



Info Tech Corporation of Goa Limited {ITG}

(A Government of Goa Undertaking)

[An ISO 9001:2015 Certified Company]

IT HUB, 3rd Floor, Panaji, Goa -403001

TENDER DOCUMENT

For

**Selection of Agency for providing live web streaming
(Audio, Video, Record, Viewing & other services)
On behalf of
The Office of Chief Electoral Officer, (Goa)**

Tender No.: ITG-IT/0462/UITs- Loksabha-Ele-2019/2019(Part File-I)/Web Date: 20/02/2019

Table of Contents

SHORT NOTICE INVITING e-TENDER (SNIT)	3
DEFINITIONS & ACRONYMS.....	5
<i>CHAPTER 1</i> Invitation for Bids (IFB).....	.6
<i>CHAPTER 2</i> <i>Eligibility Criteria & Mandatory Conditions</i>9
<i>CHAPTER 3</i> General Terms and Conditions	11
<i>CHAPTER 4</i> Scope of Work.....	18
<i>CHAPTER 5</i> Detailed Scope of Work	19
<i>CHAPTER 6</i> Technical Specification, Reporting Requirements & Deliverables.....	23
<i>CHAPTER 7</i> Special Conditions of the Contract.....	29
<i>CHAPTER 8</i> Payment Terms	30
<i>ANNEXURE-1</i> Check List.....	31
<i>ANNEXURE-2</i> Proposal Cover Letter Format	33
<i>ANNEXURE-3</i> Declaration Format	35
<i>ANNEXURE-4</i> Pre-Bid Queries Format.....	36
<i>ANNEXURE-5</i> Non-Disclosure Agreement Format.....	37
<i>ANNEXURE-6</i> Technical Specifications Compliance Sheet.....	38
<i>ANNEXURE-7</i> Financial Bid Format	40



Info Tech Corporation of Goa Limited
(A Government of Goa Undertaking)
[An ISO 9001:2015 Certified Company]
IT HUB, 3rd Floor,
Althino, Panaji, Goa-403001



SHORT NOTICE INVITING e-TENDER (SNIT)
 (Electronic mode only)

No.: ITG-IT/0462/UITs- Loksabha-Ele-2019/2019(Part File-I)/Web

Date: 20/02/2019

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) on behalf of Chief Electoral Officer, Altinho-Panaji, Goa in two bids – Eligibility cum Technical and Financial bid from well established and reputed organizations / agencies / suppliers who fulfill the eligibility criteria and having sufficient infrastructure & Manpower for live web streaming (Audio, video, record and other services) for Lok Sabha Elections to Parliament, 2019.

Sr. No	Item	Particulars
1	Description of the work	Live Web Streaming (Audio, video, record and other services) during Lok Sabha Elections 2019 for Polling Day Event
2	Mode of Tendering	e-Tendering
3	E-Tendering Website	www.etender.goa.gov.in or www.tenderwizard.com/GOA
4	Tender Document Fee	Rs 8500/- Rupees Eight Thousand Five Hundred only (Non-Refundable)
5	Tender Processing Fee	Rs 1500/- Rupees One Thousand Five Hundred only (Non-Refundable)
6	Earnest Money Deposit (E.M.D.)	Rs. 3,50,000/- (Rupees Three Lakhs Fifty Thousand only)
7	Mode of Tender Document, Processing Fees & EMD	To be paid online through e-payment mode via NEFT/RTGS/OTC/debit card/credit card facility with pre-printed challans available on e-tendering website and directly credit the amount to ITG account as generated by challan and upload the scanned copy of NEFT/RTGS/OTC/debit card/credit card challan along with the bid.
8	Date and Time for request of Tender Document	21/02/2019 to 06/03/2019 (upto 11.59 pm)
9	Date and Time for Pre-bid Meeting	26/02/2019 (upto 03.00 pm)
10	Last Date and Time for reply to clarifications	27/02/2019

11	Last Date and Time for Online submission of bids	10/03/2019 (upto 11.59pm)
12	Date and Time for opening / of Eligibility bids	11/03/2019 (at 11.00 am)
13	Date and Time for Technical Presentation	11/03/2019 (at 2.00 pm)
	Date and Time for opening / of commercial bids	Proposed on 12/03/2019 (at 11.00 am) (In case there is a change in this scheduled date and/or time, then the technically qualified tenderers/bidders will be intimated about the date and time by a letter/email).

Bids not conforming to the requirements mentioned above and as laid down in the terms and conditions or non submission of EMD online at the time of opening of the technical bid are liable to be summarily rejected. The decision of The Managing Director, Info Tech Corporation of Goa Ltd, for purpose of Eligibility & Technical Qualification / Commercial Bid shall be final and binding to all the tenderers/bidders.

1. The Bidder is expected to carefully examine the specifications and terms & conditions of the Tender. Failure to furnish all information required in the Tender or submission of a bid not substantially responsive to the Tender in every respect will be at the Bidder's risk and may result in the rejection of the bid.
2. The Bidder should use the electronic mode of tendering using the website www.etender.goa.gov.in or www.tenderwizard.com/GOA to submit his best possible bid /quote for the item given therein.
3. Late submission of bids will not be permitted by the e-Tendering System.
4. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids.
5. Incomplete or Conditional bids will be summarily rejected.

For any of the assistance regarding participation in the e-Tender contact Mr. Dillip Pai B., Mobile:- 08888636107, Mr. Shramit, Mobile:-9689639092, Mr. Kiran, Mobile:-08600651553, Mr. Nihal, Mobile:-7719080006,email:goatender@gmail.com.

For and on behalf of Info Tech Corporation of Goa Ltd

Sd/-

Managing Director

DEFINITIONS & ACRONYMS

In this tender document and associated documentation, the following terms shall be interpreted as indicated below:

SHORT TITLES USED IN THE TENDER DOCUMENT

#	Titles	Details
1	GoG	Government of Goa.
2	ITG	Info Tech Corporation of Goa Ltd.
3	CEOG/CEO	Chief Electoral Officer, Goa
4	Bidder/Tenderer	Means vendor who submits Bid in response to this tender document
5	Bids	Means Online Bid submitted by bidders in response to the tender issued by the Corporation
6	Purchaser	Means Info Tech Corporation of Goa Ltd.
7	Contractor/Supplier	Means The successful Bidder to whom tender is awarded.
8	Parties	Means the Info Tech Corporation of Goa Ltd and successful bidder
9	Contract	An agreement signed by the contractor against the Tender.
10	Non-responsive	Failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender bid in given Forms/Pro-forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non submission of tender fee or EMD.
11	Services	Means the work to be performed by the bidder pursuant to this tender and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Department.
12	EMD	Earnest Money Deposit.
13	DD	Demand Draft.
14	PAN	Permanent Account Number.
15	PBG	Performance Bank Guarantee.
16	ICT Equipments	Computer systems, Printers, Mobility devices, etc
17	Personnel/Manpower	Means professional and support staff provided by the bidders to provide training or perform services to execute an assignment and any part thereof
18	RO	Means Returning Officer
19	DEO	Means District Electoral Officer
20	Nodal Officer	Means Official deputed as polling-in-charge by the DEO
21	ECI	Election Commission of India
22	SNIT	Short Notice Inviting e-Tender
23	BLO	Booth Level Officer
24	PS	Polling Station
25	PO	Polling Officer
26	ESI	Election Commission of India

Chapter 1: Invitation for Bids (IFB)

1. Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bids – Eligibility cum Technical and Financial bid from well established and reputed organizations / agencies / suppliers who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record Live Web Streaming (Audio, video, record and other services) for Polling Day Event in two Parliamentary Constituencies during the period of Lok Sabha Elections, 2019 for Returning Officer, Assistant Returning Officers, Observers & Chief Election Officer Office towards Lok Sabha Elections 2019 on a turnkey basis.

Tenderer / Bidder should submit the proposal on the tenderwizard <http://www.tenderwizard.com/goa>. The first part will consist of Eligibility Proposal and the second part will consist of Financial Proposal.

2. Bidders should go through the website <http://www.tenderwizard.com/goa> for understanding the e-tendering process and refer to the link "Vendor Info", "Information About DSC (Digital Signature Certificate)", "FAQ's" and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a Class 3 category digital signature issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
4. Complete bid document terms and conditions and tender form containing all the details has been published on the websites <http://www.infotechgoa.com>, <http://www.goa.gov.in> and <http://www.tenderwizard.com/goa>. The bid documents can be downloaded from <http://www.tenderwizard.com/goa> on payment of the required Tender Document Fee and Tender Processing Fee online.
5. The Bids can be submitted up to date and time given in SNIT.
6. An Earnest Money Deposit (E.M.D.) of **3,50,000.00 (Rupees Three Lakhs Fifty Thousand only)** should be provided by the tenderer / bidder interested in the respective category. The EMD has to be paid online before the last date and time for online submission of bids as given in the SNIT. EMD in any other form will not be accepted.
7. Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
8. The eligibility Bid will be opened as per schedule in SNIT and in the presence of bidder / designated representatives of the bidder, if present. The qualifying bids of the eligibility evaluation process shall only be considered for further evaluation of Financial Bid. The Financial bid will be opened in the presence of the qualified bidders/ designated representatives of the bidder, if present on a separate date and time as mentioned in the SNIT. In case there is a change in this scheduled date and/or time, then the qualified bidders (eligibility bid) will be intimated about the date and time by a letter/email.

9. No contractual obligation whatsoever shall arise from the Tender Document/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
10. The Corporation in consultation with Office of The Chief Electoral Officer may, at its discretion, extend the date for Submission of Bids. In such cases all rights and obligations of the Corporation and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions shall be informed to bidders through corrigendum issued on e-Tendering portal.
11. Bidders desirous of using NEFT/RTGS or OTC mode for making payments must download challan only from the e-procurement portal and not use any other challan form.
12. It will be the responsibility of the Bidder to ensure that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the contract awarded under this tender will be tender document for Live Web Streaming (Audio & video) for Polling Day Event in two Parliamentary Constituencies during the period of Lok Sabha Elections, 2019 entertained by Office of The Chief Electoral Officer of Goa. Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise himself.
13. The Bidder shall be deemed to have satisfied himself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.
14. It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of Agreement or throughout the period of completion of contract whichever is later on account of any reasons whatsoever.
15. The Bidder shall be fully and completely responsible to Office of The Chief Electoral Officer of Goa of Goa / ITG for all the deliveries and deliverables.
16. Bidders shall not make attempts to establish unsolicited and unauthorized contact with the Tender Inviting Authority, Tender Scrutiny Committee, Tender Accepting Authority, after the opening of the Tender and prior to the notification of the Award and any attempt by any Bidder to bring in extraneous pressures on the Tender Accepting Authority shall be sufficient reasons to disqualify the Bidder.
17. Notwithstanding anything mentioned above, the Tender Inviting Authority or the Tender Accepting Authority may seek clarifications from the Bidders relating to the tenders submitted by them during the evaluation of tenders.
18. Due to security reasons, the bidder 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.

19. The Successful Bidder shall sign a Non Disclosure Agreement that governs the use of data shared by the Chief Electoral Officer, Goa/ITG with the Bidder.
20. Info Tech Corporation of Goa Ltd. disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein is intended only to help the bidder to prepare a logical bid-proposal.

Chapter 2: Eligibility Criteria & Mandatory Conditions

The tenderer / bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Bid. The scanned copy/copies of these documents should be uploaded on the e-tendering website during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected.

Note: Tenderers / Bidders should read these conditions carefully and comply strictly while submitting their Bids.

Note: Financial bids shall be opened and considered of only those bidders who qualify in the eligibility/technical bids process.

PRE-QUALIFICATION CRITERIA FORTENDERER / BIDDER FOR THE PURPOSE OF QUOTING IN THIS TENDER:

Sr. No	Clause	Documents required
1	<p>Legal Entity: The Tenderer / Bidder should be a proprietorship firm / partnership firm / registered company under Company Registration Act of India</p>	<p>a) Valid documentary proof of: - Certificate of incorporation - Registration Certificate (upload and save document as 'Document A')</p>
2	<p>Bidder's Turnover: Bidder responding to this tender document should have a minimum average annual turnover of Rs. 1 Crore during the last three financial years (FY-2015-16, 2016-17, 2017-18).</p>	<p>Audited Financial Statements along with CA Certificate. If 2017-18 Financial Statements are not finalized, CA certificates should be enclosed. (upload and save document as 'Document B')</p>
3	<p>Bidder's Experience: The bidder must have successfully executed during the last three years (as on the date of bid submission), at least any one of the following.</p> <ul style="list-style-type: none"> • One project comprising of carrying out multiple location live web streaming (Web based audio & video streaming from multiple locations) for Govt./PSUs/Govt. agencies/Govt. aided agencies of value of rupees Rs. 1 Crore in India. • Two projects, each project comprising carrying out multiple location live web streaming (Web based audio & video streaming from multiple locations) Govt./PSUs/Govt. agencies/ Govt. aided agencies value of rupees 75 Lakh in India. 	<p>Copies of the Work order along with proof of successful completion /client certification. (upload and save document as 'Document C')</p>

	•Three projects, each project comprising of carrying out multiple location live web streaming (Web based audio & video streaming from multiple locations) Govt. /PSUs/Govt. agencies/ Govt. aided agencies value of rupees Rs. 50 Lakhs in India.	
4	Statutory Registrations: The Bidder should have valid PAN and GST registration	Copies of relevant Registrations (upload and save document as 'Document D')
5	Black listing/Termination: A self-certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government	As per attached Annexure. (upload and save document as 'Document E')
6	Availability of IP Cameras: The bidder must have Physical stock of at least 500 IP Camera of similar or better specification given in this technical specification at the time of Bidding.	Self-Declaration (upload and save document as 'Document F')

Bidders must provide adequate documentary evidence in support of their claims. The final decision on the assessment of pre-qualification criteria would solely lie with the ITG.

NOTE

- Tenderer / Bidders are requested to upload a scanned copy of the original documents as valid documentary proof.
- Any promoter/partner/director of a firm who is brought into the firm after the publication of tender notice shall not be considered for fulfilling this eligibility criterion.
- Only one bid is permitted by a single Tenderer/Bidder. A Tenderer/Bidder found to be submitting more than one Bid in different firm names, then such a bid of the tenderer/bidder shall be disqualified and his/her technical bid shall not be opened/considered and the EMD forfeited.
- Keeping in mind the local service setup and accessibility required to extend support / services during the operational period, it is considered essential that the bidder should be able to execute and integrate all the items mentioned in the tender into a single solution/platform.

Chapter 3: General Terms and Conditions

Pre-bid Meetings and Clarifications:

a) Pre-bid Queries

The prospective Bidder requiring any clarification on the TENDER shall contact ITG through email by sending the queries at sanesh.varghese@nic.in. The queries, if any, shall be submitted by the bidders as per the format given in Annexure. ITG would provide clarifications to only those queries which would be received before the due date as mentioned in Bid data sheet. All future correspondence/corrigendum shall be published on www.tenderwizard.com/goa only.

b) Pre-bid Conference and Issue of Corrigendum

- i. 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.
- ii. ITG reserves the right to make any kind of amendments or in the terms and conditions of TENDER before the due date of submission of bid. Any change/ clarification/ corrigendum would be uploaded on the e- procurement portal. This will form a part of this Tender document
- iii. ITG at its discretion may extend the due date for the submission of bids.

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 bid shall be deemed to have been done after careful study and examination of the TENDER document with full understanding of its implications. The response to this TENDER should be full and complete in all respects. Failure to furnish the information required by the TENDER documents or submission of a proposal not substantially responsive to the TENDER documents in every respect will be at the bidder's risk and may result in 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 purchaser, shall be in English language only.

iii. Preparation and Submission of Bid

The bidder is responsible for registration on the e-procurement portal (www.tenderwizard.com/GOA) at their own cost. The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact ITG.

Any alterations, erasures or overwriting shall be valid only if the person or persons signing the bid who are authorized shall initial them.

- a) Proposal that are incomplete or not in 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 Annexure Technical Proposal Formats
- d) Financial Proposal –The proposal should be as per the Financial Proposal format provided in the portal.
- e) Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
- f) Bidders are advised to upload the proposals well before time to avoid last minute issues.
- g) The bid has to be submitted only through online through www.tenderwizard.com/GOA website. No physical submission of bids would be acceptable.

Tenders without valid E.M.D. at the time of opening of the technical bid will be rejected.

Late Bids

Proposal after due date and time shall not be accepted.

Tender Validity

The TENDER offer must be valid for 180 days from the due date of submission of proposal as mentioned in this TENDER or the subsequent corrigendum (if any).

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 what so ever will be allowed. The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
- During the tender validity period, if there happens another any event like re-poll, new election, or any other event, the office of ITG can use the same rates for this purpose within tender validity period. The parties may mutually extend the validity of the tender if so required. The quantity will be based on the actual requirement and usage.

Interpretation of the clauses in the Tender Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document, the interpretation of the clauses by Managing Director ITG shall be final and binding on the bidder. The decision taken by the ITG in the process of Tender evaluation will be full and final.

Amendment of Tender Document

At any time prior to the deadline for submission of bids, ITG for any reason, whether at its own 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 website and bidders are requested to visit the e-procurement website for updates, modification and withdrawal of Offers.

Deviations

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

Confidentiality

- Any attempt by a Bidder to influence ITG in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
- If any Bidder wishes to contact the ITG during/after opening of the Bid to award of contract. He may do so in writing.

Legal Jurisdiction

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

Indemnity

The successful bidders/Successful Bidder shall indemnify, protect and save ITG and ITG against all claims, losses, costs, damages, expenses, action suits and other proceeding, 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.

Force Majeure

1. The successful Bidder shall not be liable for forfeiture of its Performance bank security 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 ITG in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of ITG 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.

Right to terminate the process

ITG, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of 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.

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

Limitation of Liability

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

Taxes and Duties

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

Comparison of Rates of firms outside and those in Goa

To maintain parity in rates quoted and to ensure fair comparison, the rates quoted should be for Goa GST billing i.e. billing location of items to be supplied should be from within the State of Goa and should be inclusive of all levies and taxes including GST (if applicable), Octroi (if applicable), local levies and the rates should be clearly indicated in words and figures. ITG shall not provide any kind of "Forms" and/or documents which may be used to get any kind of tax concessions.

Delivery Period

Delivery period should not exceed as mentioned in this tender document from the date of order under any circumstances. ITG reserves the right to extend the delivery period, with permission of the Office of the Chief Electoral Officer, Goa.

Transfer / Sub-Contracting

The bidder has no right to give, bargain, assign or 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 bidder, transfer/ sub-contracting may be permissible with the written concurrence of Purchaser.

Penalty

Suggested to bidder please refer SLA in this tender document.

Corrupt / Fraudulent Practices

The Purchaser 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 Purchaser 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 in 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 in order to influence award of contract or a procurement process or an execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices

at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;

4. The Purchaser will suspend the award of 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 Purchaser will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, 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.

Resolution of Disputes

Amicable Settlement

- Performance of the contract is governed by the terms & conditions of the contract, in case of dispute arises between the Parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other Party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 7 days after receipt. If that Party fails to respond within 10 days, or the dispute cannot be amicably settled within 10 days following the response of that party, then the Parties must refer the dispute to the Secretary (IT).
- Not later than 7 days after the day on which it received such reference, the Secretary (IT) shall give notice of its decision on the same. The decision of the Secretary (IT) shall be final and binding.
- Aggrieved by the decision or if the decision is not accorded within the stipulated time enlisted in the contract, Arbitration shall become applicable.

Arbitration

- The Parties shall seek to resolve, in good faith, any dispute, controversy, claim or breach arising out of transactions in relation to this Agreement, by Alternative Dispute Resolution (ADR) including MED-ARB (Mediation to Arbitration), and ARB-MED (Mediation while Arbitration).
- The arbitration proceedings shall be conducted in accordance with the provisions under the Arbitration and Conciliation Act 1996.
- The seat of arbitration shall be Panaji, Goa and the language will be English.

Performance Security

A performance security @ 5% of the total purchase order value shall be submitted within before signing of the agreement, from the release of the purchase order. Performance Security may be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial bank and Bank Guarantee from a Commercial bank. The Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations.

Earnest Money Deposit (“EMD”)

The proposal should be submitted with an EMD as follows:

1. The EMD shall be Rs.3, 50,000.00 (Rupees Three Lakhs Fifty Thousand Only).
2. The above-mentioned EMDs should be submitted in favor of ITG through online payment at date submission of Bid.
3. The EMD of the successful bidder will be returned on submission of performance security.
4. The EMD will be forfeited:
 - a. If a bidder withdraws its bid during the period of bid validity; or
 - b. If the Successful bidder fails to sign the contract agreement with the purchaser; or
 - c. if the Successful bidder fails to provide the performance security ;

Evaluation Methodology

A. Bid Opening

1. Bid Opening shall take place through the e-tendering Portal. Online Proposals submitted along with the EMD/ Bid Security and Tender Fee (Payable Online through the portal) shall be considered for Eligibility cum Technical Bid opening as per the timelines mentioned in the Bid Data Sheet.
2. In case of EMD/ Bid Security is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in e-tendering Portal would be rejected.
3. The EMD/ Bid security will be opened at ITG, in the presence of Bidders’ representative who may choose to attend the session on the specified date, time and address.
4. 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 ITG through www.tenderwizard.com/GOA
5. After Eligibility bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
6. All eligible bidders would be invited to make a technical presentation of the comprehensive solution to be offered within duration of 20 minute per bidder. The Technical presentation should cover the process model, type of hardware & software to be used, highlights of similar works carried and a live demo of the solution.
7. To assist in the scrutiny, evaluation and comparison of offers, the ITG 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, facsimile.

B. Bid Evaluation

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

1. The ITG will evaluate and compare the bids that have been determined to be substantially responsive.
2. Tender Evaluation Committee shall review the Eligibility with the Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, 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 from successful bidder, if it so desires.
4. The Financial Proposals of only those Bidders who have been qualified in the Eligibility cum Technical Proposal and the Technical presentation, will be opened in the presence of their representatives, who may choose to attend the session on the specified date, time and address mentioned in the Bid Data Sheet.

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 ITG would reject the proposal and forfeit the EMD as specified in the document.

D. Financial Bid Evaluation

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

E. Exit Clause

Before the end of the contract and after the completion of the polling and counting day events within 4 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 HDDs of 1 TB or more capacity/Storage Device to view the details as and when necessary.
- (b) The complete recording of counting day events in video-audio format in HDDs of 1TB or more capacity/Storage Device 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 during Election.

Chapter 4: Scope of the Project

Introduction:

As per the mandate of the Election Commission of India, the Chief Electoral Officer of Goa desires to monitor Polling Booths by setting up Webcasting services during Elections. Currently, there are 1652 Polling Booths where the services would require to be set up that would be monitored by the Chief Electoral Office and two District Election Offices.

Further, the CCTV installation is to be carried out at the 02 main counting stations, which will be conducted in large halls from designated counting counters.

Brief Scope of work:

The successful bidder has to undertake the Live Web Streaming (Audio, video, record and other services) and recording (in polling stations with no internet connectivity) of polling day during the General Election to Lok Sabha 2019 from Goa Parliamentary Constituencies, with the installation of the necessary, suitable, proven web based web streaming software along with the supply of other related items including power back up as per the detailed Scope of Work given below:

- a) Supply, installation, commissioning and implementation of the web based audio & video streaming software in the server set up in the secured environment.
- b) Supply of IP based web cameras with internet connectivity for use in the identified polling stations on the polling day and training the manpower for operating them to web stream the live data.
- c) Deployment of 02 (two) technically qualified manpower for coordinating and ensuring the viewing of the live data on the polling day in the Office of the Chief Electoral Officer (CEO) at Panaji.
- d) Deployment of 02 (two) technically qualified manpower for coordinating and ensuring the viewing of the live data on the polling day in each of the DEO Offices.
- e) Supply and installation of IP based HD web cameras in the counting centres, on counting day, to record the counting day activities in each counting centre.
- f) The Video Streaming solution should be able to display multiple streams happening at the same time, in the Polling stations, on TV (s)/Desktops for viewing in the Offices of the CEO, DEOs & ROs and ECI.
- g) Training manual and training schedules at each DEO office for the officials on the operation of the web streaming software whenever necessary.
- h) Establishment of the centralized Help desk with minimum support to manage and fix the complaints/issues coming up on the Polling days and similarly for Counting days.

Chapter 5: Detailed Scope of Work

Task 1: Hosting of the web based streaming software:

- i. The bidder shall deploy suitably secured proven web based software that has the ability to record both audio and video.
- ii. The key features of the software shall be:
- iii. Able to record video in H.264 compression or other equivalent open formats which can be read by a variety of open source software solution.
- iv. Able to record at least 4 kbps audio in a good quality. This may be either encoded within the video stream or recorded as a separate stream.
- v. The camera should be wall mounted and fixed and placed at sufficient height, say, 7-8 feet. It should be appropriately secured from physical damage.
- vi. The web camera should be so placed to cover the maximum possible area in polling station without hampering the secrecy of vote. The light and glare should be minimum 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. The mock poll: There shall be two trials initially one and another 3 days before the polling day
 - b. Process of identification of voter by polling officer
 - c. Application of indelible ink on the finger of the voter.
 - d. Initialization of control unit of EVM by presiding officer after satisfactory identification of voter.
 - e. Voter's visit to voting compartment for casting vote on the balloting unit of EVM, but without showing cover face of Ballot Unit/VVPAT so that voter's secrecy is preserved under all conditions and clear beep sound after press of the button.
 - f. Presence of polling agents to the possible extent.
 - g. Sealing of EVM(BU/CU), VVPAT and giving copies of form 17C to polling agents.
 - h. During recording the parliamentary constituency (AC No.) and Polling Station No. (PS No.) Along with date of poll should be visible clearly in camera view.
 - i. Further, it must be ensured that in the framework used for webcasting, advertisement of any kind is not displayed.
 - j. 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/In-Charge.
- vii. 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 4 previous versions of the following – Google Chrome, Internet Explorer, Mozilla FireFox and Apple Safari.
- viii. The Application shall be loaded from the Browser and the operator shall, only have the capability to Start and Stop the Recording. The operator is a person provided by the DEO, who will use and operate the recording system and online application at the polling station.
- ix. The software shall provide video streaming URL with password protection to view District wise, Parliamentary Constituency/ Assembly Constituency wise and Polling Station wise videos which are streamed from the Polling Stations. The software shall provide for secure data streaming over

the internet, with viewing access only to the 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 CEO.

- x. The software shall include options for
 - a. Connectivity status of IP based HD web camera from the polling station whether the stream is online/offline throughout the duration of polling day.
 - b. Option for auto rotation of videos within assembly constituency / district / state level based on the type of user connected and options selected.
 - c. Option for on-demand view of the polling station/counting centre wise video.
- xi. Upon browser based video recording commencement, generic desktop lock must be engaged to disable all other applications from launching and connecting to the internet.
- xii. The software provided should have been developed by the bidder and should not be the free software or shareware available on the internet. During the recording, the User should be able to see the actual video that is being recorded.
- xiii. The software should be able to offer graceful degradation of the recording quality in case there is deterioration in the network speed without drastically affecting the viewing quality. This should be automated without any user inputs to be required on this.
- xiv. The necessary load testing should also be carried out so that web streaming event meets the demand and goes through smoothly with good performance.
- xv. Software provided shall be able to perform query of the video and audio content of the storage. The software shall be able to burn CD and DVD disks on Windows based computers and be able to query the content available based on multiple parameters as Data, Time, Location, etc.
- xvi. The Video Streaming solution should be such that it supports rewind with playback option and the option to move to the current live status of recording.
- xvii. 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 CEO, DEOs & ROs.
- xviii. The software shall list all polling stations/counting centers with their respective webcast after collecting and updating the details and the application software design from the nodal officer.
- xix. The data should in no point be hosted outside India and bidder will not access the data unless authorized by the CEO/DEO.
- xx. The video recording of the live webcasting at server shall be done as per the instructions of the nodal officer and shall not be stored in any form in any type of devices outside CEO's office after giving backup of all the videos to CEO's office. The bidder shall add the digital video watermark in the background of the streaming videos.
- xxi. For live streaming, the bidder may use any type of connectivity of either 4G/3G/2G/broadband, WiMax, DSPT etc., based on local availability.
- xxii. At the end of each event, the web streamed data along with required reports, shall be made available within 4 days to the Client in a Hard disk or relevant SD card for later retrieval and usage as necessary.
- xxiii. The bidder shall also develop an application software which monitors the data feed from each Polling Station on the polling day each HD Camera in the counting centre on the counting day based on which the performance status of the data feed, and the live streaming at the offices of

the RO/DEO/CEO, will be arrived on the Service Levels provided, to levy penalties as indicated under penalty clause.

- xxiv. The bidder shall provide access to dashboard view for more than one locations, i.e. DEO, CEO and ECI HQ which should reflect point of failures, network status, recording status and downtime status. Network quality indicator on each camera should be made available in the User view mode and this should be computed and displayed automatically.

Task 2. Live Streaming and Recording of the Polling at Polling Stations

- i. A pre-determined list of polling stations from where live web streaming will happen shall be shared with the bidder.
- ii. Number of Locations for Web Casting: 1652 (exact number to be finalized later).

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

The Successful bidder has to undertake the live web streaming (Audio, video, record and other services) on polling day and counting day events during Goa Legislative Assembly Elections 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.

- i. Supply, installation, commissioning and implementation of the web based audio & video streaming software in the server set up in the secured environment.
- ii. Supply and installation of IP based HD web cameras & internet connectivity for use in the identified polling stations on the polling day.
- iii. Supply and installation of 2 no of 70 inch LED TV as per specification indicated in the office of the DEO and CEO along with two dedicated manpower each for use on the Polling day, to view the live data of poll related or any other place designated by the DEO activities in each DEO's Office.
- iv. Supply and installation of IP based HD web cameras in counting halls and counting premises for use in the counting centres, on counting day, to record the counting day activities in each counting center.
- v. The Video Streaming solution should be able to display multiple streams happening at the same time, in the polling stations/Counting Centers, on TV (s) for viewing in the Officers of the Chief Electoral Office (CEO), District Electoral Office (DEO) & ROs and Election Commission of India (ECI), Delhi.
- vi. Training manual and training schedules at each DEO office for the officials on the operation of the web streaming software.
- vii. The data should in no point be hosted outside India and bidder will not access the data unless authorized by the CEO/DEO.
- viii. CEO/DEO will provide the complete list of identified polling stations and counting halls to successful bidder at the time of signing of agreement.

B. On the Polling Day:

The overall number of locations with location type for the requirements of camera, manpower is as below:-

Particular	Location Type	Number of locations	Total No. of Camera	Total No. of Manpower	TV Screen	Video wall
Total of all District (Summary)	Polling Station	1652	1652	00	00	00
	D.E.O	02	00	04	04	00
	CEO	01	00	02	00	01

Note: The actual requirement of requested Infrastructure & Manpower may vary up to +/- 10% of the stated requirements as above.

C. On the Day of Counting:

The overall number of locations with location type for the requirements of camera, is as below:-

Particular	Location Type	Number of locations	Total No. of Camera	Total No. of Manpower	TV Screen
Total of all Districts (Summary)	<u>Counting Centre</u>	02	160	02	00
	D.E.O-1	01	75	02	19
	D.E.O-2	01	85	02	21

Note: The actual requirement of requested Infrastructure & Manpower may vary upto +/- 10% of the stated requirements as above.

Chapter 6: Technical Specifications, Reporting Requirements & Deliverables

Task 1: Hosting of the web based streaming software:

The bidder shall deploy suitably secure proven web based software that has the ability to provide audio, video, record and other services.

The key features of the software shall be:

- a) Able to record video in H.264 compression or other equivalent open formats which can be read by a variety of open source software solution.
- b) Able to record at least 4 kbps audio in a good quality. This may be either encoded within the video stream or recorded as a separate stream.
- c) The camera should be wall mounted (7-8 feet height) and fixed. It should be appropriately secured from physical damage.
- d) The web camera should be so placed to cover the maximum possible area in polling station without hampering the secrecy of vote. The light and glare should be minimum and should be capable of zooming in as per the requirements. It should clearly capture and transmit the following aspects of the poll proceedings:
 - i. Process of identification of voter by polling officer
 - ii. Application of indelible ink on the finger of the voter.
 - iii. Initialization of control unit of EVM by presiding officer after satisfactory identification of voter.
 - iv. Voter's visit to voting compartment for casting vote on the balloting unit of EVM, but without showing cover face of Ballot Unit/VVPAT so that voter's secrecy is preserved under all conditions and clear beep sound after press of the button.
 - v. Presence of polling agents to the possible extent.
 - vi. Sealing of EVM (BU/CU), VVPAT and giving copies of form 17C to polling agents.
- e) During recording the assembly constituency (AC No.) and polling station no. (PS No.) should be visible clearly in camera view.
- f) Further, it must be ensured that in the framework used for webcasting, advertisement of any kind is not displayed.
- g) Both audio and video should have the running time state Goa. The times start Goa should come from a secured location / source and should be approved by the Nodal Officer.
- h) 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, Internet Explorer, Mozilla Firefox and Apple Safari.
- i) The Application shall be loaded from the browser and the operator shall, only have the capability to Start and Stop the Recording. (The operator is the manpower provided by the bidder, who will use and operate the recording system and online application at the polling station).
- j) The software shall provide video streaming URL with password protection to view district wise, parliamentary constituency/assembly constituency wise and polling station/counting center wise videos which are streamed from the polling stations/counting centers. 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 CEO.

- k)** The software shall include option for
- i.** Connectivity status of web camera/IP camera from the polling station/counting center whether the stream is online/offline.
 - ii.** Option for auto rotation of videos within assembly constituency/district/state level based on the type of user connected and option selected.
 - iii.** Option for on-demand view of the polling station/counting center wise video.
 - l)** Upon browser based video recording commencement, generic desktop lock must be engaged to disable all other applications from launching and connecting to the internet.
 - m)** The software provided should have been developed by the bidder and should not be the free software or shareware available on the internet. During the recording, the user should be able to see the actual video that is being recorded.
 - n)** The software should be able to offer graceful degradation of the recording quality in case there is deterioration in the network speed. This should be automated without any user inputs to be required on this.
 - o)** The necessary load testing should also be carried out so that web streaming event meets the demand and goes through smoothly with good performance.
 - p)** Software provided shall be able to perform query of the video and audio content of the storage. The software shall be able to burn CD and DVD disks on Windows based computers and be able to query the content available based on multiple parameters as Date, Time, Location, etc.
 - q)** The Video Streaming solution should be such that it supports rewind with playback option and the option to move to the current live status of recording.
 - r)** 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 CEO, DEOs & ROs.
 - s)** The software shall list all polling stations/counting centers with their respective webcast after collecting and updating the details and the application software design from the nodal officer.
 - t)** The data should in no point be hosted outside India and bidder will not access the data unless authorized by the CEO/DEO.
 - u)** The video recording of the live webcasting at server shall be done as per the instructions of the nodal officer and shall not be stored in any form in any type of devices outside CEO's office after giving backup of all the videos to CEO's office. The bidder shall add the digital video watermark in the background of the streaming videos.
 - v)** For live streaming, the bidder may use any type of connectivity of either 4G/3G/2G/broadband, WiMax, DSPT etc., based on local availability.
 - w)** At the end of each event the web streamed data along with required reports, shall be made available within 4 days to the client in a Hard Disk/Storage Devices for later retrieval and usage as necessary.
 - x)** 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.
 - y)** The client shall also ensure the safety of the equipment such as Laptops, Internet connectivity devices high and cameras etc., installed by the bidder at the respective places, till the events are over.

z) The bidder shall also develop an application software which monitors the data feed from each polling Station on the polling day and also from each HD camera in the counting centre on the counting day based on which the performance status of the data feed, and the live streaming at the offices of the CEO, will be arrived on the service levels provided, to levy penalties as indicated under penalty clause. This software should be vetted from CEO a week before deployment.

aa) The bidder shall provide access to dashboard view for more than one locations, i.e. DEO, CEO and ECI HQ which should reflect point of failures, network status, recording status and downtime status. Network quality indicator on each camera should be made available in the User view mode and this should be computed and displayed automatically.

Task 2. Live Streaming and Recording of the Polling at Polling Stations

- a) A pre-determined list of polling stations from where live web streaming will happen shall be shared with the bidder.
- b) Total Number of Locations for Video & Audio Recording: polling stations 1652.
- c) The bidder has to supply and install the IP based web cameras, as per the minimum specifications in the identified polling stations. The web camera should have facility of local recording, with minimum of 3 Megapixel camera resolutions. The camera should have night vision capability, wide angle with 30/170 degree coverage. The camera should be having capability of 10x zooming. The camera should have minimum illumination of .05 lux. The camera should also have inbuilt capability to store the video footage while recording in online/offline mode.
- d) 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 is 1920x1080.
- e) All cameras at the polling station should be provided with backup for power supply facility.
- f) The bidder has to provide the suitable internet connectivity on all location of installation of cameras for the services rendered by the bidder.
- g) The bidder at his discretion may to post one person at each identified polling station, with proper training on the usage of the web streaming software, using the camera and the internet connectivity on the day of polling and during trial runs.
- h) 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 three days before the poll and the counting day.
- i) In case of Re-poll ordered at a booth under live web streaming, the web streaming of that re-poll should continue to be the responsibility of the bidder. This will not entail additional financial commitments.
- j) The bidder shall also provide facility in the offices of DEO & CEO to view the live feeds of the polling day activities smoothly.
- k) The bidder shall ensure that the live feeds are transmitted in a secure manner to the server and then to the concerned officials up to the satisfaction of the nodal officer, for the duration when the operation are on.
- l) The bidder shall ensure that the recorded material transmitted does not fall into the hands of any party, not authorized by CEO to receive the same.

- m) The recorded material shall be the exclusive property of the CEO and neither the bidder nor any other party will be entitled to utilize the same.
- n) After the event is over on polling day, the supplied LED TV's and internet connectivity, have to be taken back and manpower(if any) has to be withdrawn by the bidder.
- o) 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.
- p) The client will provide the list of mobile phone facilities of the election officials (that of the presiding officer / PO Officer), in an excel/CSV format, to the bidder, a few hours before the start of the election process for communication purposes.
- q) 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 and counting in each control center.
- r) The bidder shall provide the sufficient internet bandwidth for the live streaming of the poll day event.
- s) In case of any disruption due to internet connectivity, the streaming data has to be stored in the local Hard Disk/Storage Device and the same shall be made available in DVD / hard disk / any other suitable media at the end of the day to the officials concerned.
- t) Number of Days required for recording at each location: 1 day References to day means 24 hours or part thereof.

Task 3: Recording of the Counting Process (Audio + Video)

- a) The bidder has to supply and install the IP based HD web cameras, as per the minimum specification in the identified polling stations. The web camera should have facility of local recording, with minimum of 3 Megapixel camera resolutions. The camera should have night vision capability, wide angle with 30/170 degrees coverage. The camera should be having capability of 10x zooming. The camera should have minimum illumination of .05lux.
- b) 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 is 1920x1080.
- c) A pre-determined list of locations where Counting Process will happen shall be shared with the bidder.
- d) The bidder shall supply following IP based HD web cameras as per the specifications given in tender document at each counting center :
- e) 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.
- f) Description and make / model of these cameras should be provided in the proposal.
- g) Number of Days required for recording at each location : 1

Task 4: Deployment of Manpower (if any)

- a) Manpower: These 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 to assist with any issues arising during the course of the assignment.
- b) 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 in duty: - A Passport, A Driving Licence, PAN Card, Aadhaar Card or other form of identity as specified by the Nodal officer.
- c) 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.
- d) The personnel shall be required to operate around day of polling and counting process from each of the centre posted, in each of the Parliamentary Lok Sabha Elections.
- e) The Personnel have to report for duty on one day before the polling day and should be available till the sealing of EVM's is completed. Similarly, during counting, the personnel have to report for duty one day before counting and should be available till the counting process is over completely.
- f) Training of these 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 on duty.
- g) Troubleshooting of any hardware/software issues related to entire process of recording streaming and monitoring.
- h) Any other tasks found necessary for the successful live streaming of the videos.

Task 5. Development of Training Material

- a) A detailed Training Material is required to be developed by the bidder as the part of the assignment. The training material is required for the following purposes:
 - i. For operating the web streaming Software / Cameras etc.
 - ii. For the post event operation of the Video Surveillance footage.
- b) The Training Material should be in the following formats:
 - i. Documentation: Text based training material in the form of documents showing pictures / images and text of How-To, Help Guide, etc.
 - ii. Multimedia: Audio and Video content including animations, videos, etc. for the above. Manuals on How to Video shall also be made available.
- c) The Training material shall be placed in a secure location on the internet, for access only by the authorized users. It shall also be available offline in Drive / CD Discs, 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.

Task 6: Reporting Requirements and Time Schedule for Deliverables

The following would be the reporting requirements for the bidder:

- a) An Inception Report within 1 week, from the start of the assignment. Daily progress Reports Consisting of
 - i. All works performed by the bidder.
 - ii. The Time Sheets / Attendance duly countersigned by the Nodal Officer.
- b) All Other Reports as required for the successful execution of this assignment.
- c) Development and Maintenance of an MIS for all reporting purposes.
- d) Final report within 4 days of closure of all activities stipulated in the contract.
- e) The report may be submitted in hardcopy and in soft copy (Through e-Mail / MIS / Shared Folder over Internet) to the officers concerned.
- f) The bidder after completion of the recording activities, all data to be arranged on the Hard Disks/Storage Device and handover to the nodal officer, within 4 days after each event (Polling/counting) is completed. After handling over the data, the bidder shall not retain any data in their computers or in any form with them. Any deviation in this regard, the bidder shall be held responsible and liable for punishment as per law. The HDD/Storage Devices shall be provided by the bidder at his own cost.

Task 7: Supply Installation Commissioning

- a) Delivery: The ordered items shall be delivered, installed and commissioned within one week from the date of work order or if specified, as per the date mentioned in Work Order. The successful bidder after obtaining the consignee address shall visit the sites to access the readiness of the site for installation. A report in this respect shall be submitted to client.
- b) The CEO office shall be responsible for the site preparation, if any before the scheduled installation dates.
- c) After successful installation, commissioning and completion of the delivery the IP based HD web cameras at different locations, the bidder must obtain signed delivery challan from the Booth Level Officer.
- d) The details of the representatives responsible for attending the services at each client site, name and designation of the contact person and centre in-charge, higher level in-charge who is responsible to oversee the service centres, person to whom complaints can be made, in case the service provided to any centres, person to whom complaints can be made, in case the services provides to any center, is not satisfactory and the contact number of the responsible person, fax, mobile numbers & email address must be provided well in advance to the client.
- e) In the event of non-acceptance of the items delivered to the Client site, the successful bidder shall immediately report to ITG/CEO office for suitable directions.
- f) The quantity mention in the tender document is tentative only. Payment will be released based on the quantity used at the site and the same has to be attested by client.
- g) 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.
- h) The successful bidder should be able to provide the requested data from server immediately.
- i) The successful bidder should keep provision of data (audio & video) backup and recovery.

Chapter 7: Special Conditions of the Contract

100% Server, Network & Power Uptime SLA: The vendor should provide with 100% Server, Network & Power Uptime SLA as standard. This shall be applicable during the Election Day as declared by the client and shall be applicable for 24 hours or as decided by the client.

a) The vendor should ensure following SLA for Polling Station & Counting Halls:-

Sr. No	Service Availability	Deduction from Total Cost
1	99.9% to 100%	0%
2	98% to 99.8%	10%
3	95% to 97.9%	25%
4	90% and below	50%

b) The buffer should not happen in the streaming at the ECI, CEO, DEO and RO office. Vendor will develop a dashboard for reporting the buffer and failure.

Sr. No	Buffer and connection loss	Deduction from Total Cost
1	<10 Point failure	0%
2	>10 point failure	10%
3	>50 point failure	25%
4	>100 point failure	50%

Note: In case of any disruption due to internet connectivity, the streaming data has to be stored in the local DVD/ SD Card/ or any such media and the same shall be made available in DVD/SD Card / Any such media, at the end of the day to the officials concerned.

Milestones to be achieved by the Successful Bidder

S.N	Milestone	By Date
1.	Signing of Contract Agreement by the parties	P-25
2.	Inception Report Submission to ITG	P-20
3.	Training material	P-15
4.	Monitoring mechanism setup at control room(CEO & DEO Offices)	P-5
5.	One Trial runs and satisfactory Certificate before poll day.	P-4
6.	Test run of polling stations	P-3
7.	Submission of test report to ITG	P-2
8.	Camera Live on Previous Day of the Polling- to record arrival of the polling Team	P-1
9.	Live webcasting of polling day event from one hour prior to the start of the poll upto closure of complete polling activities.	P
10.	Submission of all other project deliverables and final report.	Within 4 days after the completion of polling and counting events.

Where P is the polling day.

Chapter 8: Payment Terms

The payment towards the above project shall be as follows:

- (a) Bills should be presented by the Solution Provider to ITG within 4 days after complete implementation of the project with an Undertaking for non-retention of recorded data gathered from Web Streaming of Video and audio for Election and complete reports.
- (b) ITG shall make the payments to the Vendor upon receiving the payment from the Office of Chief Electoral Officer.
- (c) TDS may be deducted at source as per rules.
- (d) Payment shall be made in Indian Rupees only.

Annexure 1: Checklist

Checklist

Bid Reference: Bid Proposal for providing live web streaming (audio, video, record, viewing & other services) on behalf of Office of Chief Electoral Officer, Goa.

Tender No.: ITG-IT/0462/UITs- Lok Sabha-Ele-2019/2019(Part File-I)/Web
20/02/2019

Date:

1. Bidders Detail with reference to PQ clause

S.N.	Particulars	Bidder
1.	Name of the Bidder	
2.	Status of the Bidder	Company /LLP / other
3.	Registration No	
4.	Registration Year	
5.	Page No. in PQ Bid where Certificate of Incorporation/Registration and other documents attached	

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

Financial Year	Total Average Annual Turnover in rupees
2015-16	
2016-17	
2017-18	
Copy of audited Balance Sheets & CA Certificate is attached at Page	
No.....	

3. Bidder's Net worth with reference to PQ Clause

Financial Year	Net worth
2017-18	
Certificate is attached at Page No.....	

4. Detail of bidders experience with reference to PQ

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 PQ Bid
1					
2					

3					
----------	--	--	--	--	--

Note: Extra sheets may be attached.

5. Registration

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

6. Not Blacklisted

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

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

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

Annexure 2: Proposal Cover Letter Format

Proposal Cover Letter

To,

The Managing Director,

Info Tech Corporation of Goa Ltd

IT Hub, 3rd Floor, Altinho, Panaji-Goa

Sub.: Tender for Selection of Agency for providing live web streaming (audio, video, record, viewing & other services) on behalf of Office of Chief Electoral Officer, Goa

**Tender No.: ITG-IT/0462/UITs- Lok Sabha-Ele-2019/2019(Part File-I)/Web
20/02/2019**

Date:

Dear Sir/Madam,

Having examined the tender document, we, the undersigned, offer to provide the Professional services as required and outlined in the tender document for Selection of Agency for providing live web streaming (audio, video, record, viewing & other services) on behalf of Office of Chief Electoral Officer, Goa M.P. through ITG. 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, we will to adhere to the implementation plan (Project schedule for providing of proposed project put forward in tender document or such adjusted plan as may subsequently be mutually agreed between us and Electoral Office / ITG or its appointed representatives).

We agree for 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, and 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 ITG.

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 ITG 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 ITG 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 absolute sense to reject all or any of the products/ service 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 bidder

Witness Signature:

Witness Name:

Witness Address:

Annexure 3: Declaration Format

Declaration for not being Blacklisted

To,

The Managing Director,
Info Tech Corporation of Goa Ltd
IT Hub, 3rd Floor, Altinho, Panaji-Goa

Sub.: Self-declaration for not being blacklisting

Dear Sir/Madam,

We hereby confirm that we have not been banned/blacklisted, delisted or debarred from participating in Tenders by any Central or any State Government or Public Sector Undertakings as on date.

Thanking you,

Authorized Signatory

<Name>

Seal

Annexure 4: Pre-Bid Queries

Tender : Selection of Agency for Providing Live Web Streaming

Tender No.: ITG-IT/0462/UITs- Loksabha-Ele-2019/2019(Part File-I)/Web Date:
20/02/2019

Pre-Bid Queries					
S. No	Bidder	Tender Document	Clause	Current Clause	Query/ Suggestion for Change
		Page No.	No.	/Requirement Description	

Annexure 5: Non-Disclosure Agreement

Non-Disclosure Agreement

To
The Managing Director,
Info Tech Corporation of Goa Ltd
IT Hub, 3rd Floor, Altinho, Panaji-Goa

Format will be provided by ITG, Goa later when required

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

Technical Specifications & Compliance of the camera for Polling Stations and Counting Day

Description	Details	Compliance
		Yes/No
During Polling	IP based web camera	
	Facility of local recording	
	Minimum 3 mega pixel camera resolution	
	Night vision capability	
	Wide angle with 30 / 170 degrees coverage	
	Capability of 10x zooming	
	Minimum illumination of .05 lux	
	Camera should support 16-4096 kbps code rate	
	Camera should 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 to be supported is 1920*1080	
	Camera shall support inbuilt capability for storage slot	
	Power backup	

Description	Details	Compliance
		Yes/No
1.) During Counting	IP based HD web camera	
	Facility of local recording	
	Minimum 3 mega pixel camera resolution	
	Night vision capability	
	Wide angle with 30 / 170 degrees coverage	
	Capability of 10x zooming	
	Minimum illumination of .05 lux	
	Camera should support 16-4096 kbps code rate	
	Camera should 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 to be supported is 1920*1080	
	Camera shall support inbuilt capability for storage slot	
2.)	Power backup	

Specifications for 70 Inch LED TV:

S.N.	Descriptions	Compliance Yes/No
1.	70 inch display with floor stand /Slanting stand for dais with The following accessories: 15meter HDMI& C-Video cable Should have the following inputs (S-video, C-Video, HDMI & PC VGA input) Should have composite video & PC VGA out Should have 20W speaker output Should come with remote control	

Specifications for Internet Connectivity:

S.N.	Description	Compliance
1.	Internet connectivity with minimum speed required for uninterrupted web-streaming from a reputed service provider with good coverage at polling station/ counting centre.	

3*2 Video walls:

S.N.	Description	Compliance
1.	3 grid horizontal and 2 grid Vertical	
2.	Each screen to have thin hazel with 46 inch supporting wide angel seamless viewer	
3.	Video wall controller with style Pc access to control entire vide wall.	
4.	Video wall should be mounted on free standing metal fabrication structure.	

Annexure 7: Financial Bid

Part A: Polling day

Part A: Polling day							
S. No.	Item Description	Units	Qty	Period of days	Rate per Unit in Rs.	Tax in Rs, if any	Total Cost inclusive of Taxes in Rs.
A	B	C	D	E	F	G	H
1	Live Web Streaming (both audio and video) during Lok Sabha Election 2019 Goa for the Polling Day Event at the polling booths across Goa - ONLINE MODE	No. of Polling Booths	1487	1			
2	Live Web Streaming (both audio and video) during Lok Sabha Election 2019 Goa for the Polling Day Event at the polling booths across Goa - OFFLINE MODE	No. of Polling Booths	165	1			
3	Supply of 70 inch LED HD TV for Poll Monitoring by the DEOs (at each DEO office including manpower of 02 no's at each location)	No. of TVs	04	05			
4	Installation of Video wall at the premises of Office of the Chief Electoral Officer, Collectorate North and South Goa District (including manpower of 02 no's at each location)	View Area 120 inch x 120 inch	1	05			
Sub Total (A)							

Note:

- 1.) The quantity for live web streaming in online and offline mode has been taken as 90% and 10% of the total polling booth respectively only for the purpose of gathering the overall project cost.
- 2.) The payments however would be made on the actual utilization on the polling day.

Part B: Counting day

Part B: Counting day							
S. No.	Item Description	Units	Qty	Period of days	Rate per Unit in Rs.	Tax in Rs, if any	Total Cost inclusive of Taxes in Rs.
A	B	C	D	E	F	G	H
1	Recording (both audio and video) during Lok Sabha Election 2019 Goa for the Counting Day Event at the Counting Centers across Goa (It includes 4 cameras plus a TV installation in each hall)	No. of Counting Centers in the hall	40	1			
	Sub Total (B)						

Table C

Grand Total Table C			
S. No.	Item Description	Total Amount in Rs.	Total Amount in words
A	B	C	D
1	Sub Total(A): Polling Day		
2	Sub Total(B): Counting Day		
	Grand Total (C=A+B)		

Notes :

- (i) The Rates shall be shown with GST separate, however inclusive of all other taxes & duties, rates, related accessories, Driver Software, Operating Manuals, Forwarding, Freight, Installation charges etc. at sites.
- (ii) The financial bid includes charges for carrying out web streaming / recording, viewing & other services mentioned in the tender document for polling event at polling station.
- (iii) Part B of the financial bid includes charges for carrying out recording, mentioned in the Tender Document for counting event at counting station.
- (iv) The above quantities are indicative quantity for bid evaluation purpose. The actual quantity would be the quantity as per the quantity defined in the tender document.
- (v) The unit cost of camera (X) includes all the work as mentioned in tender document (which includes, camera, software, streaming, TV, Internet, Backup, held desk and allied activities)

- (vi) While the grand total (C above) is used for the calculation of the lowest bidder, the respective unit rates would be the applicable rate as per the actual quantity executed by the successful bidder.
- (vii) The aforesaid calculation and the location mentioned in financial bid are only for the purpose of arriving at L1 bidder.