



Info Tech Corporation of Goa Limited {ITG}

(A Government of Goa Undertaking)

[An ISO 9001:2015 Certified Company ]

*IT HUB, 3<sup>rd</sup>Floor, Panaji, Goa -403001*

## **TENDER DOCUMENT**

**For**

**Poll Management – Data Reporting and Collection  
Services on Polling Day**

Tender No: ITG-IT/0462/UITs-Loksabha-Ele-2019/2019(Part File-I)/POLL Date: 20/02/19

## 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 &amp; Mandatory Conditions</i> .....	9
<i>CHAPTER 3</i> Bidding Process .....	12
<i>CHAPTER 4</i> Scope of Work .....	16
<i>CHAPTER 5</i> Terms of Payment .....	21
<i>CHAPTER 6</i> Special Conditions of the Contract .....	22
<i>CHAPTER 7</i> General Terms and Conditions .....	23
<i>CHAPTER 8</i> Financial Bid .....	24
<i>CHAPTER 9</i> Bid Form .....	26
<i>ANNEXURE-1</i> Indicative Questions & Schedule .....	28
<i>ANNEXURE-2</i> Bidders Undertaking-I .....	29
<i>ANNEXURE-3</i> Queries Format .....	31



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**(A Government of Goa Undertaking)**  
**[An ISO 9001:2015 Certified Company]**  
**IT HUB, 3<sup>rd</sup> Floor,**  
**Althino, Panaji, Goa-403001**



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

Tender No: ITG-IT/0462/UITs-Loksabha-Ele-2019/2019(Part File-I)/POLL Date: 20/02/19

Bids are invited by M/s. Info Tech Corporation of Goa Ltd (ITG) on behalf of Office of Chief Electoral Officer, Altinho-Panaji, Goa, in two bids – Eligibility and Financial bid from established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure & manpower and proven track record in the field of Data Reporting and Collection Services for implementation of a Poll Management System 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.

Sr No	Item	Particulars
1	Description of the work	Poll Management - Data Reporting and Collection Services on Polling Day for Lok Sabha Elections, 2019
2	Mode of Tendering	e-Tendering
3	E-Tendering Website	<a href="http://www.etender.goa.gov.in">www.etender.goa.gov.in</a> or <a href="http://www.tenderwizard.com/GOA">www.tenderwizard.com/GOA</a>
4	Tender Document Fee	Rs 3000/- Rupees Three Thousand only (Non-Refundable)
5	Tender Processing Fee	Rs 500/- Rupees Five Hundred only (Non-Refundable)
6	Earnest Money Deposit (E.M.D.)	Rs. 5000.00 (Rupees Five 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 01/03/2019 (upto 11.59 pm)

9	Last Date and Time for Online submission of bids	03/03/2019 (upto 11.59pm)
10	Date and Time for opening / of Eligibility bids	04/03/2019 (at 12.00 noon)
11	Date and Time for opening / of commercial bids	Proposed on 04/03/2019 ( at 03.00 pm) (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 the 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.

- a. 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.
- b. The Bidder should use the electronic mode of tendering using the website [www.etender.goa.gov.in](http://www.etender.goa.gov.in) or [www.tenderwizard.com/GOA](http://www.tenderwizard.com/GOA) to submit his best possible bid /quote for the item given therein.
- c. Late submission of bids will not be permitted by the e-Tendering System.
- d. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids.
- e. Incomplete or Conditional bids will be summarily rejected.

For any of the assistance regarding participation in the e-Tender contact Mr. Dilip Pai B., Mobile:-08888636107, Mr. Shramit, Mobile:-9689639092, Mr. Kiran, Mobile:-08600651553, Mr. Nihal, Mobile:-7719080006, email:[goatender@gmail.com](mailto: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	Parties	Means the Info Tech Corporation of Goa Ltd and successful bidder
8	Contractor/Supplier	Means The successful Bidder to whom tender is awarded.
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 M/s. Info Tech Corporation of Goa Ltd (ITG) on behalf of Office of Chief Electoral Officer, Altinho-Panaji, Goa, in two bids – Eligibility and Financial bid from well established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure, manpower and proven track record in the field of Data Reporting and Collection Services for implementation of Poll Management System 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.

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 **5000.00(Rupees Five Thousands 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 Department 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 Poll Management - Data Reporting and Collection Services on Polling Day for implementation Poll Management for Lok Sabha Elections to Parliament (India), 2019 entertained by Chief Election 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 Chief Election Officer 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. 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	The Tenderer / Bidder should be a proprietorship firm / partnership firm / registered company under Company Registration Act of India	a) Valid documentary proof of: - Certificate of incorporation - Registration Certificate (upload and save document as 'Document A')
2	The Tenderer / Bidder should have experience of successfully completing atleast one similar type of works during the last three years having work order for a value atleast one Lakh.	a) Valid documentary proof of: - Sufficient documentary proof should be provided. (upload and save document As 'Document B')

3	The Tenderer / Bidder must have an average annual financial turnover of at-least Rs. 1 lakh during the last 03 financial years (2015-16, 2016-17, 2017-18)	a) Valid documentary proof of: - Audited Balance sheet clearly indicating the Year & Turn over details. OR - CA Certificate showing Turn over details. (upload and save document As 'Document C')
4	The Tenderer / Bidder must submit their valid PAN, Goods & Service tax Registration Number.	a) Valid documentary proof of: - Valid PAN/Goods & Service tax Registration Certificate/Number (upload and save document As 'Document D')
5	The bidder should be a registered telemarketer with Telecom Regulatory Authority of India (TRAI)	Certificate from TRAI to be submitted (upload and save document As 'Document E')
6	Bidder should have direct tie up/ arrangements with at least three telecom service providers/operators within India	Copies of Agreements/Certificates with the telecom operators with which it has direct connectivity. (upload and save document As 'Document F')
7	The bidder should be able to allocate a minimum throughput 100 SMS/sec	1: Certificates to this effect from the telecom operators[s] should be submitted with whom bidder has the tie up to deliver SMS alerts.  2: Undertaking to be provided for at least minimum throughput of 100 SMS/sec for delivery of SMS (upload and save document As 'Document G')

**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: Bidding Process

The paras below specifies the procedures that would regulate the overall bidding process.

**Selection of vendor is a two stage bidding process where in eligible bidders shall submit their technical bids and financial bids separately.**

- a. Technical bids will be evaluated for all the bidders.
- b. Financial bids will be opened only for those bidders who technically qualified.
- c. Financial bids for the technically disqualified bidders will not be opened.

### **Preparation of Bidding Document**

- The download of bidding document shall commence as specified in SNIT and shall be stopped as specified in SNIT. The complete bidding document is also placed on the websites as specified in the SNIT. The prospective tenderers / bidders are permitted to download the bid document from the tenderwizard but must pay the cost of tender/ bidding document and e-Tender processing fee while submitting the bids to ITG.
- Tenderers /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.
- All the tenders are to be submitted in electronic mode only. The tenderwizard will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

**Forfeiture of EMD:** The EMD taken from the tenderer/bidder shall be forfeited in the following cases:-

- If the tenderer/bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
- In the case of a successful tenderer/bidder, the tenderer/bidder fails to sign the contract for any reason not attributable to the Info Tech Corporation of Goa Ltd (ITG), Goa.
- During the bid process, if a tenderer/bidder indulges in any such deliberate act which would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- During the bid process, if any information submitted by the bidder is found wrong / manipulated / hidden in the bid.

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

### **Clarification and Amendment of Bidding Document**

- i. Interested tenderer/bidder may submit any queries in specified format in the tender document through email at [sanesh.varghese@nic.in](mailto:sanesh.varghese@nic.in).
- ii. As a result of queries, if modifications in the bidding document, specifications of services and/ or goods are considered necessary, they may be done by issuing a

addendum/ corrigendum and the corrigendum/ addendum will be placed on all the websites as specified in the NIT.

- iii. The tendering authority reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate or do not find any merit in it.

#### **Amendment of Bidding Document**

- i. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/ Addendum.
- ii. Any Corrigendum/ Addendum issued shall be a part of the Bidding document.
- iii. To give prospective Tenderers / Bidders reasonable time in which to take a Corrigendum/ Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- iv. Any change in date of submission and opening of bids would be published/communicated in appropriate manner including the websites mentioned in the SNIT.

#### **Submission and Opening of Bids:**

The tenderer / bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Info Tech Corporation of Goa Ltd will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### **Other Terms & Conditions:**

- i. Bids shall remain valid for 180 days from the date of bid opening as prescribed by Tendering Authority. A Bid valid for a shorter period shall be rejected and treated as nonresponsive.
- ii. In exceptional circumstances, the Tendering Authority may solicit the Tenderer's/Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (letter/e-mail).
- iii. SELECTION CRITERIA: The lowest rate quoted along with other Terms & Conditions will be eligible criteria for selection of the lowest bidder.
- iv. The Authority reserves the right to carry out negotiation with the respective bidders.
- v. The Authority reserves the right to alter/modify the scope of work/services upto 25% prior to issue of the work order.
- vi. All the statutory taxes as payable should be distinctly stated.
- vii. Vague and conditional offer shall not be considered.
- viii. All instructions which are necessary for execution of the work, shall be issued by the Chief Electoral Officer/ITG. The Chief Electoral Officer/ITG reserves the right to accept or reject tender without giving any reason.

- ix. Arbitration: The decision of the Chief Electoral Officer, Goa/ITG as to whether the services are satisfactory or not, shall be final.
- x. All litigations arising out of above terms & conditions shall be subject to the jurisdiction of Court at Panaji-Goa
- xi. Terms of Payment to the vendor (successful bidder awarded with work order) will be made only if work is satisfactorily completed by the vendor. The TDS at the source will be deducted as per the Govt. rule and regulations.
- xii. Right to reject the tender: The Chief Electoral Officer, Goa/ITG reserves the right to reject any or all tenders without any assign reasons thereof.
- xiii. 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.
- xiv. The Server on which the application system to be operational is required to be hosted and based in India.

#### **Clarification of Bids**

- i. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority may, at its discretion, ask any tenderer/bidder for a clarification of his/her bid. The tendering authority's request for clarification and the response shall be in writing or email.
- ii. Any clarification submitted by a tenderer/bidder with regard to his/her bid that is not in response to a request by the tendering authority shall not be considered.
- iii. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Commercial/ Financial Bids if any.

#### **Evaluation of Financial Bids**

- i. Conditional bids are liable to be rejected. However, financial implication of conditions may be worked out and added to the quoted price.
- ii. The evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central / State Government/ Local Authorities.
- iii. The offers shall be evaluated and marked L1, L2, L3 etc. L1 being lowest offer and then others in ascending order for each item.
- iv. The Tendering Authority / designated Tender Evaluation Committee shall prepare a comparative statement in tabular form and its report on evaluation of financial bids and with the recommendation to sanction the best offer to the Chief Election Officer for approval
- v. In case of the lowest total value quoted are same by different bidders, the tendering authority reserves the right to give the work-order to any of those bidder (with same lowest values) taking into consideration the interest of the State.

**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.

**Tendering authority's Right to Accept/ Reject any or all of the Bids:** The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the tenderer(s)/bidder(s) or any obligation to inform the affected tenderer(s)/bidder(s) of the grounds for the Purchasers action.

- a. The Purchaser/ Biding Authority reserves the right to accept any Bid not necessarily the lowest, reject any Bid without assigning any reason.
- b. The contractor(s) shall not assign or sub-let his contract or any substantial part thereof to any other agency.

**Performance Security:** 1. The EMD of the successful bidder will be retained during the period of the project as performance security.

## Chapter 4: SCOPE OF THE PROJECT

### Objective:

1. To gather Real Time Information regarding polling day event.
2. To system analyze the data collected and present it in a desired format.

### Approach:

1. Collection of polling data through smartphone application and/ or voice calls.
2. Presentation of the data to the set of managers/administrators, such as; CEO's office, District Electoral Officers, Returning Officers, Election Commission, and officials involved in related functions such as law enforcement agencies, civic bodies, etc., as suggested by the Electoral officers.

### Functional Requirements:

#### **A. Overview:**

The Solution shall cover the following functions:

- a) Signal Strength Survey Report
- b) Collection of data from Polling Stations ("PS")
- c) Validation and compilation of data
- d) Presentation of reports on a web portal

#### **a) Signal Strength Survey Report**

The Solution Provider is required to conduct a signal strength survey at each of the 1652 (tentative) Polling Stations located across the State of Goa for major four mobile networks, such as; BSNL, Vodafone, Airtel and Reliance Jio for internet (data) connectivity and calls.

The data should carry information about the internet and voice signal strength in a measurable form, within a week of issue of issue of Work Order.

Based on the Report and on the availing services (network) of the Booth Level Officer, the Solution Provider will note and accordingly customize the requests for data collection to be sent through the required modes.

#### **b) Collection of data:**

The primary objective is to gather poll-related data from 1652 (tentative) Polling Stations located across the State of Goa. Data needs to be collected in real time. There are two categories of data:

- (1) indication of polling-readiness of the Polling Station and its personnel, and the status of various processes associated with polling and
- (2) polling percentage at the Polling Station at specific times of the day. This is to be achieved through an appropriate technique so as to contact all the Polling Stations and seek a response from officials in the respective Polling Station.



Towards this, ITG in consultation with the Office of Chief Election Office shall share the following data for each polling station with the successful Bidder (“Solution Provider”) after issue of the work order:

- Polling Station Number
- Polling Station Name
- Constituency Number
- Constituency Name
- District Number
- District Name
- Total Voters
- Total Male Voters
- Total Female Voters
- Latitude and Longitude
- Presiding Officer's mobile number
- First Polling Officer's number

Key requirements are:

- i. All the Polling Stations are to be contacted and attempt made to seek responses.
- ii. Each Polling Station has Booth Level Officer. Attempt shall be made first to contact the Booth Level Officer.
- iii. For data collection, two modes are to be employed: a Smartphone app(supported on all platforms like Windows/iOS/Android) installed in Booth Level Officer phones which shall enable data submission through the internet and a conventional phone call made to the Booth Level Officer. In either of the modes, a question seeking a response is asked.
- iv. The Booth Level Officer is contacted through the Smartphone app first. If data is not received within a reasonable time, a phone call is to be automatically made to the Booth Level Officer. Thus, Booth Level Officers that do not have a Smartphone or those who have not installed the app or those without an internet connection shall receive phone calls as well. On the Smartphone app, a notification alert shall indicate a new query. The Booth Level Officer shall read the question to enter a response.
- v. When data collection is made over phone calls, Booth Level Officer shall be prompted with a voice message to enter a response to a question. The entry shall be made using the phone keypad.
- vi. Questions shall be of two types: ones that expect “Yes” or “No” as the response, and those that expect a numeric value. Sample questions are provided in Annexure-1.
- vii. Questions for voice calls shall be in English.
- viii. The system shall make repeated calls to Booth Level Officers that have not returned a response, and to those Booth Level Officers from which invalid values are received.
- ix. For questions that have “Yes” or ”No” as the answer, the system shall provide an option by which only those users that have replied in the negative (i.e. as “No”) may be called again to check if the response changes to “Yes”.

- x. If a phone call is missed or if an incorrect entry is made by the Booth Level Officer, the system should allow entry of data through a phone call made by the user; the Booth Level Officer shall call the number (from which they received the phone call) to listen to the prompt to provide a response.
- xi. The system shall be configured so as to reach all the Booth Level Officers and complete collection of data from responsive Booth Level Officers within 20 minutes, while accommodating all the data collection requirements described above.
- xii. The Solution Provider shall ensure that all the 1652 polling stations are covered through the modes suggested or alternatively make provisions for manual input of data wherever required.
- xiii. All call data records shall be saved and be made available to the Chief Electoral Office on request.

**c) Validation and compilation of data:**

- i. Every response received from the Booth Level Officer shall be validated against pre-defined rules:
  - 1) For “Yes”/”No” type questions, the possible answers that can entered over phone calls are “1” (for “Yes”) and “2” (for “No”). All other entries shall be treated as invalid.
  - 2) For questions that seek a numeric value, the entry shall be validated against an upper limit (such as the total number of voters in a Booth Level Officer as per the electoral roll). Values above this limit shall be treated as invalid.
  - 3) In case an invalid entry is made by the user, the app shall show an error; on phone calls, the system shall play an error message and ask the user to try entering a valid value. If the user makes an invalid entry the second time, the call shall disconnect.
- ii. Data shall be compiled in a database and shared with the CEO’s office on request as Excel/CSV files and at ITG end of polls/

**d) Presentation of reports:**

- i. A web portal shall be made available for viewing of reports on LIVE.
- ii. The web server shall support HTTPS and use a valid SSL certificate
- iii. The page shall be accessible from all standard browsers, across all PC platforms (Windows/iOS/Linux)
- iv. Access to reports shall be limited to persons authorized by the CEO; these users shall be provided with login credentials. Privilege-based access to specific part of information be configured for users that need not/must not access other data.
- v. Reports shall be generated by an analytical engine that performs the necessary calculations on the data, such as percentage, difference, or ratio. Examples
  - a. The percentage of votes polled in a constituency and district, calculated against the total electoral
  - b. The ratio of male and female voters.

- vi. A variety of reports shall be displayed in graphical and text formats, will be generated and presented on request by ITG in consultation with the Office of the Chief Electoral Officer.
- vii. The Data shall be compiled across various parameters to show specific information, such as Constituency-wise, District-wise or State-wise summary reports on request by ITG in consultation with the Office of the Chief Electoral Officer.
- viii. An optimal map view shall also be offered for visual representation of the status data collection. This represents the geographical view of the constituency, with polling stations shown in different colors to indicate those that reported valid entries, those with invalid entries and those from which no geographical are shows a specific pattern of data entries.
- ix. Access to reports are made available to authorized officers of CEO's office, District Electoral Officers, Returning Officers, Election Commission, and officials involved in related functions such as law enforcement agencies, civic bodies, etc., as suggested by the electoral officers ; the privileges associated with such reports will be configured as per needs.
  - a. A specific group of users will be offered additional rights to edit the data. This can be used to correct invalid/incomplete entries made by POs and enter data received through other means.
  - b. Online reports on other formats, as required by the CEO/ECI, can be provided on request.
- x. An option shall be provided in all pages to download the reports as comma-separated-variable (CSV)/Excel file for offline analysis.
- xi. A specific group of users shall be offered additional rights to edit the data, to enable correction of invalid/incomplete entries made by Booth Level Officers using data collected through other means.

### **Scope of Services**

- i. The Solution shall be made operational within 7 days from the issue of work order.
- ii. Report portal shall be active for at least 30 days from polling day.
- iii. Solution Provider shall be solely responsible for setting up, operation, and maintenance of the System; there shall be no specific requirement from the CEO for these activities, apart from the requirement of relevant data.
- iv. The questions, schedule, and required report formats shall be confirmed by the CEO at least 20 days before the polling day. The system shall be customized to meet these requirements.
- v. Value Added Services:
  - a. Training: In order to ensure optimal results are obtained with the proposed Solution, all officials involved in polling duty are to be adequately trained. Towards this, Solution Provider shall offer the following services:
    - [1] Training documentation and/or presentation material
    - [2] Training sessions, typically one per District; in these sessions, mock calls shall be made to trainees, in coordination with officials

from the CEO's office. The master list of all officials deputed for polling duty, which includes Booth Level Officers shall be trained. Solution Provider may be required to offer on-site training in which Solution Provider's trainer(s) shall conduct training sessions and/or off-site training in which CEO's trainer shall conduct the training session.

- b. Operator Helpdesk Support: Solution Provider shall set up an operator helpdesk on pre-poll and polling days, to offer assistance to Booth Level Officers over phone calls. It is expected that operators shall be required to handle queries. Solution Provider shall offer at least two phone numbers, preferably from different telecom carriers; Booth Level Officers that require support on the deployed Solution shall call these numbers to speak to an operator. Operators shall be required to understand and speak English with desirable Hindi/Konkani/Marathi.
- c. SMS Alert Service: Before every question is asked, Solution Provider may be asked to send an alert through SMS to Booth Level Officers intimating them of the upcoming question. The text message and schedule of these alerts shall be shared by the CEO with the Solution Provider in advance. The Solution Provider should be able to allocate a minimum throughput 100 SMS/sec.
- d. VOICE Service: The Solution Provider should be able to allocate a minimum throughput 100 VOICE CALLS/sec.
- e. Data Compilation/Presentation: Not later than two minutes on receipt of feedback in any of the listed modes above, the solution provider would be required to present the data in the format as desired.
- f. On-site Project Facilitator Support: On pre-poll and polling day, Solution Provider shall depute Project Facilitator(s) at the office of the CEO and/or at other locations as decided by the CEO. This(ese) person(s) shall coordinate with the CEO's office and the Solution Provider's implementation team during deployment, and on the advice of the CEO, organize triggering of questions. The Facilitator shall also provide additional support that may be required by the CEO.

## Chapter 5: Terms of Payment

The payment towards the above project shall be as follows:

1. Bills should be presented by the Solution Provider to ITG within 7 days after complete implementation of the project.
2. ITG shall make the payments upon receiving the recommendation from Chief Electoral Officer.
3. TDS may be deducted at source as per rules.
4. Payment shall be made in Indian Rupees only.

## Chapter 6: Special Conditions of the Contract

Inability of the Solution Provider to setup proposed solution and deliver the required functionality with quality of service as expected may result in breach of contract and shall invoke the penalty clause.

**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%

## Chapter 7: General Terms and Conditions

### 1. Security Requirements

- a. Physical access to the servers hosting the Solution and to the data that resides in the servers shall be limited to authorized persons in the employment of/in a legally valid contractual position with the Solution Provider.
- b. The servers shall be sufficiently protected against attacks over the Internet.
- c. All data pre-loaded and collected during deployment shall be shared with the CEO after the poll is completed. Except for archival purposes, this data shall not be used/reused by the Solution Provider, who shall irretrievably destroy the data, if the CEO explicitly asks the Solution Provider to do so, and submit a declaration to the effect.

2. The selected vendor shall provide an OBD (out-bound dial) service to include the capability for us to communicate with our customers via OBD, initiate OBD on receiving a request on missed call or SMS, recording and integrating given voice script for OBD, real time reporting, SMS communication (if required) and expedited delivery of services on priority.

3. Multiple training sessions for Booth Level Officers are required to familiarize them with the process in order to improve the quality and promptness of responses from PS during deployment, which is a key element contributing directly to the efficiency of the solution. The Solution provider shall provide training to Election Officials using Mock Calls.

## Chapter 8: Financial Bid (Tentative/Format)

Info Tech Corporation of Goa Ltd  
 (A Government of Goa undertaking)  
 (An ISO 9001-2015 Certified Company)  
 IT HUB, 3rd Floor, Altinho, Panaji-Goa.403001.

Tender No: ITG-IT/0462/UITs-Loksabha-Ele-2019/2019(Part File-I)/POLL Date: 20/02/19

### Financial Bid

Name of works :- Poll Management - Data Reporting and Collection Services on Polling Day for Lok Sabha Elections, 2019

**NOTE: IF ANY COLUMNS LEFT BLANK IT WILL BE CONSIDRED AS ZERO (0)**

Name of Bidder

### Schedule of items on rental basis

S. No.	Item Description	Units	Qty approx	Rate per Unit in Rs.	GST in Rs, if any	Grand Total cost of item in Rs (Excl of GST)	Grand Total cost of item in Rs (Incl of GST)	Total Cost In Words including GST
A	B	C	D	E	F	G=	H=	I
1	IVRS Call	No	35000					
2	Text Message(SMS)	No	35000					
3	Training Support for Election Officials	Lumpsum	1					
4	Helpdesk Support	Lumpsum	1					
5	Onsite Technical Specialist Support pre polling and polling day	Lumpsum	1					



6	Implementation of Technical Solution as Service along with Smart phone app, signal strength support, various MIS reports and all other expenses not covered above	Lumpsum	1					
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### Instruction for filling Financial Bid in e-Tendering portal

1. Bidders should only fill the cells formatted in white color.
2. Bidder name should not contain special characters. Enter alphanumeric characters only for bidders name.
3. No change/modification/applying of formula in template of BoQ downloaded from the website is allowed by the bidder. Any change/modification/applying of formula will corrupt the BoQ.xls which in turn may lead to problem in uploading the BoQ while submitting the Bid.
4. The Grand total amount (G) will be evaluated to arrive at the Lowest Price (L1 Price)
5. The Bidder shall submit the offer by filling up all the columns against each item. Bids with blank columns are liable for rejection.
6. Bidder should quote for all the items in the Package

## Chapter 9: Bid Form (Fill and upload)

I. Addressed to:

<b>a.</b>	Name of the Bidding authority	<b>Managing Director</b>
<b>b.</b>	Address	<b>Info Tech Corporation Of Goa Ltd (A Govt. Of Goa undertaking) IT HUB, 3<sup>rd</sup> Floor, Althino, Goa-403001</b>
<b>c.</b>	Telephone	<b>(0832) 2226024 / 2225192</b>

II. Tender No: ITG-IT/0462/UITs-Loksabha-Ele-2019/2019(Part File-I)/POLL Date: 20/02/19

III. Other related details:

1.	Name of Bidder with Office Address				
2.	Name & Designation of Authorized Signatory				
3.	Year of Establishment				
4.	Type of Firm	Public Ltd.	Private Ltd.	Partnership	Proprietary
	Put Tick ( <input type="checkbox"/> ) mark				
5.	Telephone Number(s)/ Mobile				
6.	Website URL				
7.	Fax No.				
8.	Email Address				

IV. The Tender Bid Document fee amounting to Rs. 3000/- (Rupees Three Thousand Only) has been deposited vide challan no. \_\_\_\_\_ dated \_\_\_\_\_ in favour of the Info Tech Corporation of Goa Ltd, Althino, Panaji-Goa.

V. The Tender Bid Processing fee amounting to Rs. 500/- (Rupees Five Hundred Only) has been deposited vide challan no. \_\_\_\_\_ dated \_\_\_\_\_ in favour of the Info Tech Corporation of Goa Ltd, Althino, Panaji-Goa.

VI. We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority.

VII. Reproduced/ re-word-processed formats or Tenderers/Bidders own formats for the price bids will disqualify the Bid. However the Tenderer/Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.

VIII. The rates quoted are applicable up to 180 days from the date of opening of bid. The validity period can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favor of Info Tech Corporation of Goa Ltd, Althino, Panaji-Goa.

S.No	Earnest Money deposited through	Challan Number	Dated
1.	RTGS,NEFT , credit card payment, etc		

IX. This Bid form and Terms & Conditions in token of acceptance of the terms mentioned in the tender document along with duly filled letter of undertaking / declaration.

Signature : \_\_\_\_\_  
 Name : \_\_\_\_\_  
 Designation: \_\_\_\_\_  
 Place : \_\_\_\_\_  
 Date : \_\_\_\_\_  
 Seal :

## Annexure-1 Indicative Questions and Schedule

No	Time	Question	Valid Response	Remarks
<b><i>Pre-poll day</i></b>				
1	15:30	Please enter your Polling Station number	Respective Polling Station(PS) number	This is to verify if the PO is at the allocated PS
2	17:15	Has polling team arrived at Polling Station?	1 for yes, 2 for no	
3	18:45	Is Polling Station set-up?	1 for yes, 2 for no	
<b><i>Poll day</i></b>				
4	06:00	Is Polling Station ready for mock poll?	1 for yes, 2 for no	
5	06:20	Has mock poll been conducted?	1 for yes, 2 for no	
6	06:40	Is EVM reset?	1 for yes, 2 for no	
7	07:10	Has polling started?	1 for yes, 2 for no	
8	09:02, 11:02, 13:02, 15:02 and 17:02	Enter the vote count	Total Vote count	System will validate if the entry is acceptable; values greater than the total count are not accepted
9	17:10	Enter the number of tokens issued at 5:00 P.M	Token count as number	
10	17:30	Has the poll closed?	1 for yes, 2 for no	
11	17:40	Enter the final total vote count	Total Vote count as number	System will validate if the entry is acceptable; values greater than the total count are not accepted
12	17:50	Enter the final male vote count	Total Male Vote count as number	System will validate if the entry is acceptable; values greater than the total male count are not accepted
13	18:00	Are polling materials sealed?	1 for yes, 2 for no	

## **Annexure-2 Bidders Undertaking-I (Fill and upload)**

**(Indicative Format)**

(The form should be signed with seal and then scanned and uploaded on the tender wizard)

**(Certificate to be issued by bidder on the company letterhead)**

### **UNDERTAKING**

To,  
The Managing Director,  
InfoTech Corporation of Goa Ltd,  
Althino-Panaji- Goa.

Sir/Madam,

Sub: Undertaking for participating in Tender for Poll Management - Data Reporting and Collection Services on Polling Day for Lok Sabha Elections, 2019.

Ref: Tender No: ITG-IT/0462/UITs-Loksabha-Ele-2019/2019(Part File-I)/POLL Date: 20/02/19

I/We \_\_\_\_\_ have gone through the Terms and Conditions, Scope of Work and Specification and will abide by them as laid down in the Tender Documents, Technical bid and Price Bid. I/ We have carefully read & understood the terms & conditions of the bid and agree to abide by them.

I/We \_\_\_\_\_ hereby confirm that our Company does not have any political leanings or affiliations and that it is not related to any contesting candidate and it has not been hired at the same time by any political party or candidate for this work.

I/We \_\_\_\_\_ hereby confirm that our Company was not blacklisted by any State Governments/ Central Government/ Public Sector Undertakings during the last three years.

I/We \_\_\_\_\_ hereby declare that all the particulars furnished by us in this tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal actions that may arise due to the above.

I/We \_\_\_\_\_ certify that we are liable and responsible for any disputes arising out of the Intellectual Property Rights.

I/We \_\_\_\_\_ understand that I/We are liable to be blacklisted.

Yours faithfully,

for \_\_\_\_\_

Name, Signature

Designation

Seal

**Note:**

**Declaration in the company's letter head should be submitted as per the format given above.**

**If the bidding firm has been blacklisted by any State Governments/ Central Government/ Public Sector Undertakings earlier before 3 years, then the details should be provided.**

### Annexure-3: Queries Format, if any

<b>Subject: Tender No: ITG-IT/0462/UITs-Lok Sabha-Ele-2019/2019(Part File-I)/POLL Date: 20/02/19</b>				
Name of the Company/Firm:				
Name of Contact Person	Designation	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.
Query/Clarification Sought:				
S.No.	Tender Document Page No.	Tender Document Clause No	Clause Details	Query/ Suggestion/ Clarification

**Note:** Queries must be strictly mailed at email ID [sanesh.varghese@nic.in](mailto:sanesh.varghese@nic.in) only in the prescribed format. Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.