials, or a combination of them in the context of the tender call and specifications.
- x. **Performance security** means on receipt of notification of award from the Department, the successful bidder shall furnish the security by the conditions of the contract, in the form of a Bank Guarantee to the CEO, WB.
- xi. **Pre-qualification and Technical bid** mean that part of the offer provides information to facilitate assessment by the committee in terms of the professional, technical, and financial standing of the bidder, conformity to specifications, etc.
- xii. **Specification** means the functional and technical specifications or statement of work, as the case may be.
- xiii. **Tender call or invitation for bids** means the detailed notification seeking an end-to-end solution.
- xiv. **R.O.** means Returning Officer.
- xv. **DEO** means District Election Officer.

Dipendra Das, Jt. Secy
Adl. CEO, W.B. & E.O. & Secy
(Home & Hill Affairs Dept. (Election Branch))
Government of West Bengal

2.2 Introduction

As per the Election Commission of India's instructions, States are to monitor a certain number of Polling Booths by setting up Webcasting services during the Election. In 80 - Kaliganj AC currently, there are 309 Polling Booths, and the office of the Chief Electoral Officer of West Bengal intends to monitor approximately 309 Polling Booths with 2 cameras inside and 1 camera outside at each booth. These 309 Polling Stations are required to be monitored through Webcasting. Moreover, the CCTV is to be carried out from approximately 5 Counting halls, which will be conducted in large halls from designated counting counters, besides 8 check posts, 20 QRT vehicles, 20 sector vehicles , 10 FSV, approximately 10 possible sensitive locations across the constituency as per the instructions of the Election Commission of India.

2. Scope of work

2.1 Location Details

Polling Details				
District	Polling Stations	Total Inside Cameras	Total Outside Cameras	Total

Counting Details			
Districts	Counting Centers	Cameras per center	Total

FSV			
Districts	Assemblies	Total Vehicles per AS	Total

Checkpost & Other sensitive locations			
Districts	Assemblies	Total Cameras per assembly	Total

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Note: The CEO, WB, reserves the right to conduct the webcasting in more than 50% of the polling stations in a particular District/Districts.

2.2 Detailed Scope of Work

A. Following is the scope of work to be performed by the selected bidder:

The Successful bidder has to undertake the live web streaming (both audio & video) during the West Bengal bye election to 80 - Kaliganj AC, 2025, on a turnkey basis, with the installation of the necessary suitable, proven web- based web-streaming software along with the supply of other related items as per the detailed Scope of work.

1. Supply, installation, commissioning, and implementation of the web-based audio & video streaming software in the server set up in the secured cloud environment. CEO, WB, shall not provide any hardware or software apart from the required space. The server setup should be in India.
2. Supply and installation of web cameras & internet connectivity for use in the identified polling stations on the polling day **along with suitable numbers of manpower**, to operate them to web stream the live data.
3. Supply and installation of 55-inch LED TV as per specification for use in the office of the **Returning Officer (R.O)** along with **one manpower** on the polling day to operate them to view the live data.
4. Supply and installation of 55-inch LED TV as per specification indicated in the office of the **DEO** along with **three manpower** for use on the Polling day, to view the live data, and for the help-desk facility.
5. Supply and installation of 3x2 Video Wall as per specification indicated for use in the office of the Chief Electoral Officer at State headquarters on the polling day along with **two manpower** to operate them to view the live data at CEO office.
6. The Video Streaming solution should be able to display multiple streams happening at the same time, in the polling stations, on TV (s) for viewing in the Offices of the Election Commission of India (ECI), Delhi, Chief Electoral Office (CEO), District Electoral Office (DEO) & ROs.
7. Supply and installation of HD CCTV cameras in counting halls (minimum seven cameras in each hall) and counting premises (ten cameras) along with **one manpower per RO and DEO**, for use in the counting centers, on the counting day.
8. Supply and installation of 55-inch LED TV as per specification indicated in the office of the **DEO** along with **one manpower** for use on the counting day.

9. Training manual and training schedules at each DEO office for the officials on the operation of the web streaming software.
10. Establishment of the centralized Help desk at the CEO, WB, office with a minimum of 5 seats to manage and fix the complaints/issues coming up on the polling day.
11. The data should at no point be hosted outside India and the bidder will not access the data unless authorized by the CEO/DEO.
12. The CEO/DEO will provide the complete list of identified polling stations and counting halls to the successful bidder at the time of signing of the agreement.
13. The successful bidder will have to provide battery backup for providing uninterrupted services of live webcasting and CCTV recording.

B. On the Poll Day:

The overall number of locations with location type for the requirements of the camera, manpower, and screen **put together** is as below:-

Particular	Location Type	Number of locations	Total No. of Camera	TV Screen
(Summary)	Polling Stations	309	309	
	R.O.	1	X	
	D.E.O.	1	X	
	CEO	1	X	

Note: The actual requirement of requested Infrastructure & Manpower may vary from the stated requirements above.

C. On the Counting Day:

The overall number of locations with location type for the requirements of the CCTV camera, manpower, and screen **put together** is as below:-

Particular	Location Type	Number of locations	Total No. of Cameras	TV Screen
(Summary)	Counting Centres	5	50	
	R.O.	1	2	
	D.E.O. (counting Premises)	1	2	

Note: The actual requirement of requested Infrastructure & Manpower may vary from the stated requirements above.

2.3 Technical Specifications (please refer to the latest guidelines of ECI).

Task 1: Hosting of the web-based streaming software:

The bidder shall deploy suitably secure proven web-based software that can record both audio and video.

The key features of the software shall be:

1. Able to record video in H.265 compression or other equivalent open formats which can be read by a variety of open-source software solutions.
2. Able to record at least 4 kbps audio in good quality. This may be either encoded within the video stream or recorded as a separate stream.
3. The camera should be wall-mounted (up to 7 feet in height) and fixed. It should be appropriately secured from physical damage.
4. The web camera should be placed to cover the maximum possible area in the polling station without hampering the secrecy of the vote. The light and glare should be minimal and should be capable of zooming in as per the requirements. It should clearly capture and transmit the following aspects of the poll proceedings:
 - a. Process of identification of voter by the polling officer.
 - b. Application of indelible ink on the finger of the voter.
 - c. Initialization of control unit of EVM by presiding officer after satisfactory identification of a voter.
 - d. Voter's visit to the voting compartment for casting a vote on the balloting unit of EVM, but without showing the cover face of the Ballot Unit/VVPAT so that voter's secrecy is preserved under all conditions and clear beep sound after pressing the button.
 - e. Presence of polling agents to the possible extent.
 - f. Sealing of EVM (BU/CU), VVPAT, and giving copies of form 17C to polling agents.
5. During recording the assembly constituency (AC No.) and polling station no. (PS No.) Should be visible clearly in the camera view.
6. Further, it must be ensured that in the framework used for webcasting, advertisement of any kind is not displayed.
7. Both audio and video should have the running time stamp. The timestamp should come from a secured location/source and should be approved by the Nodal Officer.
8. The recording should not require any specialized software for viewing and should be done using the standard browsers, which include the latest and up to four previous versions of the following – Google Chrome, Microsoft Edge, Mozilla Firefox, and Apple Safari.
9. The software shall provide video streaming URL with password protection to view district-wise, parliamentary constituency/assembly constituency-wise and polling station-wise videos that are streamed from the polling stations. The software shall provide for secure data streaming over the internet, with viewing access only to the CEO, and such other offices as authorized by the CEO with user ID and password. The data streaming shall not be open for viewing by the public over the Internet, without the approval of the CEO.

10. The software shall include an option for
 - a. Connectivity status of web camera/IP camera from the polling station whether the stream is online/offline.
 - b. Option for auto rotation of videos within Assembly Constituency/District/State level based on the type of user connected and option selected.
 - c. Option for an on-demand view of the polling station-wise video.
11. Upon browser-based video recording commencement, a generic desktop lock must be engaged to disable all other applications from launching and connecting to the internet. (more details may be added as per the guidelines)
12. The software provided should have been developed by the bidder and should not be 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.
13. The software should be able to offer graceful and smooth recording quality even in case there is a deterioration in the network speed. This should be automated without any user inputs to be required on this.
14. The software provided shall be able to perform queries of the video and audio content of the storage. The software shall be able to burn CDs/DVDs on Windows-based computers and be able to query the content available based on multiple parameters such as Date, Time, Location, etc.
15. The Video Streaming solution should be such that it supports rewinding with a playback option and the option to move to the current live status of recording.
16. The Video Streaming solution should be able to display multiple streams happening at the same time on one TV location. It shall provide for the selection of any of the polling stations at any time on poll day, from where video data is being streamed, for viewing in the Offices of the ECI, CEO, DEOs & ROs.
17. The software shall list all the polling stations/counting centres/check posts with their respective webcast after collecting and updating the details and the application software design from the nodal officer.
18. The data should at no point be hosted outside India and the bidder will not access the data unless authorized by the CEO/DEO.
19. The video recording of the live webcasting at the server shall be done as per the instructions of the nodal officer and shall not be stored in any form in any type of device outside the CEO's office after giving a backup of all the videos to the CEO's office. The bidder shall add the digital video watermark in the background of the streaming videos.
20. Uploading of the videos shall be carried out using a webcam/HD camera and connectivity of either 5G/4G/3G/2G/broadband, WiMax, DSPT, etc., based on local availability.
21. At the end of each event the web-streamed data along with required reports, shall be made

available within 7 days to the client in an external Hard Disk/Storage Device for later retrieval and usage as necessary.

22. The client shall facilitate the bidder in interaction with the telecom service providers to see that the connectivity is ensured during the events towards the smooth transmission of web streaming data.
23. The bidder shall also ensure the safety of the equipment such as Laptops, Internet connectivity devices, high-end cameras, etc., installed by them at the respective places, till the events are over.
24. The bidder shall also develop application software that monitors the data feed from each polling station on the polling day, based on 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 by the CEO, WB, a week before its deployment.
25. The bidder shall provide access to the dashboard view for more than one location, i.e., DEO, CEO, and ECI HQ which should reflect the point of failure, network status, recording status, and downtime status. The network quality indicator on each camera should be made available in the User view mode and this should be computed and displayed automatically.

Task 2. Live Streaming and Recording of the Polling at Polling Stations, Counting Centers, FSVs, Check Posts and Other sensitive locations

1. A pre-determined list of Polling Stations, Counting Centers, FSVs, Check Posts and Other sensitive locations from where live web streaming will happen shall be shared with the bidder.
2. Total Number of approximate Locations for Video & Audio & CCTV Recording: **Polling Stations= (3 at each Polling stations 2 inside/ 1 outside), Counting Halls= (7 at each hall and 10 outside), FSV= 10 vehicles, Check Posts = 8 other sensitive locations = 10.** If required extra camera can be put inside/outside the polling station.
3. The bidder has to supply and install the web cameras, as per the minimum specifications in the identified polling stations. The web camera should have the facility for local recording, with a minimum of 3 Megapixel camera resolution. The camera should have night vision capability, a wide angle with 30/170-degree coverage. The camera should have the capability of 10x zooming. The camera should have a minimum illumination of .05 lux.
4. 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 should be supported in 1920x1080.
5. The bidder has to arrange suitable internet connectivity at all locations for the installation of cameras for the services rendered by them.
6. The bidder has to post suitable manpower with proper training on the usage of the web streaming software, using the camera, and internet connectivity on the day of polling and during trail runs.

7. The bidder has to set up webcasting for each FSV, check post and other sensitive locations for the number of days specified. The bidder need not have to place manpower for full time at each polling station, counting center, FSV, check post, and other sensitive locations, however, the bidder should ensure that the streaming happens seamlessly across all the check posts across all the locations.
8. The bidder is required to have at least two day/trial runs of the process, to satisfy the client that their systems are in good working condition at least one seven days before and one two days before the poll & the counting day. The trial run for the FSV, check posts, and other sensitive locations should commence two days before the dates & duration being circulated by the CEO, WB/DEO.
9. In case of a Re-poll ordered at a booth under live web streaming, the web streaming/CCTV of that re-poll should continue to be the responsibility of the bidder. This will not entail additional financial commitments.
10. The bidder shall also provide a facility in the offices of RO, DEO & CEO to view the live feeds of the polling day activities smoothly by providing LED TV 55 inch.
11. The bidder shall ensure that the live feeds are transmitted securely to the server and then to the concerned officials up to the satisfaction of the nodal officer, for the duration when the operation is on.
12. The bidder shall ensure that the recorded material transmitted does not fall into the hands of any party, not authorized by CEO, WB, to receive the same.
13. The recorded material shall be the exclusive property of the CEO, WB, and neither the Bidder nor any other party will be entitled to utilize the same.
14. After the event is over on polling day, the supplied LED TVs and internet connectivity, have to be taken back and manpower has to be withdrawn by the bidder.
15. The bidder shall provide adequate compute performance on the servers and storage along with suitable high-speed internet/network bandwidth to accommodate the multiple video streaming.
16. The video and audio should be live-streamed to the control center via the server; the bidder should deploy the resources on the days of polling in each control center.
17. The bidder shall provide sufficient internet bandwidth for the live streaming of the poll day event.
18. In case of any disruption due to internet connectivity, the streaming data has to be stored in an external Hard Disk and the same shall be made available in DVD/External Hard Disk/any other suitable media at the end of the day to the officials concerned.
19. Number of Days required for recording at each location: 1 day (24 hours or part thereof)., For FSV, check post, and other sensitive locations: number of days to be specified by the office of the CEO, west Bengal.
20. The successful bidder has to provide uninterrupted services for streaming and recording at the polling station.

21. The successful bidder has to provide suitable manpower for live web streaming & CCTV recording for the complete duration of the poll event as specified by the CEO/DEO.
22. The live web streaming has to be of the area specified by the officers and the live streaming or recording must not deviate from the specified area. It must be set up at the beginning of the poll event in consultation with the officer at the polling station.

Task 3: Recording of the Counting Process

1. The bidder has to supply and install the HD CCTV cameras, as per the minimum specification in the identified counting centres. The HD CCTV camera should have the facility for local recording, with a minimum of **3-megapixel** camera resolution. The camera should have night vision capability, a wide angle with 30/170 degrees coverage. The camera should have the capability of 10x zooming. The camera should have a minimum illumination of .05 lux.
2. 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 should be supported in 1920x1080.
3. A pre-determined list of locations where the counting process will happen shall be shared with the bidder.
4. All the items for Task 1 are required to be adhered to as applicable
5. 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 should be supported in 1920x1080.
6. A pre-determined list of locations where the counting process will happen shall be shared with the bidder.
7. All the items for Task 1 are required to be adhered to as applicable.
8. Number of locations for audio video recording: To be specified by the office of CEO, West Bengal
9. The bidder shall supply the following HD CCTV cameras as per the specifications given in the RFP at each counting center location as per the breakups:

a	At Counting Centre	7 nos. of Cameras per hall
b	At Counting Premises	10 nos of Cameras per premises for other purposes.

10. These cameras should support full HD recording. These cameras will be owned and operated by the bidder and shall be taken back at the end of the assignment.
11. Description and make / model of these cameras should be provided in the proposal.
12. Number of Days required for recording at each location: 1

Task 4: Setting up a Help Centre and Deployment of Manpower

1. The bidder is required to deploy adequate manpower to meet all conditions of the assignment.
2. Centralized Help Desk in State HQ operating under the control of the nodal officer.
3. A team with a 5-seater minimum for the polling day, shall be located in Kolkata and shall assist all other locations to fix the issues that are coming up relating to this assignment.
4. The help desk should be operational 3 days before polling and one day after polling, including the polling day. If there is a re-poll, it should continue, till the end of the re-poll.
5. Similarly, the helpdesk should also function two days before counting and one day after counting including the counting day. If there is recounting, it should continue till the end of recounting.
6. Similarly, the helpdesk should also function two days before start of checkpost, FSV, other sensitive locations webcasting and one day after counting including the counting day.
7. Manpower: This personnel should be skilled in the application software being deployed by the bidder, their configuration, use, etc. Similarly, the manpower deployed for polling day/counting should be available and capable of assisting with any issues arising during the assignment.
8. The CVs of all the personnel, being deployed should be provided. Each of the personnel should have at least two of the following with him while on duty: - A Passport, A Driving License, a PAN Card, an Aadhaar Card, or any other form of identification as specified by the Nodal officer.
9. The following details shall be provided by the bidder in the CVs – Name, Date of Birth, Copies of Identity cards as above, Permanent Address, Address during the last 10 years, Any Criminal or Civil Record, Education Qualifications, Experience.
10. There may be Police / Security Clearance checks conducted against the personnel and the client may ask for any or all personnel to be replaced, which shall be required to be complied with immediately.
11. Training of this personnel and the tasks shall include training the manpower in downloading the web streaming application and in the setting up of the entire recording system and allied issues, like connectivity, alert assistance, etc. The training required will have to be conducted by the bidder, in the district/at a suitable place for one or 2 days as decided before they are deputed to the concerned place for duty.
12. Troubleshooting any hardware/software issues related to the entire process of recording streaming and monitoring.
13. Any other tasks found necessary for the successful live streaming of the videos.
14. The client will issue an Election Duty Certificate (EDC) for postal Ballot to the manpower posted in the respective locations as necessary (if required). The manpower shall be asked to report for duty to the concerned officials when posted.

Task 5. Development of Training Material

1. Detailed Training Material is required to be developed by the bidder as part of the assignment. The training material is required for the following purposes:
 - a. For operating the web streaming Software / Cameras etc.
 - b. For the post-event operation of the Video Surveillance footage.
2. The Training Material should be in the following formats:
 - a. Documentation: Text-based training material in the form of documents showing pictures/images and text of How-To, Help Guide, etc.
 - b. Multimedia: Audio and Video content including animations, videos, etc. for the above. Manuals on How to Video shall also be made available.

The Training material shall be placed in a secure location on the internet, for access only by authorized users. It shall also be available offline in Drive / CD Discs to all locations, where it can be shared and disseminated with all the intended/required users. The Help Desk personnel shall additionally act as Facilitators to facilitate the learning progress.

2.4 Reporting Requirements and Time Schedule for Deliverables

The following would be the reporting requirements for the bidder:

1. An Inception Report within 3 days, from the start of the assignment. daily progress Reports Consisting of
 - (a) All works performed by the bidder.
 - (b) The Time Sheets / Attendance duly countersigned by the Nodal Officer.
2. All Other Reports as required for the successful execution of this assignment.
3. Development and Maintenance of an MIS for all reporting purposes.
4. Final report within 2 weeks of closure of all activities stipulated in the contract.
5. The report may be submitted in hardcopy and soft copy (through e-mail / MIS / Shared Folder over the Internet) to the officers concerned.
6. After completion of the recording activities, the bidders will arrange all data on the external Hard Disks and hand over them to the nodal officer, within 7 days after each event is completed. After handing over the data, the bidder shall not retain any data in their computers or any other form with them. If there is any deviation in this regard, the bidder shall be held responsible and liable for punishment as per law. The external HDD/Storage Devices shall be provided by the bidder at his own cost.

2.5 Supply Installation Commissioning

1. Delivery: The ordered items shall be delivered, installed, and commissioned within one week from the date of the work order or if specified, as per the date mentioned in the work order. The successful bidder 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 the client.

2. The office/user department is solely responsible for the site preparation if any before the scheduled installation dates.
3. After successful installation, commissioning, and completion of the delivery to the user department at different locations, the bidder must obtain a signed delivery challan.
4. The bidder must provide the Name, Mobile number and email Addresses of the representatives who are responsible for attending the services at each client site. The bidder should also provide the details of the centre in charge, the higher level in charge who is responsible for overseeing the service centres, and the person to whom complaints can be made, in case the services provided to any center, are not satisfactory.
5. In case of any change in the work order, it shall be communicated to the bidder well in advance.
6. The quantity mentioned in the tender document is tentative only. Payment will be released based on the quantity used at the site, which has to be attested by the concerned DEOs.
7. The successful bidder shall be liable and /or responsible for the compliance of all statutory provisions and especially those relating to labour laws in respect of this contract.
8. The successful bidder should be able to provide the requested data from the server immediately.
9. The successful bidder should keep the provision of data (audio & video) backup and recovery.

4. Eligibility Criteria:

Sl. No	Eligibility Criteria	Supporting documents for fulfilling the Eligibility Criteria
1.	<p>Bidder should be a Public / Private Limited Company registered in India under the Companies Act 1956.</p> <p>The Company/ Agency/ Entity must have experience of having executed works of Agencies for election live web streaming surveillance work for at least 6 years in the recent past on behalf of Election Commission of India or any Government Departments/ PSUs and Government Agencies</p> <p>Consortiums or Joint Ventures are not allowed.</p>	<p>a) Copy of the Certificate of incorporation should be submitted.</p> <p>b) Copy of the work order dated on or before 01.04.2025 obtained from the concerned Chief Electoral Officer of the States in India.</p>
2.	<p>The bidder should have cumulative turnover of at least Rs 50 Crores (Rs. Fifty Crores Only) for last 3 financial years. The proof of turnover of last three (3) financial years 2022-23, 2023-24, 2024-25 should be CA certified.</p>	<p>➤ Copies of the Audited balance sheet for the last 3 financial years should be submitted. Copy of Audited balance sheet or CA certified turnover certificate in case of 2024-25 financial year.</p> <p>➤ Bidder should obtain Certificate from the Chartered Accountant should be enclosed with positive net worth in the two financial years of 2023-24, & 2024-25.</p>

3.	<p>Bidder should have executed live web streaming (IP based HD CCTV cameras based audio & video from multiple locations) in not less than 20000 locations as part of single order for web streaming of Elections in any state of India on behalf of Election Commission of India during any of the previous three years from date of issue of RFP.</p> <p>Consortium, Joint Ventures or Localbody experience not allowed.</p>	<p>➤ Copy of the work order(s) having 20000 Locations or Agreements from the customers should be submitted.</p> <p>Bidder should submit certificate of successful completion for all the projects.</p>
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4	<p>The Bidder shall have implemented at least 1 project involving vehicle-mounted live video streaming (e.g. buses, patrol vehicles). Each such project must include ≥ 100 equipped vehicles (with onboard cameras, mobile NVRs, 4G uplink, and live streaming to a central VMS) in any state of India on behalf of Election Commission of India during any of the previous three years from date of issue of RFP.</p>	<p>➤ Copy of relevant minimum 1 work order to be submitted by obtaining it from the customers should be submitted.</p> <p>Bidder should submit certificate of successful completion for all the projects.</p>
5.	<p>The Bidder should have valid Certificate of ISO 27001:2011 or higher/ISO 9001:2015 or higher/both in his Name.</p>	<p>Valid copy of Certificate with respect to ISO 27001:2011 or higher/ ISO 9001:2015 or higher/both, should be enclosed.</p>
6.	<p>The Bidder should have registered office in West Bengal. If in case, Bidder is not having an office in West Bengal, a necessary undertaking to open the office in West Bengal within 15 days of signing the agreement should be submitted.</p>	<p>Relevant documents should be submitted</p>
7.	<p>The Bidder not have been black-listed by any Government / Quasi government agency or any Multi-Lateral Donor Body (World Bank, ADB, JICA, etc.) during the past 3 years (even if the black-listing was subsequently withdrawn)</p>	<p>Self-Declaration Certificate should be Submitted</p>
9	<p>The bidder should have filed Income Tax returns appropriately.</p>	<p>Copy of the IT Returns for the last three financial years. (2022-23, 2023-24 and 2024-25).</p>

10	The Bidders should have valid GST registration.	The bidder should enclose the Registration Certificate for Goods and Services Tax (GST) and also submit GST Annual Return Form (Form-9) for the two financial years. (2023-24 and 2024-25) and also submit GSTR- 3b for the last 6 months (from __, 2024 to ____ 2025).
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Tender Evaluation

- A) Technical Committee will examine the Technical Bids against the Eligibility Criteria and Evaluation Criteria given in the Tender document. The evaluation will be conducted based on the support documents submitted by the Bidders. The documents which do not meet the eligibility criteria in the first stage of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders. The eligible Bidders alone will be considered for further evaluation

Sr. No	Technical Evaluation	Technical Evaluation Parameter	Max, Marks	Supporting Documents
01	The Company/ Agency/ Entity must have experience of having executed works of Agencies for election live web streaming surveillance work for at least 6 years in the recent past on behalf of Election Commission of India or any Government Departments/ PSUs and Government Agencies. Consortiums or Joint Ventures are not allowed.	Experience Marks More Than 10 Years 25 More Than 8 Years 20 >6 Years & < 8 Years 15	25	Copy of relevant work orders to be submitted by obtaining it from the concerned Chief Electoral Officer of the States in India
02.	Bidder should have executed live web streaming (IP based HD CCTV cameras based audio & video from multiple locations) in not less than 20000 locations as part of single order for web streaming of Elections in any state of India on behalf of Election Commission of India during any of the previous three years from date of issue of RFP. Bidder should submit certificate of successful completion for all the three projects.	Experience Marks 2 or more orders 25 1 order 15	25	Copy of the work order(s) having 20000 Locations or Agreements from the customers should be submitted. Bidder should submit certificate of successful completion for all

	Consortium, Joint Ventures or Localbody experience not allowed.			the projects.
03.	The Bidder shall have implemented at least 1 project involving vehicle-mounted live video streaming (e.g. buses, patrol vehicles). Each such project must include ≥ 100 equipped vehicles (with onboard cameras, mobile NVRs, 4G uplink, and live streaming to a central VMS) in any state of India on behalf of Election Commission of India during any of the previous three years from date of issue of RFP.	No of Project Marks 3 Project or more 25 1-2 Projects 10	25	Copy of relevant work orders and certificate of successful completion to be submitted by obtaining it from the concerned Chief Electoral Officer of the States in India.
04	The Bidder having rich and diversified election related experience in any state of India on behalf of Election Commission of India.	Org Marks 1 election related project in West Bengal 10 hardware and software from same OEM 5 Bidder is OEM & SI 5 Software (VMS/EMS/ICCC) STQC Certified 5	25	Copy of relevant work orders by obtaining it from the concerned Chief Electoral Officer of the States in India. CA certified proofs. Relevant Govt. registrations.

- a) The final decision on the assessment of pre-qualification criteria would solely lie with the CEO, WB.
- b) The documents not relevant to this R.F.P. shall not be accepted.
- c) Once the tender document is submitted then only the document requested from the official mail ID for any clarification in the bid submitted by the bidder will be accepted.

5. Method of Evaluation

- a) Office of the CEO, West Bengal has adopted a Two Stage Selection Process (collectively the "Selection Process") for evaluating the Proposals comprising technical and financial bids to be submitted Online. The Method of selection will be on Quality (70%) cum Cost (30%) Based Selection (QCBS) -70:30. The technical quality of the proposal shall be given weight-age of 70%. The price Proposal of only those bidders who qualify technically (Minimum Qualifying Marks: 50%) will be opened. The proposal with the lowest cost may be given a financial score of 100 and the other proposal will be given financial score that are inversely proportionate to their prices. The financial proposal shall be allocated weight-age of 30%. For working out the combined score, the office of the CEO will use the following Methodology:

Example:

Stage 1. Technical Bids Evaluation (Table A)

Bidder details	Technical Marks Obtained (Out of 100)
Bidder 1	85
Bidder 2	75
Bidder 3	80

Stage 2. Normalization of marks: (Table B)

Normalized score = (Technical marks obtained by the bidder under consideration/Highest technical marks)*100

Bidder details	Normalized score
Bidder 1	$(85/85)*100 = 100$
Bidder 2	$(75/85)*100 = 88$
Bidder 3	$(80/85)*100 = 94$

- Based on the results of Technical evaluation, Commercial bids for those bidders will then be opened who qualify in the Technical evaluation (Minimum Qualifying Marks : 50%).
- The Financial bid amount shall be converted into financial score, while considering the commercial quote given by each of the Bidders in the commercial bid as follows:

Commercial Score of a Bidder =

$\{\text{Lowest commercial bid/Quote of bidder under consideration}\} * 100$

(Table C)

Bidder details	Commercial quote	Calculation	Commercial score
Bidder 1	1,30,000	$\{1,00,000/1,30,000\} \times 100$	77
Bidder 2	1,20,000	$\{100,000/1,20,000\} \times 100$	83
Bidder 3	1,00,000	$\{100,000/1,00,000\} \times 100$	100

Final Score Calculation through QCBS

The final score will be calculated through Quality and Cost Selection method based with the following weight-age:

Technical: 70%

Commercial: 30 %

Combined Technical and Financial score = $(0.70 \times \text{Technical score}) + (0.30 \times \text{Commercial Score})$

(Table D)

Bidder details	Technical Score (i) (0.7xNormalised Technical Score)	Financial Score (iii)(0.3 x Normalised Financial score)	Final Score(70:30) Iii = (i) + (ii)	Rank of the bidder
Bidder 1	70	23.10	93.10	H1
Bidder 2	61.60	24.90	86.50	H3
Bidder 3	60	30	90	H2

The proposals will be ranked in terms of total scores of each applicant. The proposal with the highest total score (H-1) will be considered for award of contract and may be called for negotiations, if required.

6. A Technical Evaluation Committee shall examine the technical criteria of the bid and the price bid shall be opened by a Financial Bid Opening Committee and the proceedings shall be placed before HTC (Higher Tender Committee) for further process.
7. The demonstration provided by the bidder as per technical evaluation shall be considered as one of the Technical Evaluating criteria and shall carry marks in the technical evaluation criteria. Bidders who fail to show the web-casting solution satisfactorily as mentioned in technical evaluation shall be given minimum marks and their financial bid opening may not be opened.

8. Service Level Agreement (SLA) requirements

100% Server, Network & Power Uptime SLA: The vendor should provide 100% Server, Network & Power Uptime SLA as standard. This shall be applicable during the Poll Day as declared by the ECI and shall be from the commencement of the Poll to the end of the Poll or as decided by the client. The Vendor will develop a suitable dashboard for reporting the buffer

and failure.

1. The vendor should ensure the following SLA for Polling Stations, Counting Halls and Check Posts. The vendor should provide the Server logs for each polling station & counting centre to the CEO, WB within 24 hours after the event is over. The deduction due to the downtime of each location will be calculated as per the following table:

S. N.	Service Availability at each Polling Station/Check Post/ FSV/ Other Sensitive Locations	Deduction from the Cost Per Camera
1.	99.9% to 100%	0%
2.	98% to 99.8%	10%
3.	95% to 97.9%	25%
4.	90.1% to 94.9%	40%
5.	90% or below	50%

2. The buffering should not happen in the streaming at the ECI, CEO, DEO, and RO offices. For the calculation of the buffering on the poll day, the vendor should provide the log files received from their Cloud service provider for each polling station. In case, if buffer happens, then the deduction for those many polling stations will be calculated as per the table above:

Note 1: In case of any disruption due to internet connectivity, the streaming data has to be stored in the local SD Card/ or any such media, and the same shall be made available on an External Hard Disk / Any such media, within 2 days to the officials concerned.

Note 2: Any downtime that occurred due to any reason thereof, should be duly calculated by the system/software and it should be certified by the "Ministry of Electronics and Information Technology" (MeitY) approved Cloud service providers.

3. The successful bidder will have to follow SLA for the testing as per the schedule given below:

S.N.	Time Line	Activity	Non-compliance	Penalty
1.	P-5	<p>The Vendor will set up cameras at all Polling Stations for webcasting and ten polling stations for CCTV recording (per AC) and demonstrate webcasting through VC to ECI officials/ CEO/DEO.</p> <p>Providing a webcasting link and port details to the CEO's office by the vendor.</p>	<p>Not visiting the Polling Stations & not demonstrating live webcasting and CCTV recording</p> <p>Not providing the link and details</p>	50,000/ rupees.

S.N.	Time Line	Activity	Non-compliance	Penalty
2.	P-2	<p>The Vendor will set up the camera at all identified PS and demonstrate webcasting through VC to ECI officials, the CEO, and DEO.</p> <p>Conversion of webcasting to CCTV recording should not be more than 5%.</p>	Not successfully demonstrating at that location.	10% cost of that non-performing location.

Note:

- A. P- Stands for polling day.
 B. The bidder should submit the testing report as per the schedule above to the District Collector and District Collector should then submit the testing report to the CEO.
4. The successful bidder will have to submit all the recordings (including webcasting & CCTV) for the Assembly Constituency & polling station-wise within 7 days of the completion of the event

S.N.	Submission of the recording	Deduction from the total cost of that AC
1.	Non-submission within seven days after completion of the event	10%
2.	Incremental penalty per week	10%

5. The recording submitted by the vendor should be continuous, there should be no disruption, and the orientation of the camera should be proper/focused to capture the desired area, if not, then the 100% cost of that booth will be deducted.

Note:

1. The penalty shall be calculated polling station-wise, counting centre-wise, FSV-wise and check posts & sensitive locations-wise.
2. SLA recording hours for Polling and Counting would be from the commencement of the Poll/Counting to the end of the Poll/Counting or as decided by the client.
3. In the case of those polling stations where the recording is not available, no payment will be made to the vendor for the camera as well as for manpower.
4. In case the vendor has not installed the webcam/CCTV camera for the desired polling station(s), no payment will be made for that many polling stations to the vendor.
5. The vendor should provide a live web streaming report as per the live dashboard with the following parameters
 - a. District
 - b. Assembly Constituency
 - c. Polling Booth No.
 - d. Camera No./ID
 - e. Streaming start date & time
 - f. Streaming end date & time
 - g. On/Off status
 - h. The total duration of off/non-functional time
6. The vendor should also provide an API for accessing/downloading from the live server logs to the CEO, WB. The downtime/service availability of all the web cameras installed by the vendor will be calculated by the client, using server logs. The API should contain the following parameters and it should be auto-downloaded with the scheduler and the interval will be of 1 minute or as instructed.
 - a. District
 - b. Assembly Constituency
 - c. Polling Booth No.
 - d. Camera No./ID
 - e. Streaming start date & time
 - f. Streaming end date & time
 - g. On/Off status
 - h. The total duration of off/non-functional time
7. 100% Backup to be provided for polling day, even for the activity of CCTV Surveillance, within 7 days for the completion of the event in a suitable backup device such as an External HDD etc.

8. The election is a very sensitive event and the successful bidder has to maintain the secrecy of election-related data and other relevant stuff. If it is found that secrecy is breached, appropriate legal action will be initiated.

7. Milestones

S. N.	Milestones	Approval	By Date
1.	Contract deployment plan consisting of no. of resources and their allocation, time of deployment, distribution of material, and kick-off meeting with Webcasting and implementation partner team at CEO and also at the concerned DEO office.	By CEO	P-07
2.	Inception Report Submission	By CEO	P-07

S. N.	Milestones	Approval	By Date
3 a	Locally translated user guide material	By CEO	P-07
b.	Training material reaching designated places	By DEO	P-07
c.	The technical person should be assigned and well-trained	By CEO	P-07
4 a.	A monitoring mechanism should be there with a control room setup	By CEO	P-06
b.	Two Trial runs and satisfactory Certificate before two days of poll day and counting day.	By CEO	P-05
5 a.	Test runs from some polling stations should be done (at least 3 days before)	By CEO	P-03
b.	Sending test run report to Chief Electoral Officer, WB	By CEO	P-03
c.	The Power socket should be in working condition	By DEO	P-2
6.	Deployment and installation of hardware (webcam with power backup)	By DEO	P-1
a.	The camera should not be placed against the light from the window or door	By DEO	P-1
b.	The room should be well-lit	By DEO	P-1
7.	Ensure that a dedicated resource person with their contact details is available continuously at the polling station for webcasting monitoring	By DEO	P
8.	Submission of all other project deliverables and final report	By CEO	Within 15 days after the completion of polling and counting events. Payment by CEO, WB.

Where P is the polling day.

8. Webcasting Planner:

P = Polling Day				
S.N o.	Event	Timeline (Minimum)		
		Relative Timelines	No. of days	No of days for completion of the task
1.	Identifying personnel for monitoring and handling cameras at Polling Stations	P-07	1	1

2.	Training by Vendor to chosen State personnel	P-07	1	1
3.	Ensuring network connectivity at PS where webcasting needs to be done.	P-07	1	1
	P = Polling Day			
4.	The Vendor will set up cameras on all Polling Stations and demonstrate webcasting through VC to ECI officials, CEO & DEO	P-07	05	2
5.	The Vendor will set up cameras on multiple Polling Stations and demonstrate webcasting through VC to ECI officials, CEO & DEO	P-05	04	?1
6.	Provide a webcasting link and port details to CEO office by the vendor	P-07		
7.	Supply and Installation of LED TV and depute manpower per officer by the vendor in RO, DEO, and CEO office for webcast monitoring	P-3		
8.	The Vendor will set up cameras on all identified PS and demonstrate webcasting through VC to ECI officials, CEO & DEO	P-2	1	1
9.	Submission of the clear and complete recording along with web uploading of certificate to DEO and a copy to CEO	P+7	8	1
	Must and to be monitored by the CEO & ECI			
	Must and to be monitored by the CEO & DEO			
	Must and to be monitored by the DEO & RO			

9. Payment

- (a) No advance payment will be made.
- (b) Payment will be released by the CEO, WB based on the quantity used at the site, and the same has to be attested by the concerned DEOs.
- (c) Penalty/deduction amount, if any, will be adjusted in the payment to the successful bidder.
- (d) GST will be paid as applicable.
- (e) Successful Bidder will be responsible for the remittance of Taxes to State and Central Government as per the applicable rule.

Note: The concerned DEOs will verify the bidder works as per Annexure 7.

10. Terms and Conditions Governing the Contract

10.1 Instructions to the Bidders

This section specifies the procedures to be followed by bidders in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and the award of contracts. It is important that the bidder carefully reads and examines the Tender document.

10.2 Availability of Tender Document

The Tender document is available and downloadable on www.wbtenders.gov.in website: Tender Fees (non-transferable & non-refundable) must be paid online at the e-procurement portal (www.wbtenders.gov.in).

10.3 Pre-bid Meetings and Clarifications

i. Clarifications

The prospective Bidder requiring any clarification on the Tender shall contact CEO, WB, through email by sending the queries to ceo-election-wb@nic.in. The queries, if any, shall be submitted by the bidders as per the format given in the Annexure 4. CEO, WB, would provide clarifications to only those queries which would be received before the due date as mentioned in the Bid data sheet. All future correspondence/corrigendum shall be published on www.wbtenders.gov.in only.

ii. Pre-bid Conference and Issue of Corrigendum.

- a) A Pre-Bid conference of all the interested bidders shall be held at the scheduled date and time as per the details mentioned in the Bid Data Sheet.
- b) The CEO, WB, reserves the right to make any kind of amendments to the terms and conditions of the Tender before the due date of submission of a bid. Any change/clarification/corrigendum will be uploaded on the www.wbtenders.gov.in. This will form a part of this Tender document.
- c) The CEO, WB, at its discretion may extend the due date for the submission of bids.

10.4 Preparation and Submission of Proposal

i. Completeness of Bids

Bidders are advised to study all instructions, forms, terms, requirements, and other information in the Tender document carefully. Submission of a bid shall be deemed to have been done after careful study and examination of the Tender document with a full understanding of its implications. The response to this Tender should be complete in all respects. Failure to furnish the required information or submission of a proposal not substantially responsive to the Tender requirements, in every respect will be at the bidder's risk and may result in the rejection of its proposal. The Tender Document is not transferable to any other bidder.

ii. Language

The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the client, shall be in English language only.

iii. Submission of Bid

The bidders are required to submit soft copies of their bids electronically on the <https://wbtenders.gov.in> Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the <https://wbtenders.gov.in> Portal, preparing their bids according to the requirements, and submitting their bids online on the <https://wbtenders.gov.in> Portal.

More information useful for submitting online bids on the WB Tenders Portal may be obtained at <https://wbtenders.gov.in>

A. REGISTRATION

- 1) Bidders are required to enroll in the e-Procurement module of the Central Public Procurement Portal (URL: <https://wbtenders.gov.in>) by clicking on the link "**Online bidder Enrolment**" on the WB Tenders Portal **which is free of charge**.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the WB Tenders Portal.
- 4) Upon enrolment, the bidders will be required to register **their valid Digital Signature Certificate (Class III Certificates with signing key usage)** issued by any Certifying Authority recognized by CCA India, with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

B. SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the WB TENDERS Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option for advanced search for tenders, wherein the bidders may combine several search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc. to search for a tender published on the WB TENDERS Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the WB TENDERS Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

C. PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted and the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to the rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with a black-and white option which helps in reducing the size of the scanned document.

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates, etc.) has been provided to the bidders. Bidders can use the "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

D. SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance of bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white-coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using buyer's/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.

E. ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

- 2) Any queries relating to the process of online bid submission or queries relating to the WB TENDERS Portal, in general, may be directed to the 24x7 WB TENDERS Portal Helpdesk.

F. The Bidder shall submit the proposals online as described below-

- a) Proposals that are incomplete or not in the prescribed format may be rejected.
- b) The Technical and Financial proposal should be submitted only through the e-procurement Portal.
- c) Technical Proposal - The proposal should be as per the Technical Proposal format provided in the Annexure 2.
- d) Financial Proposal –The proposal should be submitted in the Financial Bid format provided on the portal (<https://wbtenders.gov.in>)
- e) The Financial Bid should be exclusive of GST which shall be paid as per the prevailing rates but inclusive of all other taxes & duties.
- f) Conditional proposals shall not be accepted on any ground and shall be rejected straight away. If any clarification is required, the same should be obtained before submission of the bids.
- g) Any alteration, erasure, or overwriting shall be valid only if the person or persons signing the bid sign against them with his/their initials.
- h) Bidders are advised to upload the proposals well before time to avoid last-minute issues.
- i) The bid has to be submitted only online at <https://wbtenders.gov.in> website. No physical submission of bids shall be accepted.

10.5 Late Bids

Proposals after the due date and time shall not be accepted.

10.6 Bid Validity

The TENDER offer must be valid for 365 days from the due date of submission of the proposal as mentioned in this TENDER or the subsequent corrigendum (if any).

10.7 Cost and Currency

The offer must be given in Indian Rupees only. The price will remain fixed for the period of the contract and no changes for any reason whatsoever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the client will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

10.8 Interpretation of the Clauses in the Tender Document

In case of any ambiguity in the interpretation of any of the clauses in the Tender Document, the interpretation of the clauses by the Chief Electoral Officer, West Bengal shall be final and binding on the bidder. The decision taken by the Chief Electoral Officer, West Bengal in the process of Tender evaluation will be full and final.

10.9 Amendment of Tender Document

At any time before the deadline for submission of bids, the CEO, WB, for any reason, whether at its initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by amendment. Any such communication shall be posted on the website and bidders are requested to visit the e-procurement website for updates, modification, and withdrawal of Offers.

10.10 Deviations

The bidder shall not be allowed to make any deviation whatsoever from the terms and conditions and technical specifications specified in the Bid.

10.11 Confidentiality

1. Any attempt by a Bidder to influence the CEO, WB, in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
2. If any Bidder wishes to contact the CEO, WB, during/after the opening of the Bids to award of contract. He may do so in writing.

10.12 Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Courts at Kolkata only.

10.13 Indemnity

The successful bidder(s) shall indemnify, protect and save the CEO, WB, against all claims, losses, costs, damages, expenses, action suits, and other proceedings, resulting from infringement of any patent, trademarks, copyrights, etc., or such other statutory infringements in respect of all components (like system software, software tools, hardware, etc.) and the services rendered under this Bid.

10.14 Force Majeure

1. The successful Bidder shall not be liable for forfeiture of its Performance Bank Guarantee Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the Bidder's fault or negligence, and not foreseeable. Such events may include but are not restricted to, acts of Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
3. If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of the CEO, WB, in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of the CEO, WB, in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

10.15 Right to terminate the process

The CEO, WB, reserves the right to accept or reject any tender offer, to annul the tendering process, and to reject all tenders at any time before the award of the contract, without

thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for such action.

The CEO, WB, makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this BID does not constitute an offer by CEO, WB. The bidder's participation in this process may result in CEO, WB, selecting the bidder to engage in further discussions and negotiations.

10.16 Limitation of Liability

The maximum aggregate liability of a successful bidder shall not exceed the order value.

10.17 Performance Bank Guarantee (PBG)

The Successful Bidder(s) shall be required to submit a Performance Bank Guarantee of 3% - of the work order, within 10 days of issuance of the work order. All charges concerning the PBG shall be borne by the bidder. The PBG shall remain valid for the contract period duration plus six months. The Successful Bidder shall have to submit the Performance Security in the form of a Bank Guarantee. PBG will be discharged/returned by the CEO, WB upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the PBG.

This Performance Bank Guarantee may be invoked on violation of any of the condition (s) given below:

1. If any of the hardware or services, provided, do not perform satisfactorily.
2. The observed output/deliverables of the project do not follow the approved specification.

On submission of the Performance Bank Guarantee, the EMD amount submitted will be released.

10.18 Taxes and Duties

Rates should be inclusive of taxes & duties including delivery at the site and installation & configuration etc. except the GST, which shall be payable extra on actuals as per the prevailing rates.

10.19 Contract Period

The duration/validity of this tender will be for the period of 1 year from the date of issuance of the work order.

10.20 Delivery Period

The delivery period should not exceed as mentioned in this RFP from the date of order under any circumstances. CEO, WB, reserves the right to extend the delivery period.

10.21 Transfer / Sub-Contracting

The bidder has no right to give, bargain, sell, assign, sublet, or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof. However, in case of circumstances beyond the control of the bidder, transfer/ sub-contracting may be permissible with the written concurrence of the client.

10.22 Penalty

Suggested to the bidder to please refer to the SLA in this RFP.

10.23 Corrupt / Fraudulent Practices

The client requires that the bidders under this Bid should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the client defines the terms set forth as follows:

1. "Corrupt Practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of the public official in the award of the contract, procurement process, or contract execution;
2. In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
3. "Fraudulent practice" means a misrepresentation of facts to influence the award of a contract or a procurement process or execution of a contract to the detriment of the client, and includes collusive practice among bidders (before or after the bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the client of the benefits of the free and open competition;
4. The client will suspend the award of the contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.
5. The client will declare a bidder ineligible after giving an opportunity of being heard, either indefinitely or for a stated period, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing this contract.

11. Resolution of Disputes

1. CEO, WB, and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
2. If, after ten (10) days from the commencement of such informal negotiations, the CEO, WB, and the selected Bidder have been unable to amicably resolve the dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the W.B. Arbitration and Conciliation Act, 1983. All Arbitration proceedings shall be held at Kolkata and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
3. In case the issues are not resolved in the arbitration proceedings then any further legal action by the parties shall be restricted to the jurisdiction of the Court in Kolkata.

12. Earnest Money Deposit ("EMD")

The proposal should be submitted with an EMD as follows:

- a) The Bidder shall furnish an EMD as per the amount mentioned in the Bid Data Sheet online through the e-procurement portal <https://www.wbtenders.gov.in>
- b) No interest shall be payable on EMD under any circumstances.
- c) Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of the expiration of the period of proposal validity or 30 days after awarding the Tender to successful Bidder(s).

- d) In case of a successful bidder, the EMD shall be discharged upon signing the agreement and submission of the performance bank guarantee.
- e) No exemption in EMD/ Performance Bank Guarantee deposit in any form will be given to any firm/ company/ proprietorship/ corporation/ public undertaking. If the required EMD amount is not submitted, then the bid will be unconditionally rejected.
- f) The EMD shall be forfeited by CEO, WB, on account of one or more of the following reasons-
 - If a bidder withdraws his bid during the period of bid validity.
 - If the bidder fails to sign the agreement by terms and conditions (Only in case of a successful bidder).
 - Fails to furnish performance bank guarantee as specified in Annexure 12.
 - Information given in the proposal is found inaccurate/incomplete.
 - If it is found that the bidder has submitted forged/manipulated documents, or incorrect information in the bid proposal.

13. Evaluation Methodology

A. Bid Opening

1. Bid Opening shall take place through the e-tender Portal. Online Proposals submitted along with the EMD/ Performance Bank Guarantee and Tender Fee (Payable Online through the portal) shall be considered for Technical Bid opening as per the timelines mentioned in the Bid Data Sheet.
2. In case of EMD/ Performance Bank Guarantee is not received as per the timeline mentioned in the Bid Data Sheet, the bid submitted in the e-tender portal will be rejected.
3. A maximum of two representatives from each Participating Organization would be allowed to attend the Bid Opening. The Bidder's representatives, who may choose to attend the session, can attend the Bid opening at the Date and time mentioned in the Bid Data Sheet or as per the Date and Time revised in the subsequent communication given by CEO, WB through www.wbtenders.gov.in
4. During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required EMD has been furnished, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
5. To assist in the scrutiny, evaluation, and comparison of offers, the CEO, WB may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm that correction of arithmetic errors discovered by the CEO, WB in the evaluation of the bids.

B. Bid Evaluation

To evaluate the Bid the CEO, WB, shall formulate a Tender Evaluation Committee (TEC) (also referred to as "Evaluation Committee"). The Evaluation Committee shall evaluate the Technical and Financial bids as per the following process:

1. The CEO, WB, will evaluate and compare the bids that have been determined to be substantially responsive.

2. The Tender Evaluation Committee shall review the Technical Proposal along with the Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, the Evaluation Committee may, at its discretion, ask any Bidder for a clarification of its bid.
3. The Evaluation committee may seek clarifications on the solution offered by the successful bidder if it so desires.
4. The financial proposals of only those bidders will be opened, who are technically qualified.

C. Failure to Agree with the Terms and Conditions of the BID

Failure of the successful bidder to agree with the Terms & Conditions of the BID / Contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event CEO, WB would reject the proposal and forfeit the EMD as specified in the document.

D. Financial Bid Evaluation

The financial bids of technically qualified bidders will be opened. Financial bids, not substantially responsive or incomplete in any manner, are liable to be disqualified. The bidder with the lowest bid value may be declared as Lowest Bidder (L1).

E. Selection of the Bidders

1. The selected Bidder/Bidders shall be issued a Letter of Intent (LOI)/Work Order.
2. Until a formal agreement is signed, this document along with the Corrigenda and Letter of Intent (LOI)/Work Order shall be binding on the Bidder.
3. The Selected Bidder shall be required to enter into an Agreement with the CEO, WB within 7 days of the issue of the Work Order.

F. Other terms & conditions

1. A certificate in the format mentioned in Section 65B in The Indian Evidence Act, 1872 is necessarily given to District Election Officer, otherwise, no payment would be made.
2. The bidder has to ensure that the IT system is duly following the IT Act of the Government of India and all provisions of cyber security issued by ECI.
3. The successful bidder has to maintain the secrecy of the complete work and in case of breach of secrecy appropriate legal action will be initiated against the successful bidder.

14. Exit Clause

Before the end of the contract and after the completion of the polling and counting day events within 7 days in each case, the bidder has to hand over the following:

- (a) The complete recording of polling day events in video/audio format in external HDDs of 1 TB or more capacity, with software to view the details as and when necessary.
- (b) The complete recording of counting day events in video/audio format in external HDDs of 1TB or more capacity, with software to view the details as and when necessary.
- (c) An Undertaking for non-retention of recorded data gathered from Web Streaming of Video and Audio for Election.

Annexure 1: Checklist

Bid Reference: Bid Proposal for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for Bye-Election to 80 – Kaliganj AC, 2025 for the West Bengal State

1. Bidders detail with reference to the PQ/Eligibility Criteria clause

The following are the particulars of our organization:

Sr. No.	Description	Details (to be filled by the bidder)
1.	Name of the company	
2.	Official address	
3.	Phone No.	
4.	Corporate Headquarters Address	
5.	Phone No.	
6.	Email IDs	
7.	Website Address	
8.	Details of Company's Registration (Please enclose a copy of the company's registration document)	
9.	Name of the Registration Authority	
10.	Registration Number and Year of Registration	
11.	GST Registration No.	
12.	Permanent Account Number (PAN)	
13.	Name and address of the Banker	

Note: Separate sheets may be attached wherever necessary

2. Annual Turnover for the last 3 financial years with reference to the PQ/Eligibility Criteria Clause

Financial Year	Total Average Annual Turnover in Rupees
2021-22	
2023-24	
2024-25	
Copy of audited Balance Sheets & CA Certificate is attached on Page No.....	

3. Bidder's Net worth with reference to the PQ/Eligibility Criteria Clause

Financial Year	Net worth
2024-25	
CA certificate attached on Page No.....	

4. Detail of bidder's experience with reference to the PQ/Eligibility Criteria

S. N.	Project Name	Name of concerned Govt. Agency/ Department/ Government Agencies/ Govt. aided agencies	Total Project/ contract Value in Rs.	Contract Award Date and Work Completion Date	Relevant Certificates enclosed on Page No. of the PQ Bid
1					
2					
3					

Note: Extra sheets may be attached.

5. Registration

Registrations	Copies of relevant Registrations
The Bidder should have a valid PAN and GST registration	As per the standard format
Copies of PAN and GST registration are attached on Page No.....	

6. Not Blacklisted

Not blacklisted	Certificate
The Bidder should not be blacklisted	As per the standard format
The Certificate is attached on Page No.....	

7. Self-Declaration of Stock of No. of Cameras

Stock of Cameras	Certificate
The Bidder should have sufficient stock	As per the standard format
The Certificate is attached on Page No.....	

Annexure 2: Covering Letter for the Technical Proposal

To
The Chief Electoral Officer,
Office of the Chief Electoral Officer of West Bengal,
21, Netaji Subhas Road, Balmer Lawrie Building,
Kolkata - 700001.

Sub.: Selection of an Agency for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for the bye election, 80 - Kaliganj AC, 2025 for the West Bengal State.

Dear Sir/Madam,

Having examined the tender document, we, the undersigned, offer to provide the Professional services as required and outlined in the RFP for the Selection of an Agency for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for the bye election to 80 - Kaliganj AC, 2025 for the West Bengal State. To meet such requirements and provide such services as required and are set out in the tender document. We attach hereto the tender technical response as required by the tender document, which constitutes our bid.

We undertake, if our bid is accepted, that we will adhere to the implementation plan (Project schedule for providing the proposed project put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and the CEO, WB, or its appointed representatives).

We agree to the unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response during the validity of the Bid. It shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and the CEO, WB.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents delivered or to be delivered to CEO, WB is true, accurate, and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead CEO, WB as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in an absolute sense to reject all or any of the products/services specified in the tender response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

(Signature)

(In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of the bidder

Witness Signature:

Witness Name:

Witness Address:

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Designation		
Company Address		
Phone		
Mobile		
E-mail		

Annexure 3: Declaration for not being blacklisted

To,
The Chief Electoral Officer,
Office of the Chief Electoral Officer of West Bengal,
21, Netaji Subhas Road, Balmer Lawrie Building,
Kolkata - 700001.

Sub.: Self-declaration for not being blacklisted.

Dear Sir,

In response to the above-mentioned Tender I/We, _____, as _____ <Designation> _____ of M/s _____, hereby declare that our Company / Firm _____ is having an unblemished record and is not declared blacklisted or ineligible to participate for bidding by any State/Central Govt., Semi-government or PSU due to unsatisfactory performance, breach of general or specific instructions, corrupt/fraudulent or any other unethical business practices.

Thanking you,

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

Seal & Sign] [Business Address]

Annexure 4: Pre-bid Queries Format

<u>Pre-Bid Queries</u>				
Bidder's Name: _____				
S. No	RFP Page No.	Clause No.	Current Clause /Requirement Description	Query/ Suggestion for Change

Annexure 5: Non-disclosure Agreement

To

The Chief Electoral Officer,
Office of the Chief Electoral Officer, West
Bengal 21, Netaji Subhas Road, Balmer
Lawrie Building, Kolkata - 700001.

The format will be provided by the CEO, West Bengal.

Sir,

Sub: Non-disclosure agreement.

Due to security reasons, the vendor is required not to disclose that they are bidding for this assignment, or in any way disclose that they are performing this assignment to any third party without the consent of the Nodal Officer or the Contracting Authority. Each of the Consultant Personnel will also be required to sign a Non-Disclosure Agreement with the Client and there may be civil and criminal penalties in case of breach of the agreement.

Annexure 6: Technical Specifications & Compliance of the Camera & TV
(Check as per the latest guidelines)

Description	Details	Compliance Yes/No
During Polling	web camera	
	The facility of local recording	
	Minimum 3-megapixel camera resolution	
	Night vision capability	
	Wide angle with 30 / 170 degrees coverage	
	The Capability of 10x zooming	
	Minimum illumination of .05 lux	
	The Camera should support a 16-4096 kbps code rate	
	The Camera should support s constant bit rate / variable frame rate of up to 30 fps	
	Image control: Backlight compression, Automatic white balance, 3D digital noise reduction,	
	The display to be supported is 1920*1080	

Description	Details	Compliance Yes/No
During Counting	HD web camera	
	The facility of local recording	
	Minimum 3-megapixel camera resolution	
	Night vision capability	
	Wide angle with 30 / 170 degrees coverage	
	The Capability of 10x zooming	
	Minimum illumination of .05 lux	
	The Camera should support a 16-4096 kbps code rate	
	The Camera should support a constant bit rate / variable frame rate of up to 30 fps	
	Image control: Backlight compression, Automatic white balance, 3D digital noise reduction,	
	The display to be supported is 1920*1080	

Description	Details	Compliance Yes/No
For Check Posts, Other Sensitive Locations	<p>Built-in SIM/ Wi-Fi Camera</p> <p>3 Mega Pixel minimum Night vision capability Local recording facility Built-in Mic facility Wide angle with 30 / 170 degrees coverage Minimum illumination of .05 lux. 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 Display is 1920x1080 Battery. Should be supported by powered/ battery backup</p>	

Specifications for 55-inch LED TV:

S.N.	Descriptions	Compliance Yes/No
1.	<p>55-inch display with floor stand /Slanting stand for dais with</p> <p>The following accessories: 15-meter HDMI & C-Video cable Should have the following inputs (S-video, C-Video, HDMI & PC VGA input)</p> <p>Should have composite video & PC VGA out Should have 20W speaker output Should come with remote control</p>	

Specifications for Internet Connectivity:

S.n	Description	Compliance
1.	Internet connectivity with minimum speed is required for uninterrupted web streaming from a reputed service provider with good coverage at polling stations.	

5. Technical Specifications for – IP Camera (PTZ) (to be used by Surveillance FSV Team

S r. N	Description	Details	Yes/No
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○ .			
1.	Image Sensor	1/3 inch CMOS progressive scan	
2.	Resolution	1080P	
3.	Effective Pixels	1920(H)*1080(V)	
4.	TV System	PAL/NTSC	
5.	Electronic Shutter	Auto: 1/1-1/10000Sec;	
6.	SD Card	Minimum 32 GB	
7.	PTZ function	360 degree PAN (along with Tilting and Zooming)	
8.	Stream	Dual	
9.	Usable Illumination	0.01Lux	
10.	S/N Ratio	≥52dB	
11.	Infrared Distance	20M~30M	
12.	IR Power On	CDS Auto Control	
13.	Ethernet	RJ-45 (10/100Base-T)	
14.	Protocol	IPv4, HTTP, TCP/IP, FTP, NTP, RTSP, UDP, SMTP, DNS, DDNS	
15.	ONVIF	Support ONVIF 2.4	
16.	POE	Optional, Support IEEE 802.3af	
17.	Main Stream	1920*1080@30fps / 25fps	
18.	Sub Stream	1280*906@30fps, 704*576@30fps	
19.	IE Brower	Microsoft Edge, Google Chrome, Firefox	
20.	Day/Night	Color/ B&W (IR-CUT)	
21.	Compression	H.264/MPEG, Support record AVI format.	
22.	Image Configuration	Saturation/Brightness/ Contrast/ Sharpness, Mirror, 3D NR , White Balance, BLC, FLK(Flicker Control)	
23.	Motion Detection	Support	
24.	Privacy Masking	3 Rectangular Zone	
25.	WDR	YES	
26.	Recording Mode	NVR/NAS/CMS/Web	
27.	Housing	Weatherproof , IP66	
28.	IR Cut Filter	YES	
29.	Power Source	DC12V±10%, 700mA	

11.	Infrared Distance	20M~30M	
12.	IR Power On	CDS Auto Control	

6. Technical Specifications for – NVR System			
S r. N o.	Description	Details	Yes/No
1.	Operating System	Windows / Linux	
2.	Input	Supports 4 channel	
3.	Output	1 VGA, 1 HDMI	
4.	Motion Detection	4 Channel	
5.	Email Alarm	Support	
6.	VGA	Resolution: 1920 x1080, 800×600, 1024×768, 1280x720, 1280×1024,	
7.	HDMI	Resolution: 720P(1280×720), 1080P(1920×1080)	
8.	Display Split	25CHxD1/16CHxD1/9CHxD1/4CHxD1/1CHx1080P/ 1CHx3MP/1CHx4MP/1CHx5MP	
9.	Digital Zoom	YES	
Recording			
10.	Video Compression	H.264	
11.	Resolution	5MP(2592 × 1944),4MP(2688 × 1520),3MP(2048 × 1536),1080P(1920 × 1080) / 960P(1280x960) / 20P (1280 × 720) / D1(704 × 576/ 704 × 480)	
12.	Record Rate	PAL: 5MP @ 600fps,4MP @ 600fps,3MP @ 600fps,1080P @ 600fps, 960P @ 600fps, 720P @ 600fps,D1@ 600fps NTSC: 5MP @ 720fp, 4MP @ 720fp, 3MP @ 720fp,1080P @ 720fps , 960P @ 720fps 720P @ 720fps, D1@720fps	
13.	Record Mode	Manual\Timer\Motion Detection	
14.	Local Sync Playback	4chx1080P/1chx4MP/1chx5MP	
15.	Remote Sync Playback	YES	
16.	Search Mode	ALL, Channel, Manual, Time, Date, Motion Detection	
17.	Playback Functions	Play, Pause, Stop, Rewind, Fast Play, Slow Play, Digital Zoom	
18.	Backup Mode	USB Device/Network	
19.	Interface	1 RJ45 10M/100/1000M Adaptive Ethernet Interface	

20	Network Functions	HTTP, IPv4, TCP/IP, DNS, DHCP, NTP, DDNS	
21	ONVIF Version	Support ONVIF 2.4	
22	Web Browser	Microsoft Edge, Firefox, Chrome (Under Windows System)	
23	CMS Software	Support Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 10	
24	Cloud Support(P2P)	Yes	
25	Smart Phone	Android, Android Pad	
26	Interface Type	1 SATA Interface	
27	Capacity	Up to 6TB capacity	
28	USB Interface	2 USB 2.0 Interface or Higher	
29	Power Supply	DC12V/3A	

7. Technical Specifications for – VEHICLE MOUNTED DISPLAY

Sr.No.	Description	Yes/No
1.	10 inch Screen supporting HD resolution and AV output	
2.	Vehicle mounted bracket should be provided	
3.	Should support 12V DC Power , Redundant Power supply	

8. Technical Specifications for - GPS (Vehicle Tracking)

Sr No.	Description	Yes/No
1.	VTS (GPS/ GPRS)	
2.	AVL Software	

9. Misc Requirements

Sr. No.	Description	Yes/No
1.	Battery for Flying Squad Vehicle (minimum 8 hrs backup)	

Annexure 7: Verification of the Vendor works by the DEOs

(a) For the Web Cameras at the Polling Stations:

S r. N o.	District	AC No. and Name	Total PS for Webcasti ng	Total PS where Webcam installed	Remarks

(b) For the HD CCTV Cameras at the Counting Centres (For AC):

S r. N o.	Distri ct	AC No. and Name	Total Counting Centres/Hal ls	No. of Cameras (HD CCTV) actually deployed	Remarks

(c) For the HD CCTV Cameras at the Counting Premises (For the District):

Sr. No.	District	No. of Cameras (HD CCTV) actually deployed	Remarks

(d) For the HD Web Cameras at the FSV, Check Posts, & Other sensitive locations (For the District):

Sr. No.	District	No. of Cameras (HD Web Camera) actually deployed at Check Posts	Total No. of days, for which the webcams were deployed	Remarks

(e) For the TVs deployed at the RO/DEO:

S r. N o.	Distri ct	To ta l A C	Total TVs deploy ed at RO	Total Manpow er deploye d at the RO lev el	Total TVs deployed at DEO	Total Manpow er deployed at the DEO level	Remarks

Annexure 8: Financial Bid

A) Hardware Items

S r. N o	Item Description	Tentati ve Nos.	Unit Rate (in Rs.)	Tentati ve durati on (in days)	Amou nt (excl. of taxes) A*B* C	GST (%age)	GST Amou nt (in Rs.) D*E/1 00	Total Amou nt (incl. of taxes) (D+F)
		(A)	(B)	(C)	(D)	(E)	(F)	(G)
I. Flying Squad Vehicles								
a) Total Assembly Constituencies : 1								
1.	Provision for Live Streaming and Recording of Video Surveillance by Flying Squad Vehicle / QRT vehicles/ Sector vehicles. <ul style="list-style-type: none"> Equipment to be installed in Vehicle required. Rate to be quoted for 1 day, 1 vehicle and should include installation, cloud storage and Dashboard charges 	50		7				

2a	<p>Equipment used for display of streaming at O/o CEO.</p> <ul style="list-style-type: none"> • <i>Equipment as required to be installed at above location</i> • <i>Rate to be quoted for 1 day and 1 Video wall.</i> 	CEO : 1		7				
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2b	<p>Equipment used for display of streaming at O/o DEO etc.</p> <ul style="list-style-type: none"> • <i>Equipment as required to be installed at above locations</i> • <i>Rate to be quoted for 1 day and 1 TV per location.</i> 	DEO : 1		7				
II. Polling Event a. Present Total Polling Stations (PS) to be covered: 309 b. 3 Cameras for each PS: 2xInside/1xOutside								
1.	<p>Live Streaming and Recording of Polling Stations on the day of Polling / Re-polling</p> <p>(Hardware to be installed at each identified Polling Station as required)</p> <p>Rate to be quoted for 1 kit and shall Include installation, cloud storage and Dashboard charges</p>	309X3= 927		1				
III. Counting Event a. Present Total Counting Centers(CC) : 1 center 5 hall b. 17 cameras for each Counting Centers: 7 Inside /10 Outside								

1.	<p>Recording of Counting Centre on the day of Counting / re-counting.</p> <p>Equipment to be installed in counting center as required</p> <ul style="list-style-type: none"> Rate to be 	<p>Approximate No of cameras required for counting</p> <p>: 5 X 17 = 85</p>		1				
	<p>quoted for 1 day and 1 kit</p> <ul style="list-style-type: none"> Rate quoted shall include installation, cloud storage and Dashboard charges 							
IV. Check Posts, Other Sensitive Locations <p>a. Total Checkposts to be covered: 8; 2 Cameras for each checkpoints</p> <p>b. Total other outdoor sensitive locations to be covered:10 ; 2 Cameras for each location</p>								
1.	<p>Live streaming and recording of Checkposts and Outdoor Sensitive Locations</p> <ul style="list-style-type: none"> Equipment to be installed as required Rate to be quoted for 1 day and 1 kit Rate quoted shall include installation, cloud storage and Dashboard charges 	<p>8X2=16</p> <p>10X2=20 Total= 36</p>		7				

V. Manpower Required for Installation, Logistic, Trouble Shooting at the designated Location a. State Level : in the Office of Chief Electoral Officer, West Bengal, Kolkata b. District Level : in the Office of District Electoral Officer c. Assembly Level : in the Office of Electoral Registration Officer d. Polling Stations Level : at PS <u>Rate to be quoted for 1 man day and 1 resource (is applicable on all instances mentioned below)</u>							
1.	Technical Support for all the events 2 shifts	5+5 = 10		7			
2	District Manager (for entire polling event)	1		7			
3.	Polling Event	50		7			
	One person for a cluster of 10 Polling Stations.						
4	Counting Center for day of Counting One person for each counting center	2 X 5 hall=10		7			
5	CEO Office Manpower						
a.	Help Desk Persons required for attending calls and troubleshooting, monitoring all the events occurring in field.	5		7			
b.	Project Manager	1		7			
c.	Inventory Manager	1		7			
d.	Helpdesk Manager	1		7			
	Grand Total (in figures) Rs.						
	Grand Total of Amount (D) (excl. of taxes) (in words) Rs.						
	Grand Total of GST Amount (F) (in words) Rs.						
	Grand Total of Total Amount (G) (incl. of taxes) (in words) Rs.						

Financial Bid Notes:

- (f) The Rates shall be exclusive of GST, which shall be payable extra as per the prevailing rates, but inclusive of all other taxes & duties, rates, related accessories, Driver Software, Operating Manuals, Forwarding, Freight, Installation charges, etc. at sites.
- (ii) Part A of the financial bid includes charges for carrying out web streaming/recording, viewing, CCTV, Flying squad & other services mentioned in the RFP for polling events at the polling station.
- (iii) Part B of the financial bid includes charges for carrying out web streaming/recording, viewing, CCTV & other services mentioned in the RFP for counting events at the counting station.
- (iv) Part C of the financial bid includes charges for Live Streaming and Recording at the desired check posts using an HD Web Camera.
- (v) The above quantities are indicative quantities for bid evaluation purposes. The actual quantity would be the quantity as per the quantity defined in the RFP.
- (vi) While the grand total (D above) is used for the calculation of the lowest bidder the respective unit rates would be the applicable rate as per the actual quantity.
- (vii) The aforesaid calculation and the location mentioned in the financial bid are only to arrive at the L1 bidder. The actual number of locations would be as per the actual number of locations under clause 3 (scope of work) mentioned in the RFP.
- (viii) While the grand total above is for financial bid calculation purposes, the unit rates as quoted by the selected bidder would be the final applicable rates.

Yours Faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]

Annexure 11: CA Certificate format for Related Turnover (Indicative)

To

The Chief Electoral Officer,
Office of the Chief Electoral Officer,
West Bengal 21, Netaji Subhas
Road, Balmer Lawrie Building,
Kolkata - 700001. Phone: 033-2231-
0180 Fax: 033-2231-0180

Sub: Certificate regarding Turnover in India in the 3 financial years of 2022-23, 2023-24, and 2024-25.

Dear Sir,

We have examined the books of account and other relevant records of <<Bidder's Name & Registered Address>> based on such examination and according to the information and explanation given to us, and best of our knowledge and belief, we hereby certify the details given below:

S #	Financial Year	Annual Turnover in India
0 1	2022-23	
0 2	2023-24	
0 3	2024-25	
	Total	
	Average Turnover of these three F/Y	

For and on behalf of

(Chartered Accountants) Firm

Registration No

Membership No.....

UDIN No.....

Place.....

Date:.....

Annexure 12: Format of the Performance Bank Guarantee (PBG)

To
The Chief Electoral Officer,
West Bengal, 21, Netaji
Subhas Road, Balmer
Lawrie Building, Kolkata -
700001.

Sub: Performance bank Guarantee for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for the _____ Election 2025 for the West Bengal State.

(RFP No: CEOWB/2025/e-Tender/001/Webcasting solution dated 2nd June, 2025)

Dear Sir,
WHEREAS

M/s. (name of the bidder), a company registered under the Companies Act, 1956, having its registered office at (address of the bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assignees), agreed to enter into a contract dated (Hereinafter, referred to as "Contract") with you (Chief Electoral Officer, West Bengal (CEOWB)) for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for the Bye-Election to 80 – Kaliganj AC, 2025 for the West Bengal State. We are aware of the fact that as per the terms of the contract, M/s. (name of the bidder) is required to furnish an unconditional and irrevocable bank guarantee of the amount 3% of (work order value) in favour of CEOWB for an amount << >> and guarantee the due performance by our constituent as per the contract and do hereby agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of amount << >>), without any demur.

Notwithstanding anything to the contrary, as contained in the said contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This PBG shall remain valid during the entire engagement period (1 Year) plus an additional 6 Months (i.e. 1 Year and 6 Months from the start of the contract period), subject to the terms and conditions in the said contract.

We bind ourselves to pay the above-said amount at any point of time from the contract start until the completion of the period i.e. (1 Year) + 6 Months

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand the payment of the above-said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights to pursue legal remedies against the CEO, WB, and other Concerned Government Departments of West Bengal.

We the guarantor, as primary obligor and not merely surety or guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, registered post, or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

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

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to amount <<. >> and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

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

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein, our liability under this Performance Bank Guarantee shall not exceed the amount INR <<. >>

The PBG shall remain valid during the entire contract period (1 Year) plus an additional 6 Months (i.e. 1 Year and 6 Months from the start of the contract period), and We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or demand on or before (Date) i.e. 1 Year and 6 Months from the start of the contract period for providing a Surveillance System (Live Web Streaming (Audio, Video, Record, Viewing, CCTV & other Services)) for the Bye-Election to 80 – Kaliganj AC, 2025 for the West Bengal State.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the abovementioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

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

Dated this Day 2025.

Yours faithfully,

For and on behalf of the
Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

***** End of the Document *****