

REQUEST FOR PROPOSAL

**For Selection**

**of**

**“State Level Agency”**

**For IT enablement with Data Management,  
Software Development & Customization, Provisioning of Technical  
Manpower and  
IT Infrastructure**

**In the Office of the Chief Electoral Officer, West Bengal**

**e-Tender No. <CEOWB/2024/e-tender/001/SLA> Date: <06.08.2024>**

**August, 2024**

**Issued by**

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

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## Glossary of Abbreviations


<b>AC</b>	Assembly Constituency
<b>AI</b>	Artificial Intelligence
<b>BE</b>	Bachelor of Engineering
<b>B. Tech</b>	Bachelor of Technology
<b>BLO</b>	Booth Level Officer
<b>BLO-Net</b>	Booth Level Officer-Network
<b>BOQ</b>	Bill of Quantity
<b>CEO</b>	Chief Electoral Officer
<b>CMM</b>	Capability Maturity Model
<b>DC</b>	Data Centre
<b>DD</b>	Demand Draft
<b>DEO</b>	District Election Officer
<b>DRC</b>	Disaster Recovery Centre
<b>ECI</b>	Election Commission of India
<b>EMD</b>	Earnest Money Deposit
<b>ERMS</b>	Electoral Roll Management System
<b>ERO-Net</b>	Electoral Registration Officers Network
<b>ERO</b>	Electoral Registration Officer
<b>GIS</b>	Geographic Information System
<b>HR</b>	Human Resource
<b>IT</b>	Income Tax
<b>LD</b>	Liquidated Damages
<b>MCA</b>	Master of Computer Applications
<b>NIC</b>	National Informatics Centre
<b>PC</b>	Personal Computer
<b>PAN</b>	Permanent Account Number
<b>PBG</b>	Performance Bank Guarantee
<b>PoA</b>	Power of Attorney



<b>PSU</b>	Public Sector Undertaking
<b>RFP</b>	Request for Proposal
<b>SLA</b>	State Level Agency
<b>USB</b>	Universal Serial Bus
<b>UPS</b>	Uninterrupted Power Supply
<b>WiFi</b>	Wireless Fidelity
<b>WB</b>	West Bengal

# 1. Bid Data Sheet

1	RFP/e-Tender Inviting Authority	Office of the Chief Electoral Officer, West Bengal
2	Name of the Work	<b>Selection of State Level Agency for IT enablement with Data Management, Software Development &amp; Customization, Provisioning of Technical Manpower and IT infrastructure in the Office of the Chief Electoral Officer, West Bengal</b>
3	RFP/Tender Reference	<b>CEOWB/2024/e-tender/001/SLA dated 06. 08. 2024</b>
4	Start Date for the Issue of RFP/Tender Documents	<b>06. 08. 2024 at 14:00 hrs</b>
5	Last date for seeking clarifications	<b>20.08.2024 at 15:00 hrs.</b>
6	Date and Time of Pre-Bid Conference	<b>21.08.2024 at 12:00 hrs.</b>
7	Last date and time for submission of Bids	<b>02.09.2024 at 15:00 hrs</b>
8	Opening of Technical Proposal	<b>05.09.2024 at 11.00 hrs.</b>
9	Place of Opening of Technical Proposal	Office of the Chief Electoral Officer, West Bengal, 21, Netaji Subhas Road, Balmer Lawrie Building, Kolkata- 700001.
10	Presentation by bidders who meet the bid eligibility criteria	<b>09.09.2024 at 12.00 hrs</b>
11	Date of uploading list for Technically Qualified Bidder	<b>11.09.2024 at 11.00 hrs.</b>
12	Opening of Financial Proposal	<b>13.09.2024 at 15.00 hrs.</b>
13	Earnest Money Deposit (EMD)	<b>₹5.00 lakhs (Rupees five lakhs only)</b>
14	Address for Communication	Office of the Chief Electoral Officer, West Bengal, 21, Netaji Subhas Road, Balmer Lawrie Building, Kolkata- 700001. Landline : 033-2231-0840 Fax : 033-2231-0840 E-mail: • <a href="mailto:ceo-election-wb@nic.in">ceo-election-wb@nic.in</a>  Website: <a href="http://www.ceowestbengal.nic.in">www.ceowestbengal.nic.in</a>

  
**(Dr Aariz Aftab)**  
**Chief Electoral Officer,**  
**West Bengal**



## 2. Project Overview

The project objective is management of a huge volume of sensitive structural data as per guidelines of the Election Commission of India. The selected SLA will have to manage all kind of electoral and election related data for the entire state as per guidelines of the Commission through its prescribed software. Electors' Photo Identity Card (EPIC) preparation is also to be carried out round the year. The central database has to be updated after every field work and will require real time synchronization with the data of the district level.

One of the most fundamental requirements of the project is development/customization of all the existing software of ECI/CEO WB, ERMS and its various ancillary applications related to Electoral Roll cleansing & House to House survey of BLO and other software applications to meet all the complex and varied needs of the project including maintenance of the official website, web-portal of CEO, WB, conduct of various poll related software and mobile/GIS/AI based applications as prescribed by ECI/CEO from time to time. In addition to the existing software, data will have to be managed through ERO Net software provided by the Election Commission of India and specific module of ERMS (Electoral Roll Management System) and or through any software/application prescribed by ECI or CEO, WB in future. Compliance of all the instructions of ECI and CEO, WB will have to be ensured in a time-bound manner.

The selected SLA should work for effective IT enablement, data management, software development & customization, provisioning of technical manpower and IT infrastructure in the Office of the Chief Electoral Officer, West Bengal for Electoral Roll Management and Conduct of Election, as per requirement or instruction of the Election Commission of India or CEO, WB.

### ERO-Net (Electoral Registration Officers Network)

**ERO-Net** brings in seamless processing of forms, easy handling of the databases, regular and simpler way of monitoring the Electoral Roll (ER) related activities and maintaining the health of ER. The system has three major components,

1. **ERO-Net** *links all EROs of Nation.*
2. **UNPER** *Unified National Photo Electoral Rolls Data.*
3. **VSP** *Voters Service Portal.*



To provide services on VSP at national level data exchange services are deployed at each state. Integration ERs at national level is Unified National Photo Electoral Rolls Data (UNPER). The ERO-Net system provides a unified ERMS service at national level on secure cloud using UNPER. The data exchange is there to maintain the ERs both at national and state servers.

The applicant submits the form online at <https://voters.eci.gov.in/> and on completion of the same gets the SMS/ e-mail alert. Thereafter authorized person checks the application for processing it further. If ok, designated officer assigns part/section/BLO. BLO can also be reallocated if desired. ERO/ AERO/EO also generates a checklist, which includes demographically matched entries, for BLO to process further. The ERO/ AERO sets target date for BLO to process allocated forms. BLO also takes a physical print of the application as part of package required for field verification. BLO does field verification and executes the checklist. BLO makes comments on demographically similar entries/ photo similar entries/ permanently shifted electors/ dead electors and takes signature on physical form from applicant. BLO submits the information to the data entry operator who in turn enters the BLO report, corrections and supporting documents. Supervisor thereafter verifies the checklist and submits it to the ERO/ AERO, who reviews the checklist and gives observation to the ERO. The ERO if approves application, an EPIC is generated and updation are done in central e-roll. If, however ERO rejects the application, information is sent to the applicant. Provision of Schedule hearing or for re-initiating the process is also possible. In migration cases pervious EPIC is transported by a process of simultaneous deletion-addition of entries by EROs concerned. Multiple entries, if identified, are sent to other EROs for verification and deletion after following due process.

The essential components of Electoral Roll Preparation through ERO Net module are

1. Processing forms received for addition, deletion and modification during continuous updation and summary revisions
2. Creating EPIC numbers and maintaining ER data base in organized manner after taking back up of the previous Electoral Rolls which are archived for future purposes
3. Printing of EPIC cards, Electoral Rolls, marked copy of Electoral Rolls etc.

The data base used while processing such forms would be Unified National Photo Electoral Roll (UNPER). The data updated on UNPER is pushed on to ER data base maintained at State/UT level in ERMS servers.

#### **Features of ERO Net:-**

1. Multi lingual, Auto translation in different languages with on 'Screen Virtual Key Board'.
2. BLO checklist ensures objectivity in field verification.

3. Log-in/ OTP based registration of applicants with status tracking on Voters portal will encourage online application by citizens.
4. Data entry errors and language translation errors can be corrected during field verification.
5. Optional information may be collected from applicant through Checklist.
6. Single National Database ensures that real time Deduplication and avoidance of logical errors is possible.
7. Demographically Similar Entries are identified and printed on Checklist to take care of Possible Multiple Entries.
8. Commission's decision of Unique No EPIC to every elector and EPIC transportability on migration can be achieved.
9. Maintenance of all applications of ECI/ CEO, WB as well as development of online/ offline applications/ customization w.r.t. Electoral Roll/ EPIC and generation and dispatch of Notices especially EPIC Generation/ printing and dispatch and also applications of ECI/ CEO, WB wrt Conduct of Election.
10. Mobile versions of ERO Net make it a versatile tool to keep health of ER.
11. Facility of Alerts, Notifications, reminders through SMS, Mobile App (like BLO-Net, Voters' Helpline App etc.) and e-mail to applicants and Electoral Officers from BLO till DEO for efficient ER management.
12. ERO may take well informed decision.
13. Auto generation of Formats 1 to 11, Deletion notices, hearing notices etc.
14. Database and soft copies of disposal of each form, support documents, checklist etc. is created for record and as reference for future.
15. Mobile Application reduces need for hardware and stationery.
16. Effective Monitoring is possible from ERO to ECI level.
17. Coupled with NGS Portal and Contact Centers, ERO Net may reduce no. of grievances substantially and improve satisfaction level of the citizens.

## **ERMS (Electoral Roll Management System)**

The Election Commission of India had earlier introduced the Electoral Roll Management System (ERMS) to facilitate an effective and error free Election process in the entire country. ERMS is used for some state specific analysis of electoral data and modules such as Integration, Rationalization, control Table management and H2H survey modules are extensively used. The application software reduces the manual work, streamlines the operation and hence increases efficiency, transparency and productivity. The ERMS (Electoral Roll Management System) covers the entire Electoral Roll Revision data management.



The size of the database for Photo Electoral Roll of our state is usually about more than 1.5 TB per year both in ERO Net and ERMS. The structural conversion of this huge data between ERO Net and ERMS is required from time to time on need basis. So handling and managing such huge data along with the end product of Electoral Roll PDF is a complex task which requires in-depth knowledge of database management and skills in server handling.

The Office of the CEO, WB now intends to go for selection of agency for a period of 03 (three) years for the above noted works primarily along with related IT applications as would be prescribed by the Election Commission of India and CEO, WB from time to time.

### **3. Scope:**

#### **3.1. RFP/Tender Schedule**

The schedule which will be followed during this tender process is mentioned under Section 1 - Bid Data Sheet, unless otherwise stated by the Office of the CEO, WB.

The online e-Tenders should be uploaded in the website <https://www.wbtenders.gov.in> **not later than 14: 59 hrs.** on the date mentioned in the Bid Data sheet.

The online tendering process shall be stopped beyond the time mentioned above.

The CEO, WB, may, in exceptional circumstances and at his discretion, extend the deadline for submission of the proposals by issuing an Addendum only.

#### **3.2. Scope of Work**

The scope of work for the assignment is as given below; the responsibility of the selected agency will be:

##### **Managing / Maintaining Database Management System**

###### **A. Data Base Management**

1. The Office of the Chief Electoral officer, West Bengal, handles a huge volume of sensitive structural data as per guidelines of the Election Commission of India through existing software. The database mainly consists of Control Table and Electoral Roll Data Base with image/ photographs of electors including Service electors for the entire State of West Bengal having a size of more than 1.5 Terabyte. The electoral roll data is dynamic in nature as names of new electors are added, deleted and modified continuously throughout the year and hence a large scale data-entry and software based works will have to be managed.



2. Apart from the electoral roll, the EPIC (Elector's Photo Identity Card) preparation work is also carried out round the year. Management of EPIC PDF and transportation through Secure Portal from ERO to Printing Press under supervision of DEO and also managing the delivery of EPIC through Post Office. The strict compliance of Cyber Security at each layer and login of EPIC Portal for each transaction of EPIC PDF have to maintain as per ECI Guideline
3. The Photo Electoral Roll and EPIC has to be maintained Assembly Constituency(AC)-wise along with data-entry modules and other related software to the field level agency appointed by DEOs. The selected agency shall be responsible for rationalization and integration of photo electoral roll and EPIC database before every draft publication which is normally held once in a year. Draft and Final Roll PDF generation should also have to be done.
4. The selected agency shall maintain/update/manage the centrally maintained Electoral Roll database through ERO Net after every field work and develop real time synchronization. Field level work generally relates to revision of electoral roll, electoral roll purification programme, EPIC campaign, continuous updation of electoral roll, rationalization of polling stations etc. Control Table shall be rectified and updated on regular intervals.
5. The database of ERMS has to be maintained on MS-SQL or equivalent platform.
6. The selected agency should be able to work on vernacular data especially Bengali, Hindi, Nepali etc. scripts. They should be able to transliterate the electoral rolls as and when required for the purpose of preparation of bilingual electoral rolls or EPIC.
7. For these works the existing software of CEO, WB may have to be customized and as per requirement additional features may have to be incorporated or additional software have to be developed.
8. The existing software data will also have to be managed through ERMS. ERMS Software has been updated, customized and security audited by NIC, WB. The said software may have to be updated /customized as per requirement to facilitate proper and smooth working. As the ERMS deployment is in NIC DATA CENTRE, newly developed/updated /customized modules will require security audit certification as and when required by NIC.
9. In future electoral roll management may have to be done through any software/application prescribed by ECI or CEO, WB.
10. As the database structure for the electoral roll, EPIC etc. is prescribed by the ECI, strict adherence to the structure to ensure compatibility for preparing the data of West Bengal into the National database has to be ensured.
11. Moreover, all the existing software of ECI/CEO, WB will have to be maintained by the selected agency and additional software application may have to be developed or customized or maintained as per requirement or instruction of the Election Commission of India or CEO, WB.

12. Maintenance of all applications of ECI/ CEO, WB as well as development of online/ offline applications/ customization w.r.t Electoral Roll/ EPIC and generation and dispatch of Notices.
13. Upkeep the existing Call Center of 1950 presently configured with BSNL PRI line, and maintenance and service related issue of Firmware and software along with AMC .
14. Maintenance and upgradation of all IT device such as computers (100), Switch(10), Router, Firewall, Server(6), ILL connections etc.
15. Regular inspection and patch up of all IT devices as per cyber security norms.
16. Configuration of Professional cloud (Microsoft Azure/AWS/MeitY empaneled CSP etc.) and its associated component like VM, Storage, Network etc. time to time.

#### **B. Data Back-up Policy**

1. The backup database is kept in an MS-SQL or similar DB server and proper upkeep of the data, all related software and all the source codes have to be ensured.
2. Daily incremental back-up and full back-up of data in every seven days have to be kept. It has to be ascertained that the given data is complete and workable for use.
3. The database, all the ECI software including ERO-Net and ERMS, customized ECI software, software which are previously owned by CEO, WB, software which will be customized and reports which will be developed by the selected agency in the course of the work, will be the property of office of the Chief Electoral Officer, WB. A working copy of the source codes of (including the latest patch, version) these software/ reports should be given to the concerned officer of the Chief Electoral Officer, WB, designated for this purpose by the office, as and when there is a new development/change.

#### **C. Verification, Validation of Data and Report Generation**

1. Validation and cleansing of database to be done based on the criteria specified by ECI and CEO, WB.
2. Report generation software/query applications have to be developed, which is to be run at the state and district level.
3. Required reports, data, software will be made available by the selected agency as per the given time bound schedule. Any report, data, software which is provided by its personnel, for usage will be given after appropriate test checking.
4. Any report, data, software received /customized or developed for usage/ implementation will be shown to the concerned officer designated for the purpose in CEO office and should be implemented or launched only after getting approval by CEO office.

#### **D. Security Controls**

1. Full security of the data is required. For this purpose the following have to be maintained:



- a. No personnel/staff can take or send the data, reports and the software's outside the premises of the office of the CEO, WB without explicit permission of the CEO, WB.
- b. Personal or any non-official use of the data, software, and reports is absolutely not allowed.
2. No other utilization of the internet connections, IP address of DC and the server space for any other purpose than required by the office of the Chief Electoral Officer, WB, is allowed.
3. It has to be fully ensured that in the process of carrying out of any work related to the database/ERO-Net/ERMS, there is no unauthorized loss of data in any case and the database has to be kept safely in an error free manner.
4. Proper upkeep of all the software's, all the source codes and the data has to be ensured.
5. The work may involve contacts with the field functionaries, vendors etc. for resolving various types of technical problems or for better understanding. These communications will have to be immediately shared with the Office of the Chief Electoral Officer, WB. No data, software, password/ user credentials or information of sensitive nature will be shared by the stationed personnel without taking permission from the officer authorized in the office of the Chief Electoral Officer, WB for this purpose.
6. There will be third party security audit of the database and the software maintained and those developed, in course of work. The selected agency shall fully cooperate with them for such audit by modification of codes for removal of any vulnerability and closure of all non-compliances. Thus the agency will be responsible for conducting security audit from third party agencies and submit the clearance certificate to NIC Data Centre authority.

**E. Access Control Issues**

1. The personnel, who will have access to back end of the database, have to be security cleared, especially the database administrator. User credentials for accessing the servers, network, application and database are to be kept secret and in no case it shall be disclosed.
2. If any password or security feature is put within any software for running of any application then a copy of the login id, password for the users including administrator will be provided to the concerned officer designated for this purpose by CEO, WB.
3. No unauthorized access or interpolation to the database/ERO-Net/ERMS /any other software application is allowed.

**F. Mandatory Requirements**

1. 100% compliance of all the instructions of ECI will have to be ensured in a time bound manner. Similarly, full compliance of the orders of CEO, WB will also have to be ensured.
2. Server infrastructure for ERMS is already established by NIC at NIC Mini -DC at Nizam Palace Kolkata. It consists of 2 (two) high end load balanced application server (fail over) and 2(two)



high end DB server in active-passive mode. Data from DB Server will be stored in NIC storage (SAN) where 4TB space has been allocated by NIC for ERMS. Original licenses for Operating system and MS SQL server have been purchased. Therefore, the selected agency need not require any server/cloud for any implementation.

3. The selected agency has to ensure 24x7x365 days operationalization of the Database/ERO-Net/ERMS Server Clusters at NIC Data Centre. The System Administrator shall be responsible for upkeep and troubleshooting of the Server Infrastructure at NIC Nizam Palace Data Centre/any other data centre or CSP remotely from CEO office. SLA will also be responsible for the upkeep of the same arrangement at the DR centre, if available. SLA shall timely report problems to the appropriate vendors and NIC Data Centre and also coordinate the maintenance activity, if required.
4. SLA will be responsible for Installation, Configuration, Troubleshooting and Management of Windows Server Operating System and MSSQL Server or equivalent platform, Clustering of Servers (Application and Database servers), backing up of database strictly adhering to backup policy of the CEO office. The agency shall be responsible for any kind of data loss and service delivery delay.
5. During election period, various works like generating Marked Copy of Photo Electoral Roll, generating of alphabetically arranged Photo Electoral Roll, Voter Slip etc. are held and at the same time various software's and modules have to be run to facilitate the smooth conduct of election process.
6. The selected agency shall be responsible for developing, maintaining and updating software for randomization of polling personnel as per guidelines of ECI. The selected agency shall be further responsible for developing, maintaining and updating Roll and Election Management software as per requirement of CEO, WB.
7. The selected agency shall be responsible for maintenance and upkeep with 99% uptime of computer and network infrastructure (LAN), including servers hosting the electoral roll, photo and EPIC data, and all software at the office of the CEO, WB. A list of IT infrastructure in CEO's office is in **annexure -III** and bidders can inspect these if desired.

#### **G. Additional Requirements**

1. The selected agency shall be responsible for providing training to the State/ District officials and vendors appointed by CEO/DEO/SDO/ERO during field level work or any kind of application which will be newly implemented as decided by CEO, WB and shall also evaluate and verify the work of the vendors appointed by the DEOs. Also they would require to make field visit at district/sub-division/ERO offices to supervise and monitor field level work as per instruction of CEO office.



2. The selected agency may be required to visit ECI, New Delhi as per requirement.
3. The selected agency should be responsible for providing technology solutions and support to the CEO and District Election Officers (DEO) in implementing and maintaining all election related applications and programmes.
4. The selected agency should maintain the website and portal of the CEO, WB and should develop and maintain all IT related applications/software as per requirement of CEO, WB and ECI.
5. The selected agency should advice; guide and handhold with the office of the CEO, WB in all issues related to technical matters and even propose re-engineering of the involved processes wherever possible for carrying out the various activities of the office subject to directions issued from time to time by ECI/CEO, WB.
6. The selected Agency shall also install, maintain electrical fittings (light, fan, Air conditioning machines etc.) infrastructure requirements etc.

#### **H. Cyber Security Regulation**

The Election Commission of India has introduced "Cyber security Regulation" (CSR) to avoid/minimize the unwanted cyber security incidents and effective electoral management process in the entire country.

The some essential point of instructions of Cyber Security Regulations are as follows:

1. **Overseeing Service Providers/ Contractual Staff** –As per the "Cyber Security Regulation" (CSR), the direct supervising/ contracting officer of service provider/ contractual staff is responsible for ensuring that appropriate computer and communication system security measures are observed by the outsourced staff hired by them. He/ She is responsible for ensuring that all contractual employees are aware of cyber security policies of the ECI. "Non - Disclosure Agreement" (NDA) may be used to prevent unauthorized disclosure/dissemination of protected information which may be disclosed to contractors of outsourced services
2. **Computer/Laptop** -As per the "Cyber Security Regulation", all computers must have authorized software only. As a general rule, latest version of the following software would only be installed on a computer system, OS and components thereof (such as SCCM client, DLP client etc.), Antivirus, Office suite, file compression/ decompression software, PDF reader and media player. All other software installation would require specific approval. The computer and communications system privileges of all users, systems and outsourced manpower, must be restricted based on the need to know. This means that privileges must not be extended unless a legitimate need for such privileges exists.

3. **Data & Communication** -As per the "Cyber Security Regulation", users are to ensure the personal devices are not be used for transmission of protected information. Users shall refrain from establishing electronic bulletin, LAN, FTP web Server, illegal peer to peer sharing or other multi user systems which might communicate information to unauthorized individual/ organizations.
4. **Network** -As per the "Cyber Security Regulation", remote terminal access to active network components must be disabled. ILO ports of protected systems are not to be connected to the network.

All of the points mentioned above are not exhaustive but suggestive in nature. Thus, points like Regulation of Laptop/Desktop, Augmenting Physical Security and Personnel security may be maintained as per the updated instructions as laid down by the Election Commission of India in its Cyber Security Regulations.

### 3.3 Provisioning of Technically Trained Manpower & Hardware

A. The essential manpower to be provided by the selected agency and their desired qualification are given below:

Manpower	Req. No.	Qualification	Experience
1. Database Administrator cum System Administrator	1	MCA/BE/ B.Tech in CSE or IT (1 <sup>st</sup> Class)	<ol style="list-style-type: none"> <li>1. Having knowledge of Latest version of RDBMS such as SQL Server and MySQL.</li> <li>2. Experience of 5 years and above worked as DBA of SQL Server.</li> <li>3. Experience of handling large databases.</li> <li>4. Well versed in SQL procedure, Trigger, Replication, Security on database, Back up &amp; Restore.</li> <li>5. Installation, Configuration, Troubleshooting and Management of Windows Server Operating System.</li> <li>6. Knowledge of Clustering of Servers (Application and Database servers).</li> </ol>



			<ul style="list-style-type: none"> <li>7. Configuring, troubleshooting and maintenance of Virtual Private Server through Microsoft Hyper-V Server</li> <li>8. Knowledge of DBA (SQL Server) including Active-Passive SQL Clustering, backup, Performance tuning etc.</li> <li>9. Knowledge of Cloud configuration (VM, PaaS ,SaaS, Infra. Management, etc.)</li> </ul>
2. System Analyst/Sr. Software Developer	1	MCA/BE/ B.Tech in CSE or IT or ECE (1 <sup>st</sup> Class)	<ul style="list-style-type: none"> <li>1. Experience of minimum 5 years of client server architecture and web based platform of Microsoft technology like .NET runtimes - .NET Framework, .NET Core</li> <li>2. Worked on minimum 5 projects independently</li> <li>3. Experience of designing software (C#/VB.Net) in MVC platform.</li> <li>4. Experience of handling large databases and well versed in SQL procedure.</li> <li>5. Good knowledge of .net platform, Ajax, Atlas, Jason, JQuery etc.</li> <li>6. Well versed in IIS platform with Microsoft Azure (cloud)based Application</li> <li>7. Skills in working with Object Oriented Development, Database Design, Client-Server systems, Study of Requirement Specification, Cost Estimation, UML design and Project Scheduling.</li> <li>8. Knowledge in software security audit and performance tuning.</li> <li>9. Skill in ASP.NET 4.5, Web services, WCF, MVC.</li> </ul>

3.Network/Hardware support Engineer	1	BE/B. Tech/Graduate having certification in Networking	<ol style="list-style-type: none"> <li>1. Experience of 3 years and above.</li> <li>2. Experience of managing routers and Layer 3 Switches.</li> <li>3. Experience of windows 2012.</li> <li>4. Well versed in IIS 6 or above.</li> <li>5. Having Knowledge in N-computing system</li> <li>6. Knowledge of Firewall configuration</li> </ol>
4. Dot Net programmers	1	MCA/BE/B. Tech in CSE or IT (1 <sup>st</sup> Class)	<ol style="list-style-type: none"> <li>1. Experience of 3 years and above in .Net Framework.</li> <li>2. Worked on minimum 2 projects independently.</li> <li>3. Experience of work in Team in MVC</li> <li>4. Used SQL Server 2014 or higher as backend.</li> <li>5. Well versed with Crystal Reports, iText sharp, RDLC</li> <li>6. Well versed with ASP.NET,C##, .Net Core</li> <li>7. Preferably software development in web/Mobile platform</li> </ol>
5.Data Entry Operator	8	O Level(DOEACC) or equivalent	Minimum 1 year experience in Data Entry in English and Bengali.

**\*\* In case of any change in software or platform/technology above mentioned qualification of manpower shall be modified accordingly.**

- Experience criteria in respect of manpower indicated above can be relaxed in case of suitable candidate, having experience in implementation of ERO-Net and/or ERMS project.
- Staff will have to be engaged by the selected agency as per requirement and rates of such staff will be finalized on pro-rata basis on quoted and accepted rates in the bid by the overall L1 Bidder. Similarly, additional staffs may also have to be engaged as per requirement and rates of such staffs will also be finalized on pro-rata basis on quoted and accepted rates of the overall L1 Bidder in the bid.
- The selected agency is required to keep requisite personnel as mentioned above, stationed in the premises of Chief Electoral Officer, WB and if required may also have to depute personnel to the district level offices. Whenever required, the personnel have to work beyond office hours as per requirement of CEO, WB without claiming additional remuneration.
- Under any circumstances out sourcing of manpower is not allowed to any third party or any group of companies of the selected agency.



## **B. Hardware**

- The Computer hardware, Scanner, Printer, LAN and other hardware and related software are to be provided by the selected agency.
- The required working space, power supply, internet connection will be provided by the office of the Chief Electoral Officer, WB. The selected agency has to ensure that its personnel are able to understand and run these equipment's and facilities well and ensure its proper upkeep.
- The following generic hardware configurations as mentioned below are to be initially provided by the selected agency:

<b>Component</b>	<b>Specification</b>	<b>Quantity</b>
Desktop PC	<ul style="list-style-type: none"><li>➤ Latest x86 architecture Core i5 or its equivalent Processor (Physical Cores) with minimum 3.0 Ghz base CPU clock speed</li><li>➤ 16GB DDR3/DDR4 RAM with minimum 1600 Mhz frequency extendable upto 16GB</li><li>➤ Cache size minimum 3Mb</li><li>➤ Compatible OEM Motherboard supporting USB 3.0, OEM Keyboard &amp; OEM Mouse</li><li>➤ OEM 19" Inch LED Monitor</li><li>➤ Cabinets to be equipped with 512 GB SSD with 1TB SATA HDD, Wireless LAN, 2 Ethernet Ports</li><li>➤ Microsoft Windows 10 Pro Operating System Professional Edition</li><li>➤ Licensed Anti-Virus Software with Real Time Protection and regular Virus Definition Updates</li></ul>	5
Laptop	<ul style="list-style-type: none"><li>➤ OEM Laptop having latest x86 architecture i7 or equivalent Processor (Physical Cores) with minimum 3.0 Ghz base CPU clock speed.</li><li>➤ 16GB DDR3/DDR4 RAM with minimum 1600 Mhz frequency extendable upto 8GB</li><li>➤ Cache size minimum 3MB, compatible OEM motherboard supporting USB 3.0, 1 Ethernet port and having at least 3 USB ports.</li><li>➤ 512GB SSD, wireless LAN</li><li>➤ Minimum 4 hrs of battery back-up.</li></ul>	3

	<ul style="list-style-type: none"> <li>➤ Microsoft Windows 10 Pro Operating System Professional Edition</li> <li>➤ Microsoft Office Professional Plus 2019</li> <li>➤ Licensed Anti-Virus Software with Real Time Protection and regular Virus Definition Updates</li> </ul>	
Printer	<ul style="list-style-type: none"> <li>➤ Duplex auto Laser Printer</li> <li>➤ Minimum print speed of 25ppm</li> <li>➤ Print resolution 600X600 dpi</li> <li>➤ Connectivity Hi-Speed USB</li> <li>➤ WiFi Enabled/LAN</li> </ul>	<b>1</b>
Scanner	<ul style="list-style-type: none"> <li>➤ Automatic Document Feeder (ADF)</li> <li>➤ Scanning Modes: Simplex/ Duplex, Color/ Grayscale/ Monochrome</li> <li>➤ Document Size: 8.5 in. X 34 in. (Maximum)</li> <li>➤ Scanning Speed: 30ppm/60 ipm</li> <li>➤ WiFi Enabled /LAN</li> </ul>	<b>1</b>
UPS	0.6 KVA X 10 or 3 KVA online UPS	<b>As per requirement</b>
Software	Latest Visual Studio Enterprise 5 user, SQL server 2014 standard version 1	

- Any further requirements can be determined only after consultation with the office of the Chief Electoral Officer, WB.
- To cater to the continuing IT needs of the office of the of CEO, WB the selected agency shall provide additional IT infrastructure, including additional electrical outlets and networking in CEO, WB's premises, mobile hard disks, flash memory devices and other storage media, DVDs and CDs, portable computing devices and digital cameras, new software including upgrading and renewal of licenses of existing anti-virus and application software etc., on requisition by CEO, WB within 10% of the lump sum amount quoted as rates, which will be supported by appropriate documents or the same will be arranged by CEO, WB itself under intimation to the selected agency and the amount for such expenditure within the ceiling of 10% of the lump sum amount quoted by the selected agency will be deducted from the final bill amount of the selected agency for the agreement period.



## 4. Eligibility

### 4.1. Eligibility Criteria

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

Sl. No.	Criterion	Supporting Documents to be Submitted
1.	Be a registered Company (under the Indian Companies Act) operating in India for at least 05 years.	Copy of Incorporation / Registration Certificate self-attested by authorized signatory of the bidder.
2.	The bidder must have an office in Kolkata or undertake to set up an office within 30 working days of signing of the agreement or else this will result in forfeiture of the EMD.	A self-certified letter signed in the Letter head by the authorized signatory of the bidder
3.	The bidder must have an annual turnover of Twenty(20)Crores in Indian Rupees for each of the past three audited Accounting years	Copy of Certificate duly signed by Statutory Auditor  OR Annual Profit & loss A/c and balance sheet of past 03 audited years.  OR IT receipt for last 3 financial years.
4.	The Bidder must have a positive Net Worth of at least One(01) Crore in Indian Rupees for any two years in the preceding three audited accounting years.	Copy of Certificate duly signed by Statutory Auditor
5.	Should not hold any sanction/black-listing by any PSU/State or Central Government organization persisting on the last due date of receipt of RFP/tender.	Bidder should submit the declaration notarized by first class magistrate
6.	The bidder should have at least 100regular employees on its current payroll on IT and must have successfully executed minimum one similar project (Preferably Electoral Roll Management)of minimum contract value of Rupees fifty lakhs in the last three	A certified statement disclosing the number of regular employees in the preceding three years and certificate to be furnished from Authorized person in HR Department/Director/other equivalent senior executive of the Bidder mentioning

	(3) years that require deploying ten personnel in related services. Preference may be given for bidders having separate IT enabled services for additional support during elections as per requirement.	the project title, the value of the contract, the contract duration, the number of person deployed and project work order/completion certificate.
7.	The bidder should have dedicated pool of technical personnel and a minimum of five (5) Microsoft certified software developers in company's payroll who are engaged in IT/System Development and Maintenance Activities.	Certified statement disclosing the number of dedicated pool of technical personnel with qualification to be furnished in this regard from Authorized person in HR Department/Director/other equivalent senior executive of the Bidder.
8.	<p>The Bidder should have CMMI Level 3 (or above)</p> <p style="text-align: center;">OR</p> <p>An existing State level agency in any CEO's Office with experience of ERO-Net and/or ERMS handling in any state in India at least 5 years.</p> <p>AND</p> <p>Certified Information Security Company &amp; achieved ISO 9001, 27001 certificate.</p>	<p>Copy of certificate highlighting the expiry date of the certificate</p> <p style="text-align: center;">OR</p> <p>A certificate from the concerned CEO that performance of the agency in maintenance and developing applications for election related works as per requirement of ECI and ERO-Net and /or ERMS were performed in 'EXCELLENT' manner.</p>
9.	Bidder should have a valid P. Tax (both EC & RC), PAN, GST Registration, Bank A/c.	Copy of P. Tax (EC & RC) Return of last quarter, PAN and GST Registration, Bank A/c, self-attested by authorized signatory of the bidder.
10.	Experience of handling large volume data management project and having exposure to AI technology.	Self-attested copy of work orders with valid completion certificates of the project.
11.	The bidder should submit details of any pending litigation in High Court, Supreme Court of India or any other statutory legal forum.	Details to be provided in a declaration notarized by first class magistrate.
12.	Authorized Signatory of the Bidder.	Power of Attorney, in the name of person signing the Bid, authorizing him to



		submit/execute this agreement as a binding document.
13.	Joint Venture/ consortium of companies are not allowed for bidding in this RFP/tender.	

*All the above mentioned documents/forms are to be submitted by the bidder as per proforma given in the RFP in their letter head with proper signage and stamp by the authorized signatory of the bidder for being considered to be qualified in the technical evaluation before considering for the scoring model as detailed in the RFP.*

## **5. Technical and Financial Bid Consideration and Evaluation:**

### **5.1 Technical Bid consideration and Evaluation:**

- Technical bids will be evaluated by the Proposal Evaluation Committee to be formed for the purpose by the Chief Electoral Officer, West Bengal.
- The Proposal/Tender Evaluation Committee constituted by the Chief Electoral Officer, West Bengal shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.
- Bidders who meet the Eligibility Criteria spelt out in Section 4.1 will be required to make a presentation on the specified date as mentioned in the RFP, on their understanding of the project and their Solution.
- Financial bid shall be opened only for bidders who qualify in the technical evaluation as per the decision of the Proposal Evaluation Committee after analyzing the presentation made by the bidders.
- The Proposal/Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations and the decision of the Committee in the matter of evaluation of the bids shall be final and abiding.
- The decision of the Proposal Evaluation Committee will be uploaded in the e-Tender portal <https://www.wbtenders.gov.in>

## Scoring Model

### TECHNICAL EVALUATION CRITERIA

S.No	Criteria	Basis for valuation	Max. Marks
1.	COMPANY PROFILE		10
	Annual turnover of minimum Twenty (20) Crores in Indian Rupees for each of the past three audited accounting years	More than Rs30 Cr: 10 marks >=Rs. 25 Cr & <= Rs. 30 Cr : 8 marks >= Rs.20 Cr & <Rs25 Cr: 5 marks	
2.	RELEVANT STRENGTHS		15
	No. of successfully implemented similar Projects in last 3 years	=3 projects : 11marks =4projects : 12marks =5projects : 13marks >5projects : 15marks	
3.	EXPERIENCE IN WORKING WITH ELECTION RELATED SOFTWARE IN THIS STATE OR IN ANY OTHER STATE OF THE COUNTRY		5
	No. of successfully implemented Projects in last 3 years	=1 state: 3 marks >1state: 5 marks	
4.	APPROACH & METHODOLOGY		50



	Presentation by bidders on Solution and Proposed Demonstration of understanding of the requirements	Qualitative assessment by the Proposal/Tender Evaluation Committee based on presentation made by the bidders and the submitted documents on: <ul style="list-style-type: none"> <li>• Understanding of the Scope of work and the techno-managerial requirements: 10 Marks</li> <li>• Project Management Approach &amp; Methodology proposed : 10 Marks</li> </ul>	20
	Approach and Methodology to execute the work vis a vis the techno-managerial requirements of the assignment	Qualitative assessment by the Proposal/Tender Evaluation Committee based on presentation and the submitted documents by the bidder on: <ul style="list-style-type: none"> <li>• Detailed Technical solution architecture and its components proposed: 10 Marks</li> <li>• Approach towards Software Development and Software Quality Management processes: 10 Marks</li> <li>• Approach towards IT infrastructure and Information Security Management processes: 10 Marks</li> </ul>	30
5.	RESOURCEPROFILE		20
	Resume of all the technical manpower proposed for the assignment and IT resource profile	Qualitative assessment by the Proposal/Tender Evaluation Committee on: <ul style="list-style-type: none"> <li>• Quality of Manpower: 10 Marks</li> <li>• Quality of Hardware/Software: 10 Marks</li> </ul>	
<b>Total Marks</b>			<b>100</b>

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

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

## 5.2 Financial Bid Evaluation

The Financial Offer of the prospective bidders will be considered only if the Technical Bid of the bidder is found qualified by the 'Proposal Evaluation Committee' formed by the Chief Electoral Officer, West Bengal. The decision of the 'Proposal Evaluation Committee' will be final and absolute in this respect. Both Technical Bid and Financial Bids are to be submitted concurrently duly digitally signed in the e-Tender portal <https://www.wbtenders.gov.in>.

**The financial bids of only the qualified bidders will come under consideration. The format of the BOQ is attached as annexure 8.2. The bidders should quote rate individually against items as well as collectively. Evaluation will be done on the basis of the grand total rate (inclusive of all applicable taxes excluding GST) quoted in the relevant column of the BOQ.**

RFP/Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will have to be done as per time Schedule specified in this document under the heading, BID DATA SHEET.

## 5.3. Taxes and Duties

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

## 5.4. Mode of Submission of Bids

All documents and corresponding information are to be obtained, shared and submitted only through e-tender process. The Bid submission process has been detailed under the title **Instructions to Bidders**.



## **5.5. Pre-Bid Meeting**

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

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

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

- ceo-election-wb@nic.in

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

## **5.6. Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of the bid and, this Office shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## **5.7. Language of Bidding**

The bid prepared by the bidders, as well as all correspondence and documents relating to the bids exchanged by the bidders and the Tendering Authority shall be in the English language only. Wherever the correspondence is not in English, requisite translation shall be attached and the English version shall prevail.

## **5.8. Bid Forms**

The bidder shall complete the Bid Form (annexed with this document) and provide the relevant documents in obedience to the eligibility conditions for the bidders spelt out in this document. All forms and corresponding information to be uploaded in the e-Tender portal <https://www.wbtenders.gov.in>

## 5.9. Earnest Money

The Bidders are required to submit an Earnest Money Deposit (EMD) amounting to Rs. 5, 00,000 (Rupees five lakhs only). A bidder desirous of taking part in the bid invited shall login to the e-Procurement portal of the Government of West Bengal <https://wbtenders.gov.in> using their login ID and password. The bidder will select the tender to bid and initiate payment of pre-defined EMD as stated above by selecting from either of the following payments modes:

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

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

The EMD of both the successful and unsuccessful bidders will be discharged/ returned immediately after the Notification of the Award.

The EMD shall be forfeited in the event of

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

*No interest whatsoever shall be paid on the EMD both for successful and unsuccessful bidders for the applicable period.*

## 5.10. Performance Bank Guarantee:

The Selected Agency (SLA) shall at its own expense, deposit with the Chief Electoral Officer, West Bengal, within seven (7) working days of the date of notice of award of the contract an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Bank acceptable to Chief Electoral Officer, West Bengal, payable on demand, for the due performance and fulfilment of the contract by the SLA.

The value of performance guarantee shall be ₹ 12 Lakhs which will be required to be furnished to this Office. All charges whatsoever such as premium/ commission etc. with respect to the PBG shall be borne by the SLA.

The PBG may be in the form of three year guarantee and renewable from year to year by the SLA at least three months prior to its expiry.



## **6. INSTRUCTION TO BIDDERS**

### **6.1. General guidance for e-Tendering**

Instructions / Guidelines for electronic submission of the RFP/tenders have been annexed for assisting the agencies/firms/entities to participate in e-Tendering.

### **6.2. Registration of Contractor**

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

### **6.3. Digital Signature Certificate (DSC)**

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

The agency/firm/entity etc. can search & download RFP& Document(s) electronically from computer once he logs on to the website using the Digital Signature Certificate.

### **6.4. Submission of RFP/Tenders**

RFP/Tenders are to be submitted online to the website in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded which should be virus scanned and Digitally Signed. The documents will get encrypted (transformed into non readable formats).

### **6.5. Bid Submission Process**

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

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

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

## 6.6 Technical Proposal:

The Technical proposal should contain following documents:

1. Bank Draft towards Earnest Money (EMD) as prescribed in the N.I.T. in favour of the Chief Electoral Officer, West Bengal payable at Kolkata.
2. All documents as stated in the Eligibility criteria in Section 4.1.

## 6.7. Bill of Quantity (BOQ)

The rates shall be quoted by the bidder entirely in Indian Rupees. Bidders will have to submit rates for the SLA work inclusive of all taxes/fees/levies but excluding GST. In case of non-participation by any bidder, the specified space for quoting the rate must be kept Blank and in no situation, it is to be filled with zero (0).

**In the Bill of Quantity, the bidders will quote rates individually in appropriate columns against items mentioned therein as well as collectively in the column marked under heading, Gross Total Value per annum including all taxes/cess/levies etc. (excluding GST). Evaluation of financial bids will be done on the basis of the grand total value per annum (inclusive of all applicable taxes but excluding GST) quoted by the bidders who have qualified in the technical bids.**

The bidder whose RFP/tender may be accepted shall be called State Level Agency (SLA) which expression shall unless excluded by or repugnant to the context will be deemed to include their heirs, executors, administrators and assignees.

## 6.8. Special Terms & Conditions

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

## 6.9. Bid Opening

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



## **6.10. RFP/Tender Rejection Criterion**

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

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

## **6.11. Arbitration**

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

### **6.11.a. Jurisdiction**

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

## **6.12. Period of Agreement**

The agreement will be made initially for the period of 03 (three) years. The agreement may be renewed depending upon the performance of the company and as per consideration of the authority.

## **6.13. Signing of agreement**

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

## **6.14. Mode of Payment**

Payment will be made in two parts. After 6(six) months 50% of the total annual project value, as mentioned in the terms of the agreement, will be paid on receipt of the bill on the basis of the satisfactory completion of the work within the given time frame. After 1(one) year, the balance payment will be made taking into consideration TDS/ STDS/TCS and other taxes/Cess/duties as per law. No advance payment will be made. For payment at any stage to be made, the work has to be executed to the satisfaction of the authority.

The grand total value per annum of the project cost will remain unaltered for all the 03 years of the contract and there will be no yearly enhancement whatsoever in the cost.

## **6.15. Price Format**

1. All price should be quoted in Indian Currency (INR)
2. All price should be strictly according to the format provided in Annexure 2
3. The total prices of individual item should be written in words and figures. In case of dispute, words would be treated correct.
4. In case of dispute in addition individual item will be considered correct and the amount arrived after adding the individual items will be considered right thereafter.
5. In case, if a tie situation occurs in terms of the total price quoted in financial bid by multiple bidders, then the bidder scoring higher marks in technical evaluation compared to the other(s) will be selected. The decision of the Proposal/Tender Evaluation Committee, shall be final in this regard.



## **6.16. Penalties for delay in team mobilization**

If the selected agency fails to complete the specified milestones within the time period (s) specified, Chief Electoral Officer may, without prejudice to its other remedies under the Agreement, levy as Penalties, a sum equivalent to 0.50 % per week of the arithmetic sum of the project value.

## **6.17. Liquidated Damages**

Subject to clause for Force Majeure, if the selected agency fails to operate project within the scheduled completion date or the extended date, if any, following actions may be taken,

- Forfeiture of the Performance Guarantee Amount ,
- In case, the Operator repudiates the contract before completion of the work, the Chief Electoral Officer at his discretion may without prejudice to any other right or available remedy, may recover 0.50% per week subject to a maximum of 10% (ten percent) of the project cost from the operator as Liquidated Damages (LD),
- The Chief Electoral Officer may without prejudice to its right to affect recovery by any other method deduct the amount of liquidated damages from any money belonging to the vendor in its hands (which includes the Chief Electoral Officer's right to claim such amount against vendor's Performance Bank Guarantee) or which may become due to the operator. Any such recovery or liquidated damages shall not in any way relieve the operator from any of its obligations to complete the works or from any other obligations and liabilities under the Contract.
- Termination of the contract.

## **6.18. Exit Policy:**

Term of the contract is three years from the date of signing of the agreement, which may be renewed subject to the satisfactory completion of work as defined in the contract agreement and the decision of the competent authority in this regard.

That on the expiry of this Agreement, the Selected State Level Agency assigned for the performance of the services under this Agreement shall handover or cause to be handed over all the Confidential Information, database, software/ applications and all other related materials/documents in its possession, in both soft and hard versions, including all the hardware and infrastructure provided by this office to the Chief Electoral Officer, West Bengal or an official authorized by the Chief Electoral Officer, West Bengal.

In the event of termination or exit on expiry of contract duration, the SLA will remain entitled to withdraw all hardware, IT and other infrastructure which is its sole and exclusive property from this office in the manner without prejudice to the interests of the Office of the CEO, WB.

## **6.19. Termination**

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

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

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

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

### **Use of Equipment after termination**

The hardware and other facilities installed and implemented by Selected Agency may be withdrawn by the concerned agency without prejudice to the interests of the Chief Electoral Officer, West Bengal.

## **6.20. Software Licenses**

All application, database and other software licenses used for operation to be procured by selected agency will be in the name of CEO, West Bengal.

## **6.21. Obligations of the Selected Agency**

### **6.21.a Service management**

The Selected Agency shall be obliged to work closely with members of staff of this Office, act within its own authority and abide by the directives issued from time to time.

- The Selected Agency shall abide by the job safety measures prevalent in India and will free CEO, West Bengal from all demands or responsibilities arising from accidents or loss of life the cause of which is the agency's negligence.

Selected Agency shall be responsible for the maintenance of all equipment's and infrastructure for the entire period covered under agreement, up keep and up gradation of the hardware and other devices including the ones owned by the office during the entire period of the contract.



- The Selected Agency must handle carefully all the equipment and work. He should not affect the normal working of Government office.
- Right time attendance and obligation to work are vital for functioning at this office. The manpower deployed by the agency will be required to register their attendance through Biometric Attendance System (BAS) installed at this office.
- Unless on leave, no replacement should take place in respect of any member of the manpower deployed in the office. Moreover, within the entire agreement period, not more than 4 replacements of manpower will be allowed to take place. Penalty shall be imposed in case of leave/absence without due notice to this office.
- Manpower replacement shall be carried out after proper knowledge transfer by existing manpower with similar position prior to 1 month
- The nature of information available to Selected Agency including all the deployed manpower is confidential in nature, therefore Selected Agency and all deployed manpower must sign the Non-Disclosure Agreement (NDA) with CEO and deposit the same before deployment. This shall be applicable also to all replacement manpower.

The selected agency will be allowed to use space earmarked at the Office premises of the CEO, West Bengal and basic infrastructural facilities namely drinking water, toilet, furniture and electricity. Anything over and above this, which may be considered necessary for day-to-day functioning of the SLA, including hardware, logistics such as paper and cartridge, shall have to be procured and maintained by the agency itself at its own cost.

## 6.21.b Service availability

Service coverage by the SLA as outlined in this agreement follows the schedule specified below:

On-site support: 10 AM to 6 PM, Monday to Friday and work schedule may vary time to time and as per job allocation define by CEO Office.

Phone support: 24 hours

Email support: 24 hours

Service availability as per clause 3.2 and 3.3	Mode	Deduction
<ul style="list-style-type: none"> <li>• IT support services</li> </ul>	Manpower vacant/leave for more than 10 day	1) Daily Cost of Manpower after 10 days. 2) In case of absence of more than 30 days, 3% costing of

		total Project cost for such manpower. Beyond this period 10% costing of total Project cost for such manpower.
<ul style="list-style-type: none"> <li>Customer service response times</li> </ul>	Authority will define the IT service time before launching new service or up keeping existing IT service.	10 % of project cost after exceeding 10 days of specified response time.
<ul style="list-style-type: none"> <li>Delivery times for logistics provide</li> </ul>	Delivery will be done as per work order specification of priority or normal mode.	10 % of project cost after exceeding 10 days of specified delivery time.
<ul style="list-style-type: none"> <li>Uptime for Hardware/Equipment of CEO office</li> </ul>	An online service call record will be maintained with mentioning priority level	5% of project cost will be levied Per 10 count of failure of service

## 6.22. Work Policy

Once the agreement is signed between the Chief Electoral Officer and the SLA, it is accepted

- That the Selected Agency agrees to employ its best efforts to meet the Assignment deadlines and standards applicable.
- That time is the essence of the contract. In hours of necessity, the SLA shall have to render services beyond the assigned, scheduled hours and meet deadlines without fail. No excuses will be entertained in this regard.
- That the Selected Agency shall provide and carry out the stipulated services at the premises of the offices as directed by the CEO, WB. Any individual assigned for the performance of the services under this Agreement, shall observe the rules and regulations of CEO, West Bengal;
- That the persons engaged by the Selected Agency must have a record of integrity and no criminal convictions in the past.
- That the Selected Agency shall make sure that proper working atmosphere is maintained in the working area. No member of staff will be allowed any sort of misbehaviour in the premises of the CEO, WB or at the offices of other departments. In case of any such incidence, the Selected Agency will be solely responsible and shall immediately discontinue the services of the person involved,



after such enquiry as might be caused to be conducted by CEO, WB.

- That the Selected Agency and any individual assigned for the performance of the services under this Agreement should agree to comply with the standard/ special physical security procedures of CEO, WB at the locations where the Selected Agency is performing work.

## **7. Check List**

The documents, duly self-attested and scanned, which are required to be uploaded at the time of submission of RFP/tender through e-tendering Process are governed by the eligibility criteria spelt out in Section 4.1.

## **8. ANNEXURES**

## 8.1. Annexure I: Covering Letter Format of Technical Bid

Date: [Insert: date of bid]

To

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

Dear Sir,

Having examined Request For Proposal (RFP) number dated \_\_/\_\_/2020, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide services (as specified in the RFP) as the “State Level Agency” in the Office of the Chief Electoral Officer, West Bengal, in full conformity with the said RFP for the sum hereinafter called “the Total solution Bid Price” as mentioned in the Commercial Bid Document, or such other sums as may be determined in accordance with the terms and conditions of the Agreement. **The Total Solution Bid Price is in accordance with the Price Schedules herewith made part of this bid.**

We undertake, if our bid is accepted, to commence work as the “State Level Agency” in the Office of the Chief Electoral Officer, West Bengal, and to deliver the services within the respective timeframes mentioned in the RFP.

We declare that we have studied the RFP and are making this proposal for all the services specified in the **RFP**. We also declare that we have studied the necessary locations and systems necessary for the development of this Technical and Financial bid.

We have read the provisions of RFP and confirm that these are acceptable to us. All necessary clarifications sought for by us had been duly clarified, by the Chief Electoral Officer, West Bengal.

We undertake, if our bid is accepted, to commence the work on the project immediately upon your Notification of Award to us, and to complete it within the specified time-frames. We also understand that Bids with Commercial Values for solution entered in the Technical Proposal shall be summarily rejected.

If our bid is accepted, we undertake to provide a Performance Guarantee in the prescribed form and, for the amount, and within the times specified in the RFP.



We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the relevant laws against fraud and corruption in force in India.

We agree to abide by this bid, consisting of this letter, the Price Schedules, EMD, the duly notarized power of attorney, and all the Appendices to this Bid Form, from the date fixed for submission of bids as stipulated in the RFP, and it shall remain binding upon us and we agree to abide by all the clauses prescribed in this bid document for the duration of the contract, if awarded to us.

Until the formal order is placed and final Agreement is prepared and executed between us, this bid, together with your written acceptance of the bid (if provided) and your notification of award, shall be a binding contract on us.

Dated this [insert: number] day of [insert: month], [insert: year] Signed:


In the Capacity of [insert: title of position]

Duly authorized to sign this bid for and on behalf of [insert: name of the Bidder]

Appendices: as per technical specifications

## 8.2. Annexure II (Format for Financial Bid)

<b>Office of the Chief Electoral Officer, West Bengal</b>					
<b>Balmer Lawrie Building, 21, Netaji Subhas Road, Kokata-700001</b>					
<b>CEOWB/2024/e-tender/001/SLA    Dated: 06.08.2024</b>					
<b>FINANCIAL BID</b>					
Sl.No	Description of work and requirement of given number of personnel as per RFP/tender document	Qty.	Unit rate per month (Excluding GST*)	Total cost per month	Total cost per Annum
a	b	c	d	e=(c*d)	f=(e*12)
1	Data Base Administrator cum System Administrator	1			
2	System Analyst/Sr. Software Developer	1			
3	Network/Hardware Support Staff	1			
4	Dot Net Programmers	1			
5	Data Entry Operator	8			
6	Hardware and software charges (per annum)				
7	Other Charges (per annum)				
<b>Grand Total Cost Per Annum (including all taxes/cess/levies etc. but excluding GST)</b>					
<b>Grand Total Cost Per Annum in Words (including all taxes/cess/levies etc. but excluding GST)</b>					

  
**(Dr Aariz Aftab)**  
**Chief Electoral Officer,**  
**West Bengal**




### 8.3. Annexure III (List of IT Equipment)

#### Office of the Chief Electoral Officer West Bengal

IT Equipment	
Item Type	Count Total
Computer	62
Printer	36
Scanner	6
Switch	8
SAN	2
Server	3
Router	1
Xerox	3

\*\* List may be varied as per office requirements.

  
(Dr Aariz Aftab)  
Chief Electoral Officer,  
West Bengal