

File No. 10(10)/2023-NICSI

**National Informatics Centre Services Incorporated
(A Government of India Enterprise under NIC)
Ministry of Electronics & Information Technology (MeitY)
Government of India**

**Request for proposal
for
Empanelment of Agencies to
Provide Surveillance & Monitoring Services, like for Elections,
Examination etc.**



TENDER NO. NICSI/Surveillance and Monitoring/2023/07

**1st FLOOR, NBCC TOWER,
15 BHIKAJI CAMA PLACE,
NEW DELHI - 110066.
TEL - 22900525, FAX - 26105212**

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DISCLAIMER

The sole objective of this document (the Request for Proposal or the RFP) is to solicit Techno commercial offers from interested parties for taking part in the empanelment process leading to empanelment of vendor(s) for the scope of work as mentioned in this document. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by NICS I or any of their employees, advisors, or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources.

Interested Parties may carry out their own study/analysis/ investigation as required before submitting their Techno commercial proposals.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any agreement or commitment whatsoever.

NICS I Representatives, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

Some of the activities listed to be carried out by NICS I subsequent to the receipt of the responses are indicative only. NICS I has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of NICS I.

It is advised through this tender that materialistic misrepresentation of facts shall be dealt with seriously and may lead to barring of the bidder from all NICS I tender for a period of 2 (two) years. Bidders are requested to share information which is true and based on some tangible proofs.

1. FACTSHEET

Particulars	Details
Tender No.	NICSI/Surveillance and Monitoring/2023/07
Name of Organization	National Informatics Centre Services Inc. (NICSI)
Tender Type	Open Tender
Tender Category	Services
Type of Contract	Empanelment
Service Category	To Provide Surveillance & Monitoring Services, like for Elections, Examination etc.
Contract (Empanelment) Period	Two (2) years from the date of contract awarded and an additional One (1) year extension upon mutual consent.
Vendor Panel Size	Up to Ten (10) vendors
Bid Security Deposit/ Earnest Money Deposit (EMD)	Bid Securing Declaration Form
Bid Validity	180 days from the date of bid Opening
Date of Publication	07.12.2023 at e-procurement portal site https://etenders.gov.in
Pre-Bid queries submission last date:	13.12.2023 till 17:30 Hours Note: Bidder who had sent their queries through e-mail(tender-nicsi@nic.in) will only be allowed to attend the pre-bid meeting.
Pre-bid Meeting Date & Venue:	15.12.2023 at 11:30 Hrs. through VC
Last date and time for Bid submission	28.12.2023 at 15:00 Hrs. Proposals that are received late WILL NOT be considered in this procurement process
Opening of Bids	29.12.2023 at 15:30 Hrs.
Opening of Financial Bids	Will be Informed Later after Technical Evaluation
Issuance of Letter of Empanelment (LOE)	Will be Informed Later
Re-Bid Submission allowed?	Yes (Before last date of bid submission)
Bid Withdrawal allowed?	Yes (Before last date of bid submission)
Address for Communication	Tender Division NICSI National Informatics Centre Services Inc. 1stFloor, 15 NBCC Tower, Bhikaji Cama Place, New Delhi-110066 Email: tender-nicsi@nic.in , Phone: 011-22900534/35

2. INTRODUCTION

Towards e-governance initiatives, NICS I proposes to empanel reputed consultancy firms having relevant experience in the key ICT domain areas. The empanelled bidders would be expected to provide consultants to the on-going/new projects. Such support would be for a definite period and will not amount to any kind of employment obligation on the part of NICS I/NIC.

The empanelled bidders will provide consultancy services anywhere in India. Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the NICS I's e-procurement site <http://etenders.gov.in>

Bidder should be an individual organization i.e., a single bidding entity. Consortiums/Joint Venture/ subsidiaries are not allowed. The credentials of subsidiaries or affiliated companies will not be considered for the evaluation.

3. ABOUT NICSI

The National Informatics Centre Services Inc. (NICSI) was set up in 1995 as a section 25 Company (now Section 8 Company) under National Informatics Centre, Ministry of Electronics & Information Technology, Government of India to provide total IT solutions to the Government organizations. NICSI provides services for several e-Governance projects undertaken by NIC and MeitY.

Main Objectives:

- To provide economic, scientific, technological, social and cultural development of India by promoting the utilization of Information Technology. Computer-Communication Networks, Informatics etc. by a spin-off of the services, technologies, infrastructure and expertise developed by the NIC of the Government of India including its Computer-Communication Network, NICNET and associated infrastructure and services.
- To promote further development of services, technologies, infrastructure and expertise supplementing that developed by NIC in directions which will increase the revenue earning capacity of NIC.
- To develop and promote value added computer and computer-communications services over the basic infrastructure and services developed by NIC including NICNET.

In furtherance of these objectives, NICSI has been providing various products & services to organizations in the Central Government, State Governments and PSUs etc. Products and Services include Hardware, Systems Software, Application Software, Software Development, Intra-Networking, Wide Area Networking, Video Conferencing, IT Consultancy, IT Implementation Support among others.

4. DEFINITIONS

In this document, the following terms shall have respective meanings as indicated:

- "NICSI" shall mean National Informatics Centre Services Incorporated, New Delhi. The term NICSI includes successors and assigns of NICSI.
- "NIC" shall mean National Informatics Centre, New Delhi.
- "Client" shall mean the department/organisation for which the order is being placed.
- "e-Governance" ICT (Information and Communication Technology) based projects in government sector.
- "Consulting Service" means any subject matter of procurement (which as distinguished from 'Non Consultancy Services' involves primarily non-physical project-specific, intellectual and procedural processes where outcomes/ deliverables would vary from one consultant to another), other than goods or works, except those incidental or consequential to the service, and includes professional, intellectual, training and advisory services or any other service classified or declared as such by a procuring entity.
- "RFP" shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications issued by NICSI in respect of the RFP.
- "Authorized Representative/Agency" shall mean any person/agency authorized.
- "Contract" shall mean the Work Order placed by NICSI on successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.
- "Financial Year" (FY) period from 1st of April till 31st of March of subsequent year.
- "Site" shall mean the location(s) for which the work has been allotted and where the services are to be delivered.
- "Specifications" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.
- "Bidder" means the firm/consortium offering the solution(s), services and/or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Successful Bidder, also called "Agency", on whom NICSI places Work Order for Delivery of services.
- "Party" shall mean NICSI or Bidder individually and "Parties" shall mean NICSI and Bidder collectively.
- "Services" means requirements defined in this document including all additional services associated thereto to be delivered by the Bidder.
- "SME" means subject matter expert is an individual with a deep understanding of a particular job, process, department, function, technology, machine, material or type of equipment.
- "Offices" means any establishment described as a Registered Office, Corporate Office or Branch offices by the company(bidder).

5. BACKGROUND AND OBJECTIVE

The Election Commission has issued instructions, from time to time, on various measures to keep a watch on the polling process at Polling Stations, to ensure conduct of free and fair elections. These measures include use of Micro-observers, video cameras, still cameras and live webcasting.

Meaning of live webcasting - Web casting simply means live streaming of video on the internet. The primary objective is to have a control and deterrent on the field through live monitoring specially in sensitive polling stations.

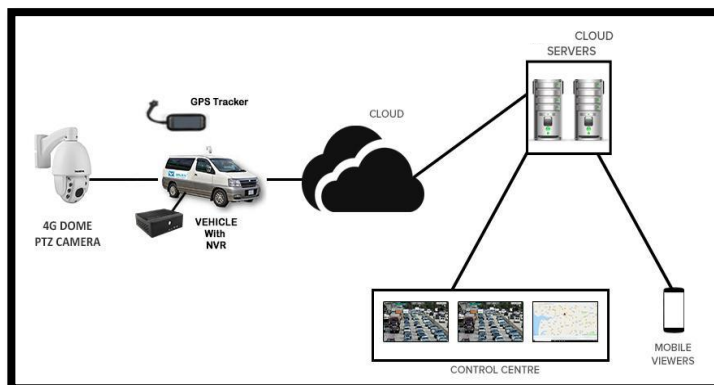
Identification of locations for webcasting - Election Commission desires that web casting should be done from as many Polling Stations and Counting halls as possible. Efforts should be made for webcasting from all Polling Stations and counting halls where internet connection is possible. For this purpose, DEOs should check the availability of internet connection through a landline or mobile broadband connection at each Polling Station and counting halls. Minimum 5% to 10% of the polling stations is to be selected for live webcasting.

Taking into the consideration of the guidelines issued by the Election Commission of India with respect to the entire election process like live streaming and recording of polling stations and counting halls, provisioning for the display of results from the Control Units of the Electronic Voting Machines on a large screen to avoid gathering of many counting agents and party representatives, monitoring the entire election process through centralized command and control center, Live surveillance and tracking of vehicles services, aerial surveillance through drones are the major objectives of this tender.

6. SCOPE OF WORK

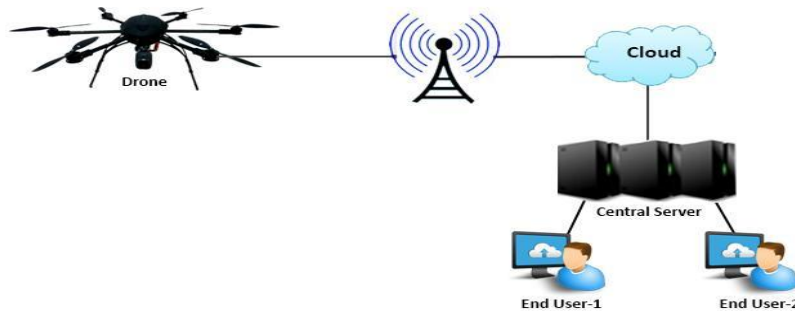
Live Web Casting and streaming of election related events and for the purpose of Free & Fair Election, Maintaining the Law and Order during election a large screen display/projection of the Control Unit (CU) of each EVM machine, Field Surveillance Vehicles, Drone based Surveillance, Facial Recognition of Voter and Various analytics during polling during the state and central elections, 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.

- i. Supply, installation, commissioning, and implementation of the web-based audio & video streaming software in the server set up in the secured cloud environment.
- ii. Supply and installation of IP based cameras as per the specification indicated and internet connectivity for use in the identified locations during electoral process , to operate them to web stream the live data.
- iii. Supply and installation of LED TVs as per the specifications indicated for use in the identified locations during elections, to operate them to view the live data.
- iv. There should be no compatibility issue between the supplied item and software.
- v. **Flying Squad Vehicle/ Surveillance Team**
 - The items/equipment for vehicle mounted video surveillance shall be delivered, installed, and commissioned for all vehicles as per workorder/announcement. The Cloud based server and storage solution, LED TVs at CEO/ DEO/ ARO Office/authorised official should also be setup within this time limit. The delivery of equipment can be done at a central location or de-centralized on the discretion of the service provider.
 - A trial run of each vehicle may be conducted before commissioning of the vehicle.
 - An Inception Report shall be submitted within two (2) days once all the Flying Squad vehicles are deployed.
- vi. **Video Management Portal for Control Room**
 1. Single View
 2. List View
 3. Active View
 4. Reports
 5. Stats (To view uptime and downtime of cameras, system generated compiled and detailed report)
 6. PTZ (Remote Control of Cameras)
 7. Map (GPS location of FSVs)



vii. **Drone Surveillance Team**

- The items/equipment for Drone mounted live video surveillance shall be delivered, installed and commissioned for required Drones as per the work order/announcement. The Live Cloud based server and storage solution, LED TVs at CEO/ DEO/ ARO Office/authorised official should also be setup (as per work order).
- A trial run of each drone may be conducted before commissioning of the drones.
- As per requirement during electoral process each drone surveillance team (including 2 operators) must be provide their support.
- An Inception Report shall be submitted within two (2) days once all the drones are deployed.



viii. The Video Streaming solution should be able to display multiple streams happening at the same time during electoral process on TV (s) for viewing in the Offices of the CEO/authorised official, DEOs and ECI/user.

ix. **OCR Data conversion features from EVM video feed at Counting Halls.**

- Read the EVM Votes using AI technology and generate candidate result automatically as per ECI/user format.
- Digital transfer of Vote count from EVM to Result declaration.
- Dashboard for Result declaration and PDF generation as per ECI/user format
- The Service Provider is to design the solution including but not limited to the designing but also the supply, installation and commissioning of Equipment/hardware pertaining to live webcasting. This will also cover the software required to implement the technology at the time of counting in counting halls.

The following services to be provided:

- a. Hosting of Web based Streaming Software
- b. Hosting of server-based Software for real time AI/ML based OCR result processing
- c. Live Streaming and recording of Polling/counting/other activity during election
- d. Real time OCR based counting of counting table

x. **Face Recognition System**

- The Service Provider/vendor shall interchange recognition with liveness along with Face Recognition System with the following components:
 - a. Web Portal along with Dashboards

- b. Application installed on a Camera for verification of the Voter
 - c. Edge AI FR Camera
 - d. Data Security
 - e. Staff Training
 - f. Technical / Helpdesk manpower at multiple levels
 - g. Cloud Server Infrastructure
 - h. MIS report
- xi. Training manual and training schedules at each DEO office for the officials on the operation of the web streaming software.
- xii. In addition to above, Video Analytics software has below Artificial Intelligence feature:
 - Capability to Voter's Queue Head Count.
 - EVM monitoring and malpractice alert (i.e., 2 people at same time in front of EVM)
 - OCR Capability
 - Strong Room Video Incident detection
 - Strong Room Authorization.
 - First Level Checking with OCR Facility
- xiii. Establishment of the centralized Help desk to manage and fix the complaints/issues coming up on the elections.

6.1. Hosting of the Web Based Streaming Software:

The service provider should deploy suitably secured proven web-based software that could record, stream, webcast, etc., both audio and video.

The key features of the software shall be:

- i. Able to record video in minimum H.265 compression or other equivalent open formats which can be read by a variety of open-source software solution.
- ii. 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.
- iii. 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.
- iv. 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 (as per guidelines issued and updated by the ECI/user):
 - a. The mock poll.
 - b. Process of identification of voter by polling officer.
 - c. Application of indelible ink on the finger of the voter.
 - a. Initialization of control unit of EVM by presiding officer after satisfactory identification of voter.
 - b. 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.

- d. Presence of polling agents to the possible extent.
- e. Sealing of EVM(BU/CU), VVPAT and giving copies of form 17C to polling agents.
- v. During recording the constituency (No.) and Polling Station No. (PS No.) along with date of poll should be visible clearly in camera view. Further, it must be ensured that in the frame used for webcasting, advertisement of any kind is not displayed.
- vi. 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.
- 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 service partner/vendor, 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 location-wise videos which are streamed from the locations. The software shall provide for secure data streaming over the internet, with viewing access only to the CEO/authorised official, and such other Offices as authorized by the CEO/authorised official 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/authorised official.

The software shall include options for

- a. Connectivity status of IP camera from the locations whether the stream is online/offline.
- b. Option for auto rotation of videos within assembly constituency/ district/state level based on the type of user connected and options selected.
 - a. Option for on-demand view of the location-wise video.
- x. Upon browser-based video recording commencement, generic desktop lock must be engaged to disable all other applications from launching and connecting to the internet.
- xi. The software provided 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.
- xii. 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.
- xiii. The necessary load testing should also be carried out so that web streaming event meets the demand and goes through smoothly with good performance.

- xiv. Software provided shall be able to perform query of the video and audio content of the storage. The software shall be able to query the content available based on multiple parameters as Data, Time, Location, etc.
- xv. 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.
- xvi. 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 location at any time during electoral process, from where video data is being streamed, for viewing in the Offices of the CEO, DEOs & ROs/authorised official.
- xvii. The software shall list all locations with their respective webcast after collecting and updating the details and the application software design from the nodal officer.
- xviii. The data should in no point be hosted outside India and service partner/vendor will not access the data unless authorized by the CEO/DEO/authorised official.
- xix. 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/authorised official's office after giving backup of all the videos to CEO's/authorised official's office. The service partner/vendor shall add the digital video watermark in the background of the streaming videos.
- xx. Uploading of the videos shall be carried out by the manpower posted by the service partner/vendor at each identified place, using IP camera with built-in 5G/4G module.
- xxi. 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 for later retrieval and usage as necessary.
- xxii. The Client shall facilitate the service partner/vendor 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. The client shall also ensure the safety of the equipment such as Laptops, internet connectivity devices, high end cameras etc., installed by the service partner/vendor at the respective places, till the events are over.
- xxiii. The service partner/vendor shall also develop an application software which monitors the data feed from each location/camera/vehicle during electoral process based on which the performance status of the data feed, and the live streaming at the offices of the RO/DEO/CEO/authorised official, will be arrived on the Service Levels provided, to levy penalties as indicated under penalty clause. This software should be vetted from CEO/authorised official a week before deployment.
- xxiv. The service partner/vendor shall provide access to dashboard view for more than one location, i.e., DEO, CEO/authorised official and ECI/user 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.

6.2. 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 service partner/vendor.
- ii. The service partner/vendor must supply and install the IP based cloud cameras, as per the minimum specification in the identified Polling stations. The cloud camera should have facility of local recording, with minimum of 3 Megapixel camera resolution. The camera should have night vision capability, wide angle with 30/ 170 degrees“ coverage. The camera should be having capability of 10x digital zooming. The camera should have built-in 5G/4G SIM module. The camera should have minimum illumination of .05 lux.
- iii. 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.The camera should be battery powered/ have battery backup possibility.
- iv. The service partner/vendor must provide the suitable internet connectivity on all locations of installation of cameras for the services rendered by them.
- v. The service partner/vendor must 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.
- vi. The service partner/vendor is required to have at least one dry/trial run of the process, to satisfy the user that their systems are in good working condition at least one days before the poll and the counting day.
- vii. In case of Re-poll ordered at a booth under live web streaming, the web streaming of that re- poll shall continue to be the responsibility of the service partner/vendor. This will not entail additional financial commitment.
- viii. The service partner/vendor shall also provide the following, in the offices of RO, DEO & CEO/authorised official to view the live feeds of the polling day activities smoothly by providing LED TV (70” at CEO/authorised official and remaining 42”).
 - a. Laptop
 - b. Internet connectivity
 - c. LED TV 70” / 42”
 - d. Manpower
- ix. The service partner/vendor 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 operations are on.
- x. The service partner/vendor shall ensure that the recorded material transmitted does not fall into the hands of any party, not authorized by CEO/authorised official to receive the same.
- xi. The recorded material shall be the exclusive property of the CEO/authorised official and neither the service partner/vendor nor any other party will be entitled to utilize the same.

- xii. After the event is over on polling day, the supplied IP Cameras, LED TV"s and internet connectivity, have to be taken back and manpower has to be withdrawn by the service partner/vendor.
- xiii. The service partner/vendor shall provide adequate compute performance on the servers and storage along with suitable high-speed internet/ network bandwidth to accommodate the multiple video streaming.
- xiv. The user 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 service partner/vendor, a few hours before the start of the election process for communication purposes.
- xv. The video and audio should be live streamed to the Control centre via the server which shall be located with the country. The service partner/vendor should deploy the following resources on the days of polling and counting in each Control Centre.
 - a. Laptop
 - b. Internet connectivity
 - c. LED TV 70" / 42"
 - d. Manpower
- xvi. The service partner/vendor shall provide the sufficient internet bandwidth for the live streaming of the poll day event.
- xvii. In case of any disruption due to internet connectivity, the streaming data must be stored in the local Hard Disk and the same shall be made available in DVD at the end of the day to the officials concerned.
- xviii. Number of Days required for recording at each location: 1-day References to Day means 24 hours or part thereof.
- xix. In polling station where internet connectivity is not available (Exact number of PS will be shared by the user), recording of the process shall be done by the service partner/vendor and stored locally which shall be shared with the CEO/authorised official, of the state, after the process. While recording the camera position shall follow the guidelines given above.
- xx. The camera used for recording of the video shall have the specification mentioned in the Annexure-9.

6.3. Live Streaming and Recording of the Counting Process

The service partner/vendor must supply and install the IP based HD cloud cameras, as per the minimum specification in the identified Counting Halls. The web camera should have facility of local recording, with minimum of 3 Megapixel camera resolution. 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 .05 lux.

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 1920 x 1080. The camera should be battery powered/ have battery backup possibility.

A pre-determined list of locations/halls where Counting Process will happen shall be shared with the service partner/vendor.

The service partner/vendor shall supply High end IP cameras as per the specifications given in Annexure- 9 at each counting hall location as per the breakups provided by the respective CEOs/authorised officials.

These cameras should support full HD recording. These cameras will be owned and operated by the service partner/vendor and shall be taken back at the end of the assignment.

Description and make / model of these cameras should be provided in the proposal.
Number of Days required for recording at each location: 1

The service partner/vendor shall provide the sufficient internet bandwidth to the high-end cameras for web streaming of the counting day event.

6.4. Setting up a Help Centre & Deployment of Manpower

- i. The service partner/vendor is required to deploy adequate minimum no. of manpower to meet all conditions of the assignment. The following teams shall be required to be created.
- ii. Centralized Help Desk in the office of CEO/authorised official operating under the Control of the Nodal Officer.
- iii. Team with 10-seater minimum for webcasting at polling stations and 5-seater minimum for webcasting at counting centres, shall be in the office of CEO/authorised official and shall assist all other locations to fix the issues that are coming up relating to this assignment.
- iv. The help desk should be operational on 3 days before polling and one day after polling, including the polling day. If there is a re-poll, it should continue, till the end of the re- poll.
- v. Similarly, the helpdesk should also function two days before counting and one day after counting including the counting day. If there is recounting, it should continue till the end of the recounting.
- vi. One coordinator shall be posted at district level for coordinating with DEO for entire duration of web casting duration.
- vii. Manpower should be skilled in the application software being deployed by the service partner/vendor, their configuration, use, etc. They should be available to assist with any issues arising during the assignment.
- viii. The CVs of all the personnel, being deployed should be provided to the user as per prescribed format provided by the user. Each of the personnel should have at least two of the following with him while in duty:
 - a. Passport,
 - b. Driving License,
 - c. Pan Card,
 - d. Aadhaar Card, or
 - e. other form of identity as specified by the Nodal Officer.

- ix. The following details shall be provided by the service partner/vendor in the CVs - Name, Date of Birth, and Copies of identity cards as above, Permanent Address during the last 10 years, Any Criminal or Civil Record, Educational Qualifications, Experience.
- x. There may be Police / Security Clearance checks conducted against the personnel and the user may ask for any or all personnel to be replaced, which shall be required to be complied with immediately.
- xi. 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 / Legislative) Assembly Constituency.
- xii. The personnel have to report for duty one day before the polling day and should be available till the sealing of EVM's is completed. Similarly, during counting, the personnel must report for duty one day before counting and should be available till the counting process is over completely.
- xiii. **Training of these personnel and the task shall include:**
 - a. 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 service partner/vendor, in the districts/ at a suitable place for one or 2 days as decided before they are deputed to the concerned place for on duty.
 - b. Trouble shooting any hardware/software issues related to entire process of recording, streaming and monitoring.
 - c. Any other tasks found necessary for the successful live streaming of the videos without any additional payment from user.
- xiv. The user will issue election duty certificate (EDC) or postal Ballot to the manpower posted in the respective locations as necessary. The manpower shall be asked to report for duty to the concerned officials when posted.

6.5. Development of Training Material

- i. A detailed Training Material is required to be developed by the service partner/vendor as the part of the assignment. The training material is required for the following purposes:
 - a. For operating the web streaming Software / Cameras etc.
 - b. For Post event operation of the Video Surveillance footage.
- ii. The Training Material should be in the following formats:
 - a. Documentation: Text based training material in the form of documents showing pictures / images and text of How - To, Help Guides, etc.
 - b. Multimedia: Audio and Video content including animations, videos, etc. for the above. Manuals on How to Video shall also be made available.
- iii. 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 PEN Drive / CD Discs to all locations, where it can be shared and disseminated with all the intended/required users. The Help Desk personnel shall additionally act as Facilitators to facilitate the learning progress.

6.6. Reporting Requirements and Time Schedule Deliverables

- i. The following would be the reporting requirements for the service partner/vendor: An Inception Report within 1 week, from the start of the assignment, Weekly Progress Reports consisting of:
 - a. All works performed by the service partner/vendor,
 - b. The Time Sheets / Attendance duly countersigned by the Nodal Officer.
- ii. All other Reports as required for the successful execution of this assignment.
- iii. Development and Maintenance of an MIS for all reporting purposes.
- iv. Final Report within 2 weeks of closure of all activities stipulated in the contract.
- v. The reports may be submitted in hardcopy and in soft copy (through e-Mail / MIS / Shared Folder over Internet) to the officers concerned.
- vi. The service partner/vendor after completion of the recording activities, all data to be arranged on the Hard disks and handover to the nodal officer, within 4 days after each event (polling/counting) is completed. After handing over the data, the service partner/vendor shall not retain any data in their computers or in any form with them. Any deviation in this regard, the service partner/vendor shall be held responsible and liable for punishment as per law.
- vii. The HDD shall be provided by the service partner/vendor at this own cost.

6.7. Supply, Installation and Commissioning

- i. The proposed items shall be delivered, installed and commissioned as per timeline prescribed by the respective user as per Work order.
- ii. The User is solely responsible for the site preparation, if any, before the scheduled installation dates.
- iii. After successful installation, commissioning and completion of the delivery to the User Department at different locations, the service partner/vendor may obtain (if directed by the user) signed delivery challan as per the format specified by the election commission/user.
- iv. 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 provided to any centre, person to whom complaints can be made, in case the service provided to any centre, is not satisfactory and the contact numbers of the responsible person, fax, mobile numbers & email address must be provided well in advance to the User.
- v. In the event of non-acceptance of the items delivered to the User, the service partner/vendor shall immediately report to user for suitable directions.
- vi. Any cancellation of the event after issuing the work order, it will be intimated within 24 Hours' time in advance.
- vii. The service partner/vendor 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.

- viii. The service partner/vendor shall be liable to perform any other related tasks for successful project execution as and when instructed by CEO/authorised official without any additional payment.
- ix. Dates and number of phases of election will be intimated later and service partner/vendor should provide services accordingly.

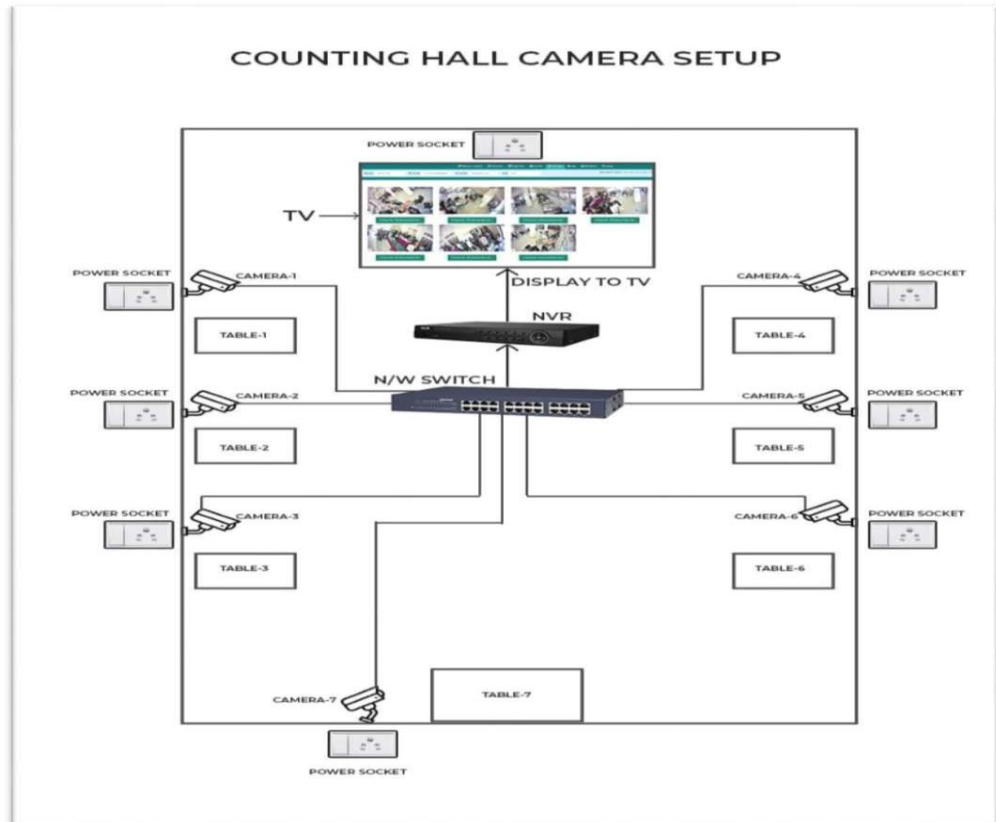
6.8. Control Unit display of Counting Machine

To provide and manage the necessary ICT infra for the large screen display of the Control Unit of the Electronic Voting Machine during the counting of votes in the state and Central Elections.

6.8.1. ICT Infra Requirements

Broad requirements of the ICT infra are as follows:

- i. Deployment of camera and display unit (as per requirement) for the table of Counting hall. Provision of any mediating equipment, any connecting devices/cables to render the camera output to the display unit and recording the proceedings of the counting process
- ii. Camera specifications to capture the CU display -
 - a. Minimum of 3 Mega Pixel Full HD camera with built in mic (the display should not be blurred and should be clearly visible)
 - b. Should not have any wireless connectivity provision and must be connected to the screen through a wired mechanism
 - c. Should have EDGE AI capabilities to detect and OCR text of EVM and securely send accurate and verified data to secure backend software and database in datacentre within India for generating reports as per specification.
- iii. The size of the CU display of the EVM is 105 mm x 25 mm, which needs to be enlarged to a minimum screen size of 17 inches or larger such that guidelines pertaining to social distancing could also be adhered to by the attendees during the counting of votes. The display options are -
 - a. Minimum 17" monitor for each camera, or
 - b. 50" or above TV for single output display of maximum 7 cameras
 - c. 77" or above projection screen with projector for single output display of maximum 7 cameras with all necessary connecting cables
- iv. Mounting equipment for camera, with height adjustable table/floor stand with all necessary cables, to be provisioned for in the solution such that the camera is stable and can well capture the EVM display
- v. Screen or the projection system or the mediating system for the solution envisioned for this requirement should not have any wireless connectivity provision/ or should not be a Smart TV
- vi. Electrical power arrangements and power backup arrangements for all equipment including camera, display screen, mediating equipment etc. for each counting table in the counting hall from main power board/point. Vendor must ensure sufficient cabling required to get power from electrical panel to all the halls/counting tables.
- vii. Audio and Video recording of control unit display dissemination process during counting which needs to be submitted to the user post event.



6.9. Compliance with Government of India's (GoI) Cloud Storage and Operations Guidelines

- i. As part of this Request for Proposal (RFP), all bidders must ensure strict adherence to the Government of India's (GoI) guidelines concerning cloud storage and operations. Bidders are required to integrate these guidelines into the proposed solution and explicitly outline how their approach aligns with GoI's directives.
- ii. The proposed solution must encompass robust measures to meet GoI's specifications for cloud services, data storage, and operational practices. Bidders should thoroughly understand and incorporate the latest guidelines from GoI, as non-compliance may result in disqualification from the bidding process.
- iii. Bidders are encouraged to familiarize themselves with GoI's guidelines, accessible on the official website, and demonstrate a comprehensive understanding of how their proposed solution complies with these specifications. Any questions or clarifications regarding GoI's guidelines should be sought directly from concerned ministries/department or its designated authorities.
- iv. It is imperative that bidders consider and address GoI's guidelines within the proposed scope of work to ensure a harmonious and compliant integration of cloud storage and operational practices.

7. BIDDING PROCESS

Bidders are advised to study the Tender Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of Tender document (including corrigendum, if any) all instructions, eligibility norms, terms and requirement specifications with full understanding of its implications. Bids not complying with all the given clauses in this tender document or failure to furnish all information required or submission of a bid not substantially responsive in every respect will be at bidder's risk and may result in the rejection.

7.1. Availability of Tender

- (i) The tender document is available at NICSI e-procurement site <http://etenders.gov.in>
- (ii) Prospective bidders desirous of participating in this tender may view and download the tender document free of cost from the above-mentioned website.
- (iii) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.
- (iv) Online bidding can be done through NICSI e-Procurement System at NICSI e-procurement site <http://etenders.gov.in>.

7.2. Pre-Bid Meeting

- (i) NICSI shall hold a pre bid meeting with the prospective bidders as per the schedule provided in **Section- FACTSHEET**. Queries received from the bidders regarding bidding conditions, bidding process, item specifications, evaluation criteria, etc., in writing, or over email (preferably in an excel file), **up till two days prior to the pre bid meeting**, shall be addressed. The queries can be sent to NICSI through email at tender-nicsi@nic.in
- (ii) **Only those pre-bid queries which are received in the following prescribed format shall be entertained:**

Company name		M/s.....		
S. No.	Relevant Section / Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query / Comment

- (iii) NICSI is not bound to clarify any query received after the day as described above. NICSI will review every query and on due consideration will issue corrigendum (if require). However, NICSI does not undertake to answer each individual query(ies). Bidders shall not assume that their unanswered queries have been accepted by NICSI.
- (iv) The Pre-Bid meeting shall be organized at NICSI. All interested prospective bidders (maximum two authorized representative) may participate in the pre-bid meeting.
- (v) To join the Pre-bid meeting, interested bidders are required to provide following details on email id at "tender-nicsi@nic.in" **two days before the schedule pre-bid meeting date**. The meeting detail will be shared later over the email to the bidder.

Name of the company: M/s _____

Name of the authorised representatives to attend: _____

Email Id of the representative: _____

Contact No. of representative: _____

7.3. Amendment of Tender Documents

- i. At any time prior to the last date for receipt of bids, NICSI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents through an amendment/corrigendum. The amendment will be notified through CPP portal, which will be binding on all prospective bidders to consider the amendment and accordingly submit their proposal/ quotation.
- ii. To give prospective bidders reasonable time to take the amendment into account in preparing their bids, NICSI may, at its discretion, extend last date for the receipt of bids.
- iii. No bid may be modified after the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result execution of Bid Securing Declaration.

7.4. Language of Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NICSI, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

7.5. Bidding Cost

The Bidder shall bear all costs associated with the preparation/submission of the Bid. NICSI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7.6. Bid Security Deposit/Earnest Money Deposit Declaration

- a. The Bidders shall submit "**Bid Security Deposit Declaration Form**" as per the format mentioned in **Annexure-3: FORMAT FOR BID SECURITY DECLARATION FORM/EARNEST MONEY DEPOSIT** through uploaded onto the CPP Portal as per bid submission section.
- b. The bids without Bid Security Deposit Declaration Form in the prescribed format as mentioned above, will be summarily rejected.
- c. In case the Bid Securing Declaration is not received by the stipulated time then the Purchaser reserves the right to forth with and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.

8. BID SUBMISSION

- (i) Bidder shall adhere to the timelines as mentioned in the Section: FACT SHEET. No bids shall be accepted post the deadline as mentioned in this schedule.
- (ii) Bids submitted in Online will be only considered for the tender opening process and further evaluation.
- (iii) Incomplete bids will be rejected straight away and will not be considered.

8.1. Online Bid Submission

- (i) Online bids (complete in all respect) must be uploaded on <https://etenders.gov.in> latest by the time & date mentioned in **the Section FACTSHEET**.
- (ii) The Online bids should be submitted as under with mentioned two packets online:

Packet Number	Documents to be uploaded	Packet File Format
Packet-1 (Technical Bid)	<p>The files should be saved in a PDF version as '<i>packet1<BidderName>".pdf</i></p> <ol style="list-style-type: none"> 1. Scanned copy of Covering Letter in Company Letter Head as per Annexure-2: COVERING LETTER for Bid duly sealed & signed (PDF) 2. Scanned copy of Bid Securing Declaration Form duly sealed and signed as per the format mentioned in Annexure-3: FORMAT FOR BID SECURITY DECLARATION FORM/EARNEST MONEY DEPOSIT (PDF) 3. Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies or Original Authorization in Letter Head in case of Partnership Firm Or Original Self Certificate in Letter Head in case of Proprietorship naming/indicating the person authorized to sign the bid (PDF). 4. Scanned copy of Bidder's Profile as per Annexure-1 duly filled in, signed and stamped along with all supporting documents. 5. Scan copy of duly filled signed and stamped Eligibility Compliance Sheets as per Annexure-5 and all the supporting/mandated documents and Annexures required for eligibility criteria. 6. Scan copy of duly filled signed and stamped supporting/mandated documents and Annexures required for Technical evaluation of the bid as per the evaluation criteria. <p><i>Note: The PDF file not containing the above documents or containing the financial bid in the explicit/implicit form will lead to rejection of the bid.</i></p>	PDF
Packet-2 (Financial Bid)	<p>Financial Bids to be uploaded as:</p> <ol style="list-style-type: none"> 1. As per BoQ: GTV Financial Bid as per Annexure-7: ABRIDGED FINANCIAL BID (in .xls format) And 2. Detailed financial bid as per Annexure-8: DETAILED FINANCIAL 	XLS & RAR

	<p>BID (in .pdf format). The Detailed Financial Bid scanned pdf files, then should be saved in a RAR '<i>Detailed_Fin <Bidder's Name></i>'.RAR</p> <p><i>All the bid documents duly signed by the authorized signatory of the company and stamped with company seal</i></p>	
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Instructions for Online Submission

I. Instructions for Packet-1

- a. It shall be the sole responsibility of the bidder to check (and double-check) the page number referencing made for supporting documents in the checklist indicated under Annexure-4: Eligibility Compliance sheet.
- b. No relevant information/ document should be left, whether listed above or not
- c. Bidder must provide all documents mandated for bidder's profile, prequalification criteria and for Technical evaluation criteria.
- d. All pages of the bid being submitted must be sequentially numbered by the bidder
- e. Relevant referencing shall be done by the bidder, clearly indicating all page numbers where supporting documents are provided.
- f. The document should have a Table of Contents indicating page no. where supporting document are placed. All pages in the bid document should be sequentially numbered, stamped and signed by the authorized signatory.

II. Instructions for Packet-2

- a. The Bidder must upload the BoQ as per the format provided on CPP portal. The bidder must adhere to terms and conditions and fill in the required details as required in BoQ.
- b. The bidder must strictly follow the prescribed format as mentioned in the detailed Financial Bids.
- c. The bidder shall quote only the GTV value in Abridged Financial Bid as derived from in Detailed Financial Bid for which bid is being quoted.
- d. During financial opening, only the Abridged Financial Bid shall be opened for determining the L1 bidder based on the GTV value.
- e. Any other itemized financial details mentioned in the Abridged Financial Bid may lead to rejection of the bid.
- f. All the bid documents should be duly signed by the authorized signatory of the company and stamped with company seal.

8.2. General Instructions for Bid Submission

- i. NICS I will not be responsible for any delay on the part of the vendor in submission of bid.
- ii. Bids submitted by Fax/E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iii. Conditional Bids shall not be accepted on any ground and shall be rejected straightway. (A bid is conditional when bidder submits its bid with his own conditions & stipulations extraneous to the terms and conditions specified in this tender) If any clarification is required, same should be obtained before submission of bids i.e., during pre-bid meeting.

- iv. No bids will be accepted after the expiry of the deadline as stated in the Fact Sheet.
- v. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- vi. All pages of the bid being submitted must be signed by the authorized signatory, stamped and sequentially numbered by the bidder irrespective of the nature of content of the documents. Un-signed & un-stamped bid may be summarily rejected.
- vii. At any time prior to the last date for receipt of bids, NICSI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by publishing an amendment/corrigendum. The amendment will be notified on NICSI's CPP portal <https://etenders.gov.in> and should be taken into consideration by the prospective agencies while preparing their bids. It is the responsibility of the bidder to check website for any such notice/changes and submit its bid accordingly.
- viii. In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, NICSI may, at its discretion, extend the last date for the receipt of bids. No bid may be modified after the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in execution of Bid Securing Declaration.
- ix. Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case any terms and conditions of the tender document is/are not acceptable to the bidder or submitted any deviation, the bid shall be rejected summarily.
- x. Bids not submitted as per the specified format and nomenclature may be rejected.
- xi. Ambiguous/Incomplete/Illegible bids may be out rightly rejected. Not quoted bids shall be consider as non-responsive and shall be rejected.
- xii. Any alteration/overwriting/cutting in the bid should be duly countersigned else it will be out rightly rejected.
- xiii. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and required specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the vendor's risk and may result in the rejection of the bid.
- xiv. Tender process will be over after the issuance of empanelment letter(s) to the selected agency (ies).
- xv. For additional instructions, refer to the Section Bid Evaluation, Technical Evaluation and Financial Bid Evaluation, etc.
- xvi. Submission of false/forged documents will lead to execution of Bid Securing Declaration and blacklisting of agency for a minimum period of 3 years from participating in NICSI tenders.

8.3. Bid Submission - Proof of Concept Requirement for Shortlisted Bidders

- i. As part of the bid submission process, bidders are advised that those shortlisted for the presentation phase will be required to provide a Proof of Concept (PoC) for their proposed solution. The PoC should serve as a tangible demonstration of the bidder's ability to deliver the functionalities and capabilities outlined in their proposal.
- ii. Shortlisted bidders must be prepared to present a working prototype or simulation of key aspects of their proposed solution during the presentation phase. This PoC is crucial for evaluating the feasibility and practicality of the proposed solution, ensuring alignment with the project's objectives.
- iii. Bidders should include details on how they plan to showcase the Proof of Concept, including any specific requirements or resources needed for the demonstration. Failure to provide a satisfactory Proof of Concept during the presentation may impact the evaluation of the proposal.
- iv. This requirement aims to enhance the transparency and reliability of the selection process by allowing the evaluation committee to assess the practical implementation and performance of the proposed solution.
- v. Bidders are encouraged to plan accordingly and allocate resources to develop a robust Proof of Concept for the shortlisting presentation. Further instructions regarding the PoC presentation will be communicated to the shortlisted bidders in due course.
- vi. It is imperative that bidders consider and address this Proof of Concept requirement as an integral part of their bid submission.

8.4. Bid Opening

- i. NICSI shall convene a bid opening session as given in the **FACTSHEET**, where one representative from the agencies, who have successfully uploaded the bid, can participate.
- ii. NICS I will download the **Packet-I** from e-tender portal at first. Agencies' representatives can remain present during the bids download process.
- iii. Bids will then be passed on to a duly constituted Technical Evaluation Committee (TEC).
- iv. Financial bids of only those bidders whose bids are found qualified by the Evaluation Committee as per both Pre-Qualification & Technical criteria will be opened in the presence of the bidder's representatives subsequently for further evaluation.
- v. Financial bids, original and revised, if any, of only technically qualified agencies shall be opened on a notified date and time in the presence (physical/ Video Conference) of agency's representatives who chose to remain present.
- vi. Financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.

8.5. Bid Validity

- i. All the bids must be valid for a period of **180 days** from the date of bid opening.
- ii. If necessary, NICS I shall seek extension in the bid validity (as required) validity

period.

- iii. The bidders, not agreeing for such extensions will be allowed to withdraw their bids.

9. BID EVALUATION

1. Any effort by a bidder to influence NICS's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid and execution of Bid Securing Declaration. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee / its authorized representative and office of NICS can make any enquiry / seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.
2. NICS reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders, of any obligation to inform the affected bidder of the grounds for NICS's action and without assigning any reasons.
3. Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case any terms and conditions of the tender document are not acceptable to the bidder, the bid shall be summarily rejected.

9.1. Technical Evaluation

- a. A duly constituted Technical Evaluation Committee (TEC) will first evaluate bidders based on Annexure-4: Eligibility Compliance Sheet of this tender.
- b. The TEC will examine the eligibility documents of the bidders as per the tender specifications. Bids of the bidders, not satisfying the eligibility criteria shall be rejected.
- c. Only bidders who satisfy all the conditions of the eligibility criteria completely will be considered for further technical evaluation.
- d. The TEC will further evaluate the documents of the eligible bidders as per the Annexure-4: Eligibility Compliance sheet as per the technical evaluation criteria.
- e. The presentation made by the bidders will be technically evaluated and marked as part of marking scheme provided in Annexure-4: Eligibility Compliance sheet and the decision of TEC will be final in this regard.
- f. If required by the TEC, the bidders shall also assist the TEC in getting relevant information from the bidders' references. Agencies failing to adhere to the specified time limit will not be considered for further evaluation.
- g. The TEC may decide to visit the premises of the bidder to verify the information submitted by them. For this the bidder shall extend all cooperation, shall present the documents desired by the TEC at the premises and adhere to the time targets set by the TEC. NICS will bear all expenditure of the TEC visits.

9.2. Financial Evaluation

- a. On a designated day and time, the **Abridged Financial Bids (Annexure-7: Abridged Financial Bid)** of only those Bidders who satisfy all conditions of the eligibility criteria and have passed the Technical Evaluation Stage will be opened electronically in the

- presence of the representatives of the technically qualified bidding companies.
- b. The lowest quoting bidder in this category will be the bidder with the lowest Gross Total Value (GTV) among all the quoted eligible GTV in the **Abridged Financial Bids (Annexure-7: Abridged Financial Bid)**.
 - c. The detailed financial bid **Annexure-8: Detailed Financial Bid** of only the lowest quoting bidder shall be opened and evaluated by a duly constituted Finance Evaluation Committee (FEC). If the submitted detailed financial bid found precise by the evaluation committee, then the bidder will be declared as L1 bidder.
 - d. If any discrepancy found in L1 bid during financial evaluation process, then L2 bidder will be considered as L1. Similarly, if any discrepancy is also found with L2 bidder, L3 bidder will be considered as L1 till the finalization of L1 bidder. Similarly, the process will continue till empanelment of specified no. of bidders.
 - e. The bidder with the Second Lowest GTV among the Abridged Financial Bids will be the L2 bidder and will then be asked to match the item-wise price of L1, category wise in order to be placed on the panel (within a timeframe prescribed by NICSII). If L2 does not agree, L3, L4 & so on...will be asked to match the item-wise price of L-1. Thus, by way of successive opportunity a **panel of vendors as per defined category wise** will be formed.
 - f. If none of L2, L3, L4.... agree to match the L1 rates then L1 shall be the sole vendor on the panel. The decision of NICSII arrived at, as per above will be final for empanelment and no representation of any kind shall be entertained.
 - g. If NICSII considers necessary, revised Financial Bids could be called from the eligible Bidders, before opening the original financial bids for recommending final empanelment.
 - h. In the event of revised financial bids being called the revised bids should not be higher than the original bids, otherwise the bid shall be rejected. There will be no negotiation regarding the financial/ commercial bid.
 - i. Quoting '0' (Zero) value of an item with a view to subverting the tender process shall be rejected straight away and execution of Bid Securing Declaration of such bidders.
 - j. If there is a mismatch between values quoted in figures and words, the value quoted in words shall prevail.
 - k. A Financial Evaluation Committee (FEC) would scrutinize the commercial bids. Bids found lacking in strict compliance to the commercial bid format shall be rejected straightaway.
 - l. If there is only one bid, NICSII reserves the right to process the single bid or take recourse to the process of re-tendering.
 - m. Arithmetical error will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price with quantity/weightage, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected, and Bid Securing Declaration will be executed. If there is a discrepancy between words and figures, the amount in words will prevail.
 - n. NICSII reserves the right to use this tender to service its clients'/NICSII needs.
 - o. The rates quoted should be as per industry standards for the prescribed experience. The bids in which the bidder quote NIL charges/considerations, such bid will be

treated as unresponsive and will not be considered.

- p. Bids of those bidders whose Financial Bid's Gross Total Value (GTV) have a deviation **beyond 30% (thirty Percent)** on either side from the Average GTV of all the technically qualified bidders would be disqualified.
- q. The Financial Evaluation Committee (FEC) reserves the right to review and adjust the deviation percentage considering the prevailing market conditions, industry standards, and any other relevant factors, in response to the deviation criteria specified in the Financial Bid's Gross Total Value (GTV) clause.
- r. NICS reserve the right to reject bid of a bidder in view of wide disparity in the item wise rates.

10. EMPANELMENT

10.1. Signing of Contract

- a. Empanelment will be initially for a period of two years, extendable for next one more year solely at the discretion of NICSI on same terms and conditions or additional mutually agreeable conditions.
- b. NICSI will have a panel of vendor up to 10 (ten) empanelled vendors.
- c. NICSI will empanel successful bidders in two tiers i.e., tier I and tier II, each with specific eligibility criteria outlined in Annexure 4 of this RFP. Bidders are required to carefully review the eligibility criteria and choose the appropriate tier for their proposal submission.
- d. The rates finalized shall remain valid during empanelment/extended empanelment.
- e. The incidental expenses of execution of agreement/contract shall be borne by the empanelment vendor.
- f. After empanelment, selection procedure for issuance of Work Order / Purchase Order will be at the sole discretion of NICSI/User Department. The Bidder will provide services as per NICSI/User Department's requirements.
- g. Escalation Matrix for Problem solving: The Empanelled agency should provide an escalation matrix for problem resolution to the user by providing the Names, Designations, Contact Number(s) and Email ID's of the persons to be contacted. The Empanelled agency should also provide website URL for such purpose.
- h. On written communication from NICSI for having qualified for empanelment the bidder shall sign contract (letter of empanelment) within 7 days of such communication. Failing which the offer shall be treated as withdrawn and execution of Bid Securing Declaration.
- i. Empanelled agencies must honor all tender conditions and adherence to all aspect of fair-trade practices in executing the purchase orders placed by NICSI on behalf of its clients. Failing this, NICSI may execute of Bid Securing Declaration and stop further participation of such agency(ies) for three years in NICSI tendering process.
- j. In the event, an Empanelled Company or the concerned division of the Company is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with NICSI, should be passed on for compliance by the new company in the negotiation for their transfer.
- k. During the empanelment, NICSI may ask the agency to submit the supporting documents which may be required to ensure that the tender terms and conditions are fulfilled.
- l. The agency should not assign or sublet the empanelment or any part of it to any other agency in any form. Any such attempt shall result in termination of empanelment and forfeiture of security deposit, revocation of bank guarantees (including the ones submitted for other work orders)
- m. NICSI may, at any time, terminate the empanelment by giving written notice to the Empanelled agency without any compensation, if the Empanelled agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICSI.

- n. Reasons for rejecting tender/bid will be disclosed to a bidder only where enquiries are made.
- o. NICS I may verify the CA certificate along with required supporting documents submitted as part of bid by the bidder 'as and when required' during bid evaluation or/and the course of empanelment.

10.2. Security Deposit for Empanelment

- a. Selected bidder(s) will submit the security deposit in the form of a Bank Guarantee or e-Bank Guarantee in an acceptable form for the duration of empanelment plus 90 days or extended period if any (with 90 days add on period), in favour of NICS I, New Delhi.
- b. **The Security Deposit amount for the empanelment is 30 Lakhs.**
- c. NICS I will have the right to forfeit the security deposit if the empanelled agency fails to meet the terms and conditions of the tender document or perform any other obligation under the contract, fails to execute the work orders issued by NICS I.
- d. Apart from this NICS I also reserves the right to cancel the empanelment of the selected agency in case of repeated default.
- e. Empanelled agencies shall be required to submit Security Deposit within 14 days of issuance of Empanelment letters by NICS I.
- f. In the event wherein the Empanelment is extended by NICS I beyond 2 years, the selected agency shall ensure submission of a fresh Security Deposit within 14 days of issuance of letter for extension of Empanelment by NICS I. The Validity of this Security Deposit shall also be for an additional period of 90 (Sixty) days beyond the period of extension of Empanelment.
- g. The BG will be released without any accrued interest after the empanelment or execution of all pending POs whichever is later.

10.3. Performance Bank Guarantee (PBG)

- a. The selected Service Provider shall be required to furnish a **Performance Bank Guarantee (PBG)** equivalent to **3% (Three Percent)** of the Work Order/Purchase Order value.
- b. PBG will be in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, an unconditional and irrevocable Bank Guarantee, Bankers Cheque from a Commercial bank or online payment in an acceptable form drawn in the name of National Informatics Centre Services Inc. (NICS I), New Delhi.
- c. PBG should remain a period of 60(Sixty days) beyond the date of completion of all contractual obligations of the supplier.
- d. PBG must be submitted after award of contract but before signing of contract.
- e. The successful service provider must renew the PBG on same terms and conditions for the period up to contract including extension period, if any.
- f. PBG would be returned (without any accrued interest) only after successful completion of tasks/deliverables assigned to them as per PO and only after adjusting/recovering any dues recoverable/payable from/by the Service Provider on any account under the contract.
- g. NICS I will have the right to forfeit the PBG along with the Security Deposit without assigning any reasons if selected agency defaults or deemed to have defaulted or in case of non-acceptance of purchase orders and thereafter the empanelment will be cancelled.

- h. Empanelled agencies shall be required to give PBG as per the following timelines (For work related to Manpower mode and Project Mode). For projects duration between 0-6 months, PBG should be submitted within 15 days of issuance of PO by NICS I and for projects duration greater than 6 months, PBG should be submitted within 30 days of issuance of PO by NICS I.
- i. In the event of default/delay in submission of PBG within the stipulated time, the agency shall be liable for a penalty amounting to 0.1% (Zero Point One Percent) of the PO value per day delay with a Maximum penalty capping of 10% of PO value.
- j. In the event wherein a PO is released by NICS I for project renewal, or a fresh PO is released, the bidder shall ensure extension/submission of PBG with 15 days of issuance of the PO.

10.4. Information Security

- a. Service Provider shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by NICS I, out of premises without prior written permission from NICS I.
- b. Service Provider acknowledges that NIC's business data and other NICS I proprietary information or materials, whether developed by NICS I or being used by NICS I pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to NICS I; and Service Provider agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Service Provider to protect its own proprietary information.
- c. Service Provider recognizes that the goodwill of NICS I depends, among other things, upon Service Provider keeping such proprietary information confidential and that unauthorized disclosure of the same by Service Provider could damage NICS I and that by reason of Service Provider's duties hereunder. Service Provider may come into possession of such proprietary information, even though Service Provider does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Service Provider shall use such information only for the purpose of performing the said services.
- d. Service Provider shall, upon termination of this agreement for any reason, or upon demand by NICS I, whichever is earliest, return all information provided to Service Provider by NICS I, including any copies or reproductions, both hardcopy and electronic.
- e. The Appointed agency will not disclose any information, to anyone in any form about software, hardware, network topology, IP Schema, and network security policies of NICS I/user. Information disclosure to anyone shall be only with prior written consent of NICS I/User.

10.5. Confidentiality

Empanelled bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating

to services, contract or business or operations of NICSI or its clients without prior written consent of NICSI.

10.6. Indemnity

- a. NICSI/User Department stand indemnified of all legal obligations, past/present/future, of the empanelled agency with its professionals/resources.
- b. NICSI/User Department stand absolved of any liability on account of death or injury sustained by the staff deployed by the empanelled agency during the performance of the empanelment and for any damages or compensation due to any dispute between the empanelled agency and its staff so deployed.
- c. The empanelled bidder will indemnify NICSI of any infringement of third-party rights under the Patents Act or the IPR.

10.7. Security

- a. Bidder/vendor must ensure that they are following the ECI/user guidelines.
- b. The bidder/vendor will ensure that no information about the software, hardware, database, assignment, policies of user etc., have taken out in any form including electronic form or otherwise, by the manpower posted by them.

11. PLACEMENTS OF WORKORDERS

- i. NICSI may place the work orders on empanelled agencies for its own requirement or for its projects on behalf of its clients.
- ii. This tender is for empanelment of multiple agencies. In view of NICSI's order on Procurement Preference Policy, preference shall be given to L1 bidder of such category for distribution of projects (purchase orders)/work in that category. However, NICSI/User shall have right to choose any other eligible bidder for allotment of projects (purchase orders)/work considering various parameters like performance, location, mix of project etc. or any other factors depend on situations.
- iii. Work Order may encompass the complete scope of work or may require few services. Depending on requirement, the work orders may be placed to anyone of the empanelled agency; more than one depending on the project requirement or the TOR may be given to more than one empanelled agency for their proposals for the specific scope of work using the L1 rates. In the document, work order can be read as work order/Purchase order.
- iv. On receipt of request from a User department, NICSI would inform the User Department/ Agency/Institution about the Empanelled agencies and GFR compliant procedure followed in the empanelment.
- v. In case User Department clearly and specifically states in writing the name of a particular agency, NICSI may assign the work to that agency. In such cases, the responsibility for adhering to relevant financial/procurement rules would be that of Department concerned.
- vi. Terms of Reference/Scope of Work will be shared among all Empanelled agencies and would be invited by the Committee to make presentations and submission of technical proposal and financial effort estimate in a separate sealed envelope regarding project under consideration. Presentations may be evaluated objectively, based on which most suitable agency may be assigned the work by NICSI, on the recommendation of above Committee. There should be full participation and involvement of User Department in the process of selection of agency. For assignment of work to Empanelled agencies, above mentioned Standard Operating Procedure (SOP) is followed or implementation of new guidelines from time to time.
- vii. Proposal of selected agency along with supporting document/minutes of meeting are then forwarded to NICSI by user department for issuance of Proforma Invoice (PI).
- viii. Once the requisite funds are transferred to NICSI against issued PI, Work Order will be placed on selected agency as per terms and conditions of empanelment and scope of work.

12. PAYMENT TERMS & SCHEDULE

- a) Failure in abiding by the scope of work, for reasons accountable to the vendor, shall render the vendor liable for penalty.
- b) All aspects of safe delivery of services shall be the exclusive responsibility of the vendor. The schedule to be given for delivery/installation at site is to be strictly adhered to in view of the strict time schedule for implementation of various Projects.
- c) Proof of Satisfactory Delivery of services duly signed by the User Department, should be submitted along with bills.
- d) The agency will submit pre-receipted bills in triplicate (having details of concerned work-order number, Date and Project-Number of NICSI) in the name of National Informatics Centre Services Incorporated, New Delhi along with relevant supporting documents. Payment will be made only upon submission of the Bill along with all the completed documents. An invoice will contain the items ordered under one Purchase Order only. Bill / Invoice shall not be combined for more than one purchase order.
- e) Purchaser shall make payments to the vendor after the service is completed for the respective event and client. Bidder will furnish Satisfaction Certificate duly signed by the client along with the bill.
- f) No invoice for extra work/change order on account of change order will be submitted by the Bidder unless the said extra work /change order has been authorized/ approved by the Purchaser in writing.
- g) Payments shall be subject to deductions of any amount for which the supplier is liable under the empanelment or tender conditions. Further all payments to agency will be made subject to deduction of applicable penalty and TDS (Tax deduction at Source) as per the income Tax Act, 1961, and other taxes, if any, as per Government of India rules.
- h) In case the submission of bills to NICSI, along with the necessary documents, is delayed by the agency beyond 30 days from the date of issue of bill, the entire liability towards payment of interest/penalty to the tax authorities would be on the cost of respective agencies. The entire amount will be deducted from the payment due to respective vendor.
- i) All payments will be made through RTGS only.
- j) GST would be paid as may be applicable from time to time.
- k) It is the bounden duty of the empanelled agency to regularly pay the deployed manpower their entitlements like monthly salaries/wages/annual increment/EPF/ESI/Bonus/ Medical Insurance/Accidental Insurance etc. as may be applicable and submit the proof thereof to NICSI along with Vendor Invoices for the processing of the bills.
- l) In case the submission of monthly bills to NICSI is delayed by the agency beyond 15 days from the last day of the month in which the services have been provided, the entire liability towards payment of interest/penalty to the tax authorities would be borne by the respective agency; so that NICSI is not burdened unnecessarily with this amount/penalty etc. The entire amount will be deducted from the payment due to respective agency.

13. DELIVERY OF SERVICES

- (i) The empanelled agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the empanelled agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.
- (ii) To discharge its responsibility, the agency will deploy experienced people with proven competence and rich working experience.
- (iii) In case any additional item/service/module needs to be added in future which is not listed in this tender document by the Election commission of India/ State Election commission/ PSU election/ local bodies/ any other elections during this empanelment tenure then a quotation for that specific work/item/service/module can be taken from empanelled vendor's only and order will be awarded to the lowest quoted vendor.

14. PENALTY FOR NON-PERFORMANCE

PENALTY CALCULATION PROCESS

a) Online Mode of Polling Stations

SERVICE AVAILABILITY (at each polling station)	Deduction from cost quoted for a polling station-online mode
99% to 100%	0%
90% to <99%	10%
80% to <90%	25%
80 % to <70%	50%
70 % and below	60%

b) Counting Hall

UPTIME OF EACH OF THE WEB CAMERA-at the counting hall	Deduction from cost quoted for a counting hall
99% to 100%	0%
90% to <99%	10%
80% to <90%	25%
80 % to <70%	50%
70 % and below	60%

c) Buffering

The buffering should not happen in the streaming at the ECI/user, CEO/authorised official and DEO Office. Vendor will develop a dashboard for reporting the buffer and failure.

Buffering and connection loss	Deduction from total cost for streaming
<=10 Point failure	0%
>10 Point Failure	10%
>50 Point Failure	25%
>70 Point Failure	50%
>100 Point Failure	60%

- d) Failure by the service partner/vendor to conduct at least one dry/trial runs of the process, ensuring system readiness at least one days before the poll and counting day, may result in a booth-wise penalty of 10%, at the discretion of the user.

Note: In case of any disruption due to internet connectivity, the streaming data must be stored in the local Hard Disk and the same shall be made available in DVD at the end of the day to the officials concerned. This penalty clause is applicable for entire scope of work of this tender.

15. GENERAL TERMS & CONDITIONS

- (i) Consortiums are not allowed for the scope of this tender.
- (ii) All panel agencies automatically agree with NICS I for honouring all aspects of fair-trade practices in executing the work orders placed by NICS I.
- (iii) The selected bidder will be responsible for any damage to equipment, property and third-party liabilities caused by acts on the part of its deployed manpower or while execution of the scope of work as per this tender. All equipment will be used only for the purpose of carrying out legitimate business and will not be put into any other use.
- (iv) NICS I will be free to allocate the work to any of the empanelled agencies.
- (v) Work order will be placed on the empanelled bidder(s) in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Work Order or an alert through e-mail for downloading the Work Order from the official Web Site of NICS I.
- (vi) Objection, if any, to the Work Order must be reported to NICS I by the selected bidder within two (2) working days counted from the Date of Issue of Work Order for modifications, otherwise it is assumed that the selected bidder has accepted the Work Order in totality. This is applicable in case of electronic publishing/delivery of Work Order also.
- (vii) For the manpower deployed, the bidder will keep with them, their Aadhaar Number, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details, character verification certificates, specimen signature and two passport size photographs and furnish this details/information to NICS I at the time of deployment or soon thereafter as the case may be.
- (viii) Staff of the agency must carry Identity card issued by the agency while on duty at NICS I/User Department. Be it private or public areas, the employees are to be frisked/checked by the security personnel, both while entering and leaving the premises.
- (ix) The selected bidder will provide escalation matrix for problem resolution.
- (x) Bid documents submitted by the bidder in hard copies (if any, as per the requirements of the tender document) must be signed and stamped by the authorised signatory of the bidder.
- (xi) The bidder must comply with the guidelines and requirements of OM no. 6/18/2019-PPD dated 23rd July 2020 issued by Department of Expenditure, Ministry of Finance, Government of India.
- (xii) Bidders are strictly advised that bidding for multiple tiers is not allowed. Each bidder is permitted to submit a proposal for only one tier. Failure to adhere to this requirement will result in disqualification from the evaluation process.

15.1. Termination of Contract

15.1.1. Termination by NICS I

NICS I reserves the right to suspend any of the services and/or terminate this agreement in one or more of the following circumstances by giving 30 days' notice in writing:

- In case NICS I/User Department finds the illegal use of connections, hardware and software tools that are dedicated to NICS I or its clients only.

- In case the empanelled agency is not meeting the Qualification, experience of the manpower as per the terms and conditions of the tender or is not delivering the assignment up to the satisfaction of the user department.

NICSI reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 90 days' notice in writing:

15.1.2. Termination for Insolvency, Dissolution etc.

NICSI may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or affect any right of action or remedy which has accrued thereafter to NICSI.

15.1.3. Termination for Default:

NICSI may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit) by written notice of default issued to the empanelled agency, terminate the contract in whole or in part after sending a notice to the empanelled agency in this regard.

- a) If the empanelled agency fails to deliver any or all the services within the time period(s) specified in the contract, or any extension thereof granted by NICSI, or
- b) If the empanelled agency fails to perform any other obligation under the contract.

15.1.4. TERMINATION FOR CONVENIENCE

NICSI may by written notice, sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for NICSI's convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective. NICSI reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.

15.1.5. CONDITIONS FOR TERMINATION

- a) Upon occurrence of an event of default as set out in above clauses, NICSI will deliver a default notice in writing to the Agency which shall specify the event of default and give the Agency an opportunity to correct the default.
- b) At the expiry of notice period, unless the party receiving the default notice remedied the default, the NICSI may terminate the agreement.

15.1.6. NO CLAIM CERTIFICATE

The qualified bidder shall not be entitled to make any claim, whatsoever, against NICSI or its clients under or by virtue of or arising out of this contract nor shall NICSI or its clients entertain or consider any such claim after Bidder shall have signed a "no claim"

certificate in favour of NICS I or its client in such forms as shall be required by NICS I after the works are finally accepted.

15.1.7. SUSPENSION

NICS I may by a written notice of suspension, suspend all payments to the qualified bidder under the contract, if the qualified bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the qualified bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

15.2. Force Majeure

- a) Force majeure clause will mean and be limited to the following in the execution of the contract/work-orders placed by NICS I:
 - War/hostilities.
 - Riot or Civil commotion.
 - Earthquake, flood, tempest, lightning or other natural physical disaster.
 - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.
- b) The agency will advise NICS I in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, NICS I reserve the right to cancel the order without any obligation to compensate the agency.

15.3. Arbitration

NICS I and the agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the agreement/work-order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Ministry of Electronics & Information Technology (MeitY) and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules thereunder and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi, India.

15.4. Applicable Law

The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

The bidder and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of NICSII without the prior written consent of NICSII.

16. ANNEXURES

The Annexures are given in the following pages.

ANNEXURE-1: BIDDER'S PROFILE

<On Company's Letter Head>

Name of the Bidder (in CAPITAL letters only): _____

Date of Incorporation in India as: _____

Registration No: _____

Complete Address with PIN: _____

Contact Person Name:						
Designation:						
Telephone:						
Fax:						
E-mail:						
Goods & Service Tax No. (GSTN)						
Whether Bidder is Micro/Small Enterprise: (Yes/No) (if Yes, please attach Udyam Registration)	If yes, a) Type of Enterprise: _____ b) Udyam Registration No.: _____					
Whether Bidder is DPIIT Recognised Start-up Enterprise: (Yes/No) (if Yes, please attach DPIIT Recognition Certificate)	if Yes, Enter DIPP Certificate No. _____					
PAN No.:						
ISO Certification(s):						
CMMI Certification:						
Total Number of employees						
Annual Turnover (in INR Crores)	2017 - 18	2018 - 19	2019 - 20	2020 - 21	2021 - 22	Avg. Turnover
Overall Annual turnover						
From Security Audit						
Whether Bidder is blacklisted: (Yes/No)						
Whether any Litigation Arbitration/ proceeding: (Yes/No)						

Note: Copies of the supporting documents should be attached along with the proposal.

Signature (Bidder Seal)

In the capacity of

Duly authorized to sign proposals for and on behalf of:

ANNEXURE-2: COVERING LETTER

(To be submitted on the letterhead of the bidder)

<Place>

<Date>

To

The Managing Director,

National Informatics Centre Services Incorporated (NICSI)

1st Floor, NBCC Tower,

Bhikaji Cama Place, New Delhi-110066

Subject: Submission of Bid for Empanelment of Tender No.

Dear Sir,

This is to notify that our company is submitting technical bid in response to Tender No <... Tender No....> for <...Name of the Tender...> for <...Name of the Category...> Primary & Secondary contact for our company are as follows:

<M/s Company Name>	Primary Contact	Secondary Contact
Name		
Title		
Address		
Phone		
Mobile		
Fax		
E-mail		

We are responsible for communicating to the NICSI in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold NICSI responsible for any non-receipt of bid process communication in case such change of information is not communicated and confirmed with NICSI on time.

We are submitting our bid for _____ as per the scope and requirements of the tender document:

By submitting the proposal, we acknowledge that we have carefully read all the sections of this tender document including all forms, scheduled and appendices hereto, and are fully informed to all existing conditions and limitations. We also acknowledge that the company agrees with terms and conditions of the tender and the procedure for bidding and evaluation.

Deviations:

We declare that all the services shall be performed strictly in compliance with the Tender Document. Further, we agree additional conditions, if any, found in the bid documents, other than those stated in the tender document, shall not be given effect to.

Bid Pricing:

We do hereby confirm that our bid prices exclusive all taxes, as applicable on the last date of submission of bid. We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

Qualifying Data:

We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information/ documentary proof in this regard before evaluation of bid, we agree to furnish the same in time to your satisfaction.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to NICSI are true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled NICSI in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in unduly favors to our company in evaluation process, we are liable to be dismissed from the selection process or termination of the contract during the empanelment with NICSI.

We understand that you are not bound to accept the lowest or any bid you may receive.

Have/undertake to open within 60 days of our empanelment, branch offices in the locations as stipulated in

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.

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place:

Date:

ANNEXURE-3: FORMAT FOR BID SECURING DECLARATION FORM/ EARNEST MONEY DEPOSIT (EMD)

<On Company's Letter Head>

Date: _____

Tender No.: _____

To *(insert complete name and address of the purchaser)*

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. have been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - i. fail or reuse to execute the contract, if required, or
 - ii. fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- i. the receipt of your notification of the name of the successful Bidder; or
- ii. thirty days after the expiration of the validity of my/our Bid.

Signed: *(insert signature of person whose name and capacity are shown)*

in the capacity of *(insert legal capacity of person signing the Bid Securing Declaration)*

Name: *(insert complete name of person signing the Bid Securing Declaration)*

Duly authorized to sign the bid for an on behalf of: *(insert complete name of Bidder)*

Dated on _____ day of _____ *(insert date of signing)*

Corporate Seal (where appropriate)

ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET**A. ELIGIBILITY COMPLIANCE SHEET FOR TIER I**

S. No	Eligibility Requirements	Documents Required	Bidder Compliance (Y/N)	List of Documents/ Proofs with Page No.
1	The bidder should be a company registered in India under the relevant act such as Companies Act 1956/2013, or a partnership registered under the India Partnership Act 1932 or Partnership firm registered under Limited Liability Partnership Act 2008 or Proprietary firm with their registered office in India for the last Five (5) financial years.	<ul style="list-style-type: none"> • Certificate of Registration attested by Signing Authority/Certificate of Incorporation • Partnership deed (in case of partnership firm)/summary for partnership should be submitted. 		
2	Power of Attorney in the name of authorized signatory authorizing him for signing the bid documents or related clarifications on bid documents Or Original Authorization in Letter Head in case of Partnership Firm Or Original Self Certificate in Letter Head in case of Proprietorship naming/ indicating the person authorized to sign the bid	Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies Or Original Authorization in Letter Head in case of Partnership Firm Or Original Self Certificate in Letter Head in case of Proprietorship naming/ indicating the person authorized to sign the bid (PDF).		
3	Average Annual turnover during the last five (5) financial years i.e., FYs. 2017- 18, 2018-19, 2019- 20, 2020-21 & 2021- 22 (as per the last published Balance sheets) of the bidder should be at least INR 06 Crores.	Copy of the certificate from the statutory auditor with registration number and seal		
4	The bidder must have filed its Income Tax Returns for the 3 financial years i.e., 2019-20, 2020-21, 2021-22	Duly signed and stamped copies of Income Tax Returns Digitally signed ITR may be provided		
5	The bidder must have:	Duly signed & stamped copy of:		

	<p>i. Valid PAN</p> <p>ii. Valid GST registration number</p>	<p>i. PAN (card / certificate)</p> <p>ii. GST Registration certificate</p>		
6	<p>Bidder must have managed/managing successfully at least 6 election webcasting services for Govt. of India/ State Govt./ PSU/ local bodies/ any other elections during last 5 years before publishing of this tender. Out of 6 election webcasting services the bidder must have managed/managing successfully at least 1 election webcasting services in minimum 2 different states. (consortium/private work order not accepted). At least one of events should be pertaining to more than 5000 election booths.</p>	<p>Duly signed & stamped Notarized copy of:</p> <p>i. Work order</p> <p>ii. Completion certificates from the client.</p> <p>OR</p> <p>i. Work order</p> <p>ii. Self-certificate of completed/ phase completion/ Ongoing project (Certified by the statutory auditor)</p>		
7	<p>Certificate by authorized signatory confirming acceptance of all tender terms and conditions.</p>	<p>Copy of the certificate signed by the authorized signatory.</p>		
8	<p>Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting as per Annexure-10</p>	<p>Copy of self- Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting is to be submitted as per format provided as per Annexure-10.</p>		
9	<p>The bidder must furnish its ISO 9001:2015 certificate and an ISO 27001: 2013 certificate</p>	<p>Bidder should submit copies of these certifications</p>		
10	<p>The organization should have at least 50 professionals on their payroll for the last 1 year</p>	<p>Copy of Employees Detail undertaking on Company's letterhead by HR head, counter-signed by authorized signatory as per Annexure-12</p>		
11	<p>The Hardware and Software must be supplied by the bidder as per ECI/user specifications. The Bidder must not use any open source or free ware technology available in the market.</p>	<p>Copy of self- Declaration-Cum-Undertaking Acknowledging the responsibility for Software Compatibility and Security as per Annexure-13 to be submitted.</p>		

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Note:

- *Bidders are strictly advised that bidding for multiple tiers is not allowed. Each bidder is permitted to submit a proposal for only one tier. Failure to adhere to this requirement will result in disqualification from the evaluation process.*
- *Relevant portions, in the documents submitted in pursuance of eligibility criteria mentioned above, shall be highlighted and all pages of the bid document should be serially numbered.*
- *Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances. However, NICS I reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.*
- *All documents should be submitted electronically in PDF format.*
- *Bidder must ensure that all required documents have been uploaded/submitted along with the bid to justify his/her eligibility.*
- *If there is any information that can't be shared due to a NDA with a client, that can be masked but the financial value and details of services provided should be mentioned.*
- *The bid submitted by any bidder not fulfilling the eligibility conditions / criteria stipulated above, will not be considered.*

B. ELIGIBILITY COMPLIANCE SHEET FOR TIER II

S. No	Eligibility Requirements	Documents Required	Bidder Compliance (Y/N)	List of Documents/ Proofs with Page No.
1	The bidder should be a company registered in India under the relevant act such as Companies Act 1956/2013, or a partnership registered under the India Partnership Act 1932 or Partnership firm registered under Limited Liability Partnership Act 2008 or Proprietary firm with their registered office in India for the last Five (5) financial years.	<ul style="list-style-type: none"> ● Certificate of Registration attested by Signing Authority/Certificate of Incorporation ● Partnership deed (in case of partnership firm)/summary for partnership should be submitted. 		
2	Power of Attorney in the name of authorized signatory authorizing him for signing the bid documents or related clarifications on bid documents Or Original Authorization in Letter Head in case of Partnership Firm Or Original Self Certificate in Letter Head in case of Proprietorship naming/ indicating the person authorized to sign the bid	Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies Or Original Authorization in Letter Head in case of Partnership Firm Or Original Self Certificate in Letter Head in case of Proprietorship naming/ indicating the person authorized to sign the bid (PDF).		
3	Average Annual turnover during the last five (5) financial years i.e., FYs. 2017- 18, 2018-19, 2019- 20, 2020-21 & 2021- 22 (as per the last published Balance sheets) of the bidder should be at least INR 03 Crores.	Copy of the certificate from the statutory auditor with registration number and seal		
4	The bidder must have filed its Income Tax Returns for the 3 financial years i.e., 2019-20, 2020-21, 2021-22	Duly signed and stamped copies of Income Tax Returns Digitally signed ITR may be provided		
5	The bidder must have: i. Valid PAN	Duly signed & stamped copy of: i. PAN (card / certificate)		

	ii. Valid GST registration number	ii. GST Registration certificate		
6	<p>Bidder must have managed/managing successfully at least 3 election webcasting services for Govt. of India/ State Govt./ PSU/ local bodies/ any other elections during last 5 years before publishing of this tender i.e., from 01.12.2018 to date of publishing of this Tender. (Consortium work order accepted).</p> <p>At least one of events should be pertaining to more than 3000 election booths.</p>	<p>Duly signed & stamped Notarized copy of:</p> <p>i. Work order ii. Completion certificates from the client.</p> <p>OR</p> <p>i. Work order ii. Self-certificate of completed/ phase completion/ Ongoing project (Certified by the statutory auditor)</p>		
7	Certificate by authorized signatory confirming acceptance of all tender terms and conditions.	Copy of the certificate signed by the authorized signatory.		
8	Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting as per Annexure-10	Copy of self- Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting is to be submitted as per format provided as per Annexure-10.		
9	The bidder must furnish its ISO 9001:2015 certificate and an ISO 27001: 2013 certificate	Bidder should submit copies of these certifications		
10	The organization should have at least 20 professionals on their payroll for the last 1 year	Copy of Employees Detail undertaking on Company's letterhead by HR head, counter-signed by authorized signatory as per Annexure-12		
11	<p>The Hardware and Software must be supplied by the bidder as per ECI/user specifications.</p> <p>The Bidder must not use any open source or free ware technology available in the market.</p>	Copy of self- Declaration-Cum-Undertaking Acknowledging the responsibility for Software Compatibility and Security as per Annexure-13 to be submitted.		

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Note:

- *Bidders are strictly advised that bidding for multiple tiers is not allowed. Each bidder is permitted to submit a proposal for only one tier. Failure to adhere to this requirement will result in disqualification from the evaluation process.*
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- *Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances. However, NICS I reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.*
- *All documents should be submitted electronically in PDF format.*
- *Bidder must ensure that all required documents have been uploaded/submitted along with the bid to justify his/her eligibility.*
- *If there is any information that can't be shared due to a NDA with a client, that can be masked but the financial value and details of services provided should be mentioned.*
- *The bid submitted by any bidder not fulfilling the eligibility conditions / criteria stipulated above, will not be considered.*

ANNEXURE-5: SELF-DECLARATION

(To be submitted on the letter head of the bidder)

To

The Managing Director,

National Informatics Centre Services Incorporated (NICSI)

1st Floor, NBCC Tower,

Bhikaji Cama Place, New Delhi-110066

In response to the Tender No. _____ dated _____ for “ _____ ”,
as a Proprietor/Partner/Director/Auth. Sign. of _____, I/ We
hereby declare that presently our Company/firm _____, at the time of bidding:

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central government/PSU/UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years;
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) Complies with requirements of Contract Labour (Regulation & Abolish) Act, wherever applicable.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoI, my/our EMD/security deposit may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Seal of the Organization:

Date:

Place:

ANNEXURE-6: ASSIGNMENT/PROJECT DETAILS

Assignment Detail Ref. No.:		Reference page no. :
S. No.	Item	Bidder's Response
1	Name of the Client with address	
2	Project Name and summary (5 lines)	
3	Project Start Date:	
4	Project/Phase Completion Date:	
5	Total Project Cost (INR):	
6	Name of the Client's Contact person with phone number & email id	Contact Name: _____ Phone No.: _____ email: _____
7	Nature of Assignment: (Event Management/Webcasting/Election Management)	
8	(Government/PSU, Agency or Private Entity)	
9	Enclosed relevant document(s) specifying the Scope of work, indicating Engagement value, Consulting Assignment's Profile and Assignment's discipline (Mandatory): a. Copy of Work Orders/LOI /Purchase orders/Contract + Completion Certificates received from the client + Satisfaction certificate from client/user OR b. Copy of Work Orders/LOI /Purchase orders/Contract + Self attested Phase Completion Certificate issued by the Client/Statutory Auditor/CA/CS) + Satisfaction certificate from client/user	<Mention relevant document submitted (a. or b.) and reference Page No. of Bid Proposal>

Note:

- (i) Kindly attach this filled in annexure assignment details as supporting document for establishing the eligibility and Technical evaluation. This must be furnished with page numbers indicated in the index. Please use separate sheets wherever necessary.
- (ii) To demonstrate an experience, multiple Work Orders which are the extension of the Same Project (in continuation) may be considered.
- (iii) The assignments which are under Non-Disclosure Agreement (NDA), where bidder is restricted to disclose any of the assignment's details which may breach the confidentiality terms and conditions of the NDA, shall not be submitted for evaluation.
- (iv) However, where it would not be possible for the bidder to share the copies of LOI/WO/ Completion Certificates for the projects which are covered by Non-Disclosure Agreement(NDA), A certificate signed by CA (Statutory Auditor) AND (One of the Director/Partner/CS) of the bidder's company

may be submitted, clearly mentioning all the requisite details required for the purpose of evaluation and ' Non-Disclosure Agreement' as a reason for the non-submission for projects of LOI/WO/Completion Certificates copies.

ANNEXURE-7: ABRIDGED FINANCIAL BID

Name of the Agency: _____

Gross Total Value (GTV)

Gross Total Value (X)	Rs. (in figures)	Rs. (in words)
----------------------------------	----------------------------------	--------------------------------

Note:

- i. Prices should be quoted in Indian Rupee only and indicated both in figures and words. The amount mentioned in words will prevail.
- ii. The bidder at first should calculate the value of GTV(X) in detailed financial bid.
- iii. In this proforma, the GROSS TOTAL VALUE (X) as calculated in Detailed Financial Bid must be reproduced as above.
- iv. This proforma shouldn't contain any detailed rates otherwise the bid will be rejected.

On behalf of [bidder's name]

Authorized Signatory

Name

Date:

Place

Company Seal

ANNEXURE-8: DETAILED FINANCIAL BID

Name of the Agency _____

Table-A (Basic Items)				
S. No.	Description	Unit Price* per day	Multiplication Factor	Total Price
#	1	2	3	4 = (2x3)
1	1 3MP Camera based webcasting with built-in 2G/3G/4G/5G SIM, along with all necessary items / accessories for feed delivery and storage including secured Cloud Server		15	
2	1 3MP Camera based webcasting with built-in to work on broadband, along with all necessary items / accessories for feed delivery and storage including secured Cloud Server		15	
3	1 Drone with Camera kit with built-in SIM for Drone based live webcasting with operator		5	
4	1 Mobile Surveillance vehicle-based webcasting with all necessary component with Accessories		7	
5	1 Mobile Surveillance vehicle with all necessary component with Accessories (without camera)		3	
6	1 Smart AI Camera based webcasting with following AI capabilities - Headcount Alert, No-Mask detection Alert, Multiple people in front of EVM Alert along with all necessary items / accessories for feed delivery and storage including secured Cloud Server		5	
7	1 Smart AI Camera based webcasting with OCR Vote Count & result declaration AI capabilities along with all necessary items / accessories and internet for feed delivery and storage including secured Cloud Server		5	
8	1 LED TV 42" with laptop, internet and cables for Monitoring and Control Room / Counting Hall		10	
9	1 LED TV 65" with laptop, internet and cables for Monitoring and Control Room / Counting Hall		10	
10	1 Video Wall 3x2 for Monitoring and Control Room with laptop, internet and cables		5	
11	1 100mbps broadband internet charges		10	

12	1 4G/5G SIM internet charges		5	
13	1 laptop with internet and cables		5	
	Total (A)			A

*Inclusive of Setup, installation, testing and operations on the day (polling & counting) & other incidental charges to make event successful.

Table-B (Additional Manpower) if required				
S. No.	Description	Price per day	Multiplication Factor	Total Price
#	1	2	3	4 = (2x3)
1	Project Manager		10	
2	Team Leader		15	
3	Network Engineer		10	
4	Supervisor		15	
5	Technical Associates		25	
6	Operators		25	
	Total (B)			B

$$C = (0.9*A) + (0.1*B)$$

Table- C Hard area				
S. No.	Location	Total Price per day (C)	Additional Charges for hilly region (in %age)	Total Price
#	1	2	3	4 = (2x3)
1	Additional charges for Hard area/hilly regions (Arunachal Pradesh, Assam, Meghalaya, Manipur, Mizoram, Nagaland, Tripura, Sikkim, J&K, HP, Andaman Nicobar, and Lakshadweep Islands)			D
	Total (D)			D

Gross Total Value (GTV) for L1 value calculation

$$\text{Gross Total Value (X)} = (0.9*C) + (0.1*D)$$

On behalf of [bidder's name]

Authorized Signatory

Name

Date:

Place

Company Seal

Note:

- i. To quote the price please refer Annexure-9: Technical specifications.*
- ii. All fields in the financial bid format are MANDATORY.*
- iii. Prices must be quoted in Indian Rupees and indicated both in figures and words. All the price quoted should be exuding of GST and other taxes. Price in words will prevail, in the event of any mismatch.*
- iv. Prices should be quoted in Indian Rupee only and indicated both in figures and words. The amount mentioned in words will prevail.*

ANNEXURE-9: TECHNICAL SPECIFICATIONS

1. The proposed products should meet the technical specifications given in this annexure and supporting product brochures.
2. Bid shall be evaluated based on the compliance of the documents submitted in the technical bid and if required, followed by results of Proof of Concept.
3. The bidder is required to submit the following technical compliance statement "We hereby, confirm that below quoted model fully complies with the minimum technical specifications mentioned in the scope of work of the RFP document including subsequent corrigendum.

Note: Any alteration/ deviation/ removal from the given minimum specifications may lead to rejection of bid.

4. The bidder is required to submit duly filled compliance table as below and share supporting documents evidence to its effect.
5. The bidder must submit an execution plan for the entire scope of work that gives out a plan on provisioning, deployment, installation, troubleshooting, escalation, uptime of the required solution.

S. No.	Technical Specifications of Products	Make and model of quoted Product	Compliance to the scope of work requirements (Yes/No)	Product Brochures with technical specifications submitted (Yes/No)
a) Specifications for Laptop:				
S. No.	Description			
1	Processor (minimum): Intel/AMD Dual/Quad Core with processor speed of 2 GHz or Higher.			
2	1 TB 5400 rpm SATA			
3	4 GB DDR4-2133 SDRAM			
4	2 USB, RJ45 Ethernet Port, Wifi-Client Port			
5	USB Camera or Internal Camera- Video Input (Web Cam)			
6	Pre-loaded Windows 10 (64)			
7	15.6" diagonal HD SVA Bright View WLED-backlit (1366 x768)			
8	Integrated graphics supporting 038 MB VRAM or Higher			
b) Specifications for 70"/ 42" LED TV				
S. No.	Description			
1	70-inch/42-inch display with floor stand /Slanting stand 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			
c) Specification of General IP based camera for polling stations & Counting Halls (IP based camera)				
S. No.	Description			
1	3 Mega Pixel minimum with H.265 compression			
2	Night vision capability			
3	Local recording facility			
4	Built in Mic facility			
5	Wide angle with 30 / 170 degrees coverage.			
6	Minimum illumination of .05 lux.			
7	IR Range Minimum 30 Mtr.			
8	Built in 5G/4G SIM facility			
d) Specification of EDGE AI IP based camera for Facial Recognition of Voters (IP based camera)				
S. No.	Description			
1	3 Mega Pixel minimum with H.265 compression			
2	Edge AI Features of Face Detection & Recognition			
3	Local recording facility			
4	Built in Mic facility			
5	Wide angle with 30 / 170 degrees coverage.			
6	Minimum illumination of .05 lux.			
7	IR Range Minimum 30 Mtr.			
8	Built in 5G/4G SIM facility			
e) Specification of EDGE AI IP based camera for OCR & Vote Counting for Results Declaration (IP based camera)				
S. No.	Description			
1	3 Mega Pixel minimum with H.265 compression			
2	Edge AI Features of Text Detection & OCR			
3	Local recording facility			
4	Built in Mic facility			
5	Wide angle with 30 / 170 degrees coverage.			
6	Minimum illumination of .05 lux.			
7	IR Range Minimum 30 Mtr.			
8	Built in 5G/4G SIM facility			
f) Specification of EDGE AI IP based camera for Queue Detection & EVM Malpractice Detection (IP based camera)				
S. No.	Description			
1	3 Mega Pixel minimum with H.265 compression			
2	Edge AI Features of Headcount			
3	Local recording facility			
4	Built in Mic facility			
5	Wide angle with 30 / 170 degrees coverage.			

6	Minimum illumination of .05 lux.											
7	IR Range Minimum 30 Mtr.											
8	Built in 5G/4G SIM facility											
g) Specification of Drone based 5G/4G IP based camera for Drone election surveillance												
S. No.	Description											
1	Drone with IP based HD smart AI camera											
2	Minimum 15 minutes flight time per charge											
3	3 Mega-Pixel minimum											
4	Built-in 5G/4G sim-card slot											
5	Night vision capability											
6	Drone gimble with Pan and Tilt											
7	Support 16-4096 Kbps code rate											
8	Support constant bit rate/variable frame rate of up to 30 fps											
9	Image Control: Backlight compression, Automatic white balance, 3D											
10	Digital noise reduction											
11	Display should be supported is 1920 x1080											
12	Continuous live feed into multiple command centers dashboards											
h) Specification of 4G/5G PTZ Camera for Field Surveillance and Vehicle Surveillance												
S. No.	Description											
1	Key Features: <ul style="list-style-type: none"> It should be fully automatic and uninterrupted through Cloud Monitoring Should supports live streaming at lower bandwidth obtained in 2G network Should be low power consumption Should be able to compress the 96% video SD Card should support up to 128GB 											
2	General: <ul style="list-style-type: none"> Working temperature: -20 Working Humidity Power Supply Power Consumption Dimension: Weight: 											
3	Hardware <table border="1"> <tr> <td>Sensor</td> <td>2MP CMOS Progressive Scan</td> </tr> <tr> <td>Lens</td> <td>2.8-12 MM lens, 4x Zoom Auto Focus Lens</td> </tr> <tr> <td>IR Led</td> <td>6Pcs Array LED, IR Distance 60M</td> </tr> <tr> <td>Day/Night</td> <td>Auto IR-CUT- Color/B&W (IR-CUT)</td> </tr> </table>	Sensor	2MP CMOS Progressive Scan	Lens	2.8-12 MM lens, 4x Zoom Auto Focus Lens	IR Led	6Pcs Array LED, IR Distance 60M	Day/Night	Auto IR-CUT- Color/B&W (IR-CUT)			
Sensor	2MP CMOS Progressive Scan											
Lens	2.8-12 MM lens, 4x Zoom Auto Focus Lens											
IR Led	6Pcs Array LED, IR Distance 60M											
Day/Night	Auto IR-CUT- Color/B&W (IR-CUT)											

	Min. illumination	0.01lux; 0 lux with IR on			
	Max S/N Rotation	≥52dB			
4	Video				
	Compression	H.264/JPEG, Support record AVI format			
	Image	Main stream: 1280x720 @ 1-25fps Sub Stream: 640x480 @ 1-25fps Mobile Stream: 320x240 @ 1-25fps			
	Display Resolution	1280x720			
	Bit Rate	16~4096kbps, Supports CBR/VBR			
	Image Control	Hue, saturation, brightness, contrast, exposure			
	Image enhancement	Backlight compensation, Automatic white balance, Digital WDR, 3D NR, White Balance, BLC, FLK (Flicker Control)			
5	Audio				
	Compression	AAC			
	Bitrate	4Kbps			
6	Network				
	PC Client and Browser	IE6-11, Google Chrome, Firefox			
	Mobile Phone	iPhone, iPad, Android			
	WIFI Encryption	WAP, WAP2			
7	PTZ				
	Rotation angle	Horizon: 0 ° ~ 355 °, Vertical: 0 ° ~ 90 °			
	Horizontal speed	1 ° ~ 40 °/S			
	Vertical Speed	1 ° ~ 20 °/S			
8	4G				
	4G standard	FDD-LTE			
	Frequency range	B1(2100MHz), B3(1800MHz), B7(2600MHz), B8(900MHz), B20(800MHz)			
	Transmission rate	Upload max: 50Mbps, Download max: 150Mbps			
	Security	WEP, WPA/WPA2, WPA-			

		PSK/WPA2-PSK			
9	Interface				
	Wi-Fi	Wi-Fi with AP Mode			
i) Specification of GPS System for Surveillance Vehicles					
S. No.	Description				
1	High-precision GPS system for surveillance vehicles				
2	Real-time tracking with minimal latency				
3	GPS accuracy of at least 1 meter				
4	Integrated 4G/5G connectivity for seamless data transmission				
5	Dual-mode positioning (GPS/GLONASS/Galileo)				
6	Geo-fencing capability for designated surveillance zones				
7	Advanced route planning and optimization features				
8	Compatibility with fleet management software				
9	Continuous live tracking with a minimum refresh rate of 1 second				
10	Robust anti-jamming and anti-spoofing capabilities				
11	Enhanced security features, including authentication and encryption				
12	Power-efficient design for prolonged operation				
13	Temperature and weather-resistant construction for outdoor use				
14	Remote monitoring and control capabilities				
15	Integration with central command centers for real-time coordination				
j) Specification of Hexa-copter					
S. No.	Description				
1	<p>1. Easy to operate. Automatic stabilization with on-board controller.</p> <p>2. Smartphone-based ground station.</p> <p>3. Intelligent autopilot to make flying safe and reliable.</p> <p>Some of key features are:</p> <p>1. Altitude hold: Drone will hold its altitude when throttle is at midpoint.</p> <p>2. Auto-Navigate: Support for automatic navigation for up to 16 GPS based waypoints.</p> <p>3. Return to launch: In case you lost communication link, it will fly back and land automatically from where it was flown.</p> <p>4. Low Voltage Detector: Can detect low voltage and indicate it with RED leds.</p>				

2	Camera Specification <table border="1"> <tr> <td>Frame Weight</td> <td>1.474kg</td> </tr> <tr> <td>Payload: 0.4k Motor</td> <td>650kvx6 brushless out runner</td> </tr> <tr> <td>ESC</td> <td>20Ax6 brushless</td> </tr> <tr> <td>Battery</td> <td>3S 11.1V, 5200mAh, 30C</td> </tr> <tr> <td>Flight Time</td> <td>Minimum 30minutes</td> </tr> <tr> <td>Control Range</td> <td>1km line-of-sight, unlimited with autopilot</td> </tr> <tr> <td>Flight Ceiling</td> <td>Max. 200m</td> </tr> </table>	Frame Weight	1.474kg	Payload: 0.4k Motor	650kvx6 brushless out runner	ESC	20Ax6 brushless	Battery	3S 11.1V, 5200mAh, 30C	Flight Time	Minimum 30minutes	Control Range	1km line-of-sight, unlimited with autopilot	Flight Ceiling	Max. 200m									
Frame Weight	1.474kg																							
Payload: 0.4k Motor	650kvx6 brushless out runner																							
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Flight Ceiling	Max. 200m																							
3	Battery Specification <table border="1"> <tr> <td>Minimum Capacity</td> <td>5200mAh</td> </tr> <tr> <td>Configuration</td> <td>3S1P / 11.1V / 3Cell</td> </tr> <tr> <td>Constant Discharge</td> <td>30C</td> </tr> <tr> <td>Pack Weight</td> <td>350g</td> </tr> </table>	Minimum Capacity	5200mAh	Configuration	3S1P / 11.1V / 3Cell	Constant Discharge	30C	Pack Weight	350g															
Minimum Capacity	5200mAh																							
Configuration	3S1P / 11.1V / 3Cell																							
Constant Discharge	30C																							
Pack Weight	350g																							
4	Motor Specification <table border="1"> <tr> <td>RPM/V</td> <td>650 rpm</td> </tr> <tr> <td>Weight</td> <td>79gms</td> </tr> <tr> <td>Propellor</td> <td>APC 1147</td> </tr> <tr> <td>Idle Current</td> <td>0.8A</td> </tr> <tr> <td>Maximum Current</td> <td>18A</td> </tr> <tr> <td>Max Power</td> <td>250W</td> </tr> </table>	RPM/V	650 rpm	Weight	79gms	Propellor	APC 1147	Idle Current	0.8A	Maximum Current	18A	Max Power	250W											
RPM/V	650 rpm																							
Weight	79gms																							
Propellor	APC 1147																							
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Maximum Current	18A																							
Max Power	250W																							
5	Transmitter/Receiver Specifications <table border="1"> <tr> <td>Channels</td> <td>9 Channel transmitters with 9 Channel receivers</td> </tr> <tr> <td>Voltage</td> <td>9.6-12V supply voltage</td> </tr> <tr> <td>Power</td> <td><= 100mW</td> </tr> <tr> <td>Band</td> <td>2.4GHz</td> </tr> <tr> <td>Mixing functions</td> <td>Yes</td> </tr> <tr> <td>On-board display unit to program the transmitter</td> <td>Yes</td> </tr> <tr> <td>Digital trims</td> <td>Yes</td> </tr> <tr> <td>Super easy binding method</td> <td>Yes</td> </tr> <tr> <td>Wireless Trainer and Student function</td> <td>Yes</td> </tr> <tr> <td>Fail Safe option</td> <td>Yes</td> </tr> </table>	Channels	9 Channel transmitters with 9 Channel receivers	Voltage	9.6-12V supply voltage	Power	<= 100mW	Band	2.4GHz	Mixing functions	Yes	On-board display unit to program the transmitter	Yes	Digital trims	Yes	Super easy binding method	Yes	Wireless Trainer and Student function	Yes	Fail Safe option	Yes			
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6	<ul style="list-style-type: none"> ● Auto Pilot ● Powerful Ground Station Function ● New Assistant Software for Smartphone ● Independent PMU with amazing function extension 																							

	<ul style="list-style-type: none"> ● Enhanced Failsafe Mode ● Two Levels of Low Voltage Protections ● Multi-rotor One-power Output Fail Protection ● Advanced & Improved Attitude Stabilization Algorithm ● Multiple Flight Control Modes/Intelligent Switching ● New Assistant Software & Firmware Online Update ● GPS Module Available/Accurate Position Hold ● iOSD mini supported ● Intelligent Orientation Control ● Motor Arm and Motor Dis-arm ● Independent LED Module ● Built-in Gimbal Stabilization Function ● Remote Gain Adjustment 			
7	<p>Ground Station</p> <ul style="list-style-type: none"> ● Intuitive interface ● Google 3D maps ● Accurate flight control algorithms ● Real-time flight monitoring ● Auto return home ● Keyboard/Joystick Mode ● Click and go flight ● Beyond Visual Range (BVR) automatic flight ● Auto take-off and landing ● Customizable waypoints ● 6 pre-set route templates ● 3 waypoint turning mode options ● Custom Servo Channel Control ● Batch route task setting ● Editing Real-time flight route momentarily ● F channel controller ● Using Relative Coordinates Editor ● Photogrammetry tool ● Simulation ● Upload/download flight mission 			
k) Specification of Power Bank				
S. No.	Description			
1	<p>Key Features:</p> <ul style="list-style-type: none"> ● Capacity: Minimum 10000 mAh ● Port: Type C/Micro USB ● Battery: Lithium Polymer ● Cable: Micro USB 			

	<ul style="list-style-type: none">● Recharging time: Maximum 4hrs. (18W charger and USB cable)● Power Source: Battery● charging cable included			
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Note: *All the specifications mentioned above are minimum specifications and higher specifications shall be used wherever necessary/ required. Deviation on higher side shall only be considered and no extra weightage shall be awarded for such deviations.*

ANNEXURE-10: DECLARATION-CUM-UNDERTAKING REGARDING BLACKLISTING / NON-BLACKLISTING

(Self-certification in company's letterhead)

I / We, Proprietor/ Partner(s) / Director(s) of M/S. _____ hereby declare that the firm/company namely M/s. _____, as on the date of bid submission, has not been blacklisted or not under active blacklisting period/active debarred list by NICS I or any of the Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc.

In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by NICS I and execution of Bid Securing Declaration. Also, the agency will be debarred for two years to participating in any tender published through NIC/NICS I. In addition to the above NICS I will not be responsible to pay the bills for any completed / partially completed work if tender was allotted.

OR

I / We Proprietor/ Partner(s)/ Director(s) of M/S. _____ hereby declare that the firm/company namely M/s. _____ was blacklisted or debarred by NICS I, or any other Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc. for a period of ____ months /years w.e.f. _____. The period is over on ____ and, as on the date of bid submission the firm /company is not in active blacklisting period and now entitled to take part in Government tenders.

In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by NICS I and execution of Bid Securing Declaration. Also, the agency will be debarred for two years to participating in any tender published through NIC/NICS I. In addition to the above NICS I will not be responsible to pay the bills for any completed / partially completed work if tender was allotted.

(Signature of Bidder with Seal)

Name:

Capacity in which as signed:

Name & address of the Company / Firm:

Date:

Place:

ANNEXURE-11: EDUCATIONAL QUALIFICATION AND EXPERIENCE

S. No.	Resource Category	Minimum Qualification	Required Experience
1	Project Manager	MBA with (B.E /B.Tech./M.C.A. /M.Sc.) from a recognized university with 5+ years of experience or similar Qualification.	<ul style="list-style-type: none"> • Preferably experienced in handling large scale Events or projects. • Good communication and Interpersonal skills (English and Hindi) • Experienced in handling large team • Strong analytical and numerical skills. • Vendor management skills
2	Team Leader	B.E/ B.Tech./ M.C.A./ M.Sc./ equivalent degree from a recognized university with 3+ years of experience or similar Qualification.	<ul style="list-style-type: none"> • Preferably experienced in handling large scale Events or projects. • Good communication and Interpersonal skills (English and Hindi) • Experienced in handling large team • Strong analytical and numerical skills. • Vendor management skills
3	Network Engineer	B. Sc/BCA or higher/B. E/ B.Tech/ M.C.A/ M.Sc (IT/CSE)/ equivalent degree from a recognized university with 2 Years of experience. or Diploma (3 Years) in Computers/ Electronics/IT with minimum 2 years of experience or similar Qualification.	<ul style="list-style-type: none"> • Basic Knowledge on IP Network Devices and components (Router and Switches), IP Routing Protocol, LAN Switching, WAN and Field level troubleshooting, Network Monitoring System, Email, L2 & L3 VPN, Wi Fi and RF Communication and Network Security. • Basic Knowledge of Operating Systems • Call Management through Service Desk and vendor escalation. • Monitoring and Report generation through Network Management System and other Monitoring Tools. • Perform other related duties as assigned.
3	Supervisor	Any graduate with 3 years of experience. or Diploma (3 Years) in	<ul style="list-style-type: none"> • Basic Knowledge of Operating Systems • Call Management through Service Desk and vendor escalation. • Monitoring and Report generation

		Computers/ Electronics/IT with minimum 2 years of experience.	through Network Management System and other Monitoring Tools. <ul style="list-style-type: none">● Perform other related duties as assigned.
5	Technical Associates	Any graduate with 1 years of experience. or Diploma (3 Years) in Computers/ Electronics/IT with minimum 2 years of experience.	<ul style="list-style-type: none">● Experienced in operating drone/ camera/system monitoring/ webcasting equipment's etc.● Basic Knowledge of Operating Systems● Perform other related duties as assigned.
6	Operator	18 Years and above & no political Affiliation	<ul style="list-style-type: none">● Should Handle Smart Phones● Install Cameras at Site

ANNEXURE-12: EMPLOYEES DETAIL UNDERTAKING

<On Company's Letter Head>

<Date>

To

The Managing Director,
NICSI, 1st Floor, NBCC Tower
Bhikaji Kama Place,
New Delhi

Sub: Undertaking for employees on company pay-roll for the past one year

Dear Sir,

This is to certify that <Mention Bidder's company Name> have _____ number of employees on company's payroll for the past one year. The qualification and years of experience of mentioned number of employees complies with ANNEXURE 11-Educational Qualifications and Experience of NICSI's tender no.<.....>.

Signature: [Authorized Signatory]

Name:

Designation:

Date and Company Seal:

Note:

- 1) Bidders must submit the list of employees for each profile and categories as per details given in Annexure-11: Educational Qualifications and Experience.
- 2) For Eligibility and Technical bid evaluation the proposed number of employees for both the profiles should be on company's payroll from past 1 year.

ANNEXURE 13: DECLARATION-CUM-UNDERTAKING FOR SOFTWARE COMPATIBILITY AND SECURITY

(To be submitted on the letter head of the bidder)

To

**The Managing Director,
National Informatics Centre Services Incorporated (NICSI)
1st Floor, NBCC Tower,
Bhikaji Cama Place, New Delhi-110066**

Subject: Acknowledgment of Responsibility for Software Compatibility and Security

Sir,

We, [Bidder's Company Name], hereby submit this letter as an annexure to our proposal in response to the Request for Proposal (RFP) titled "[Title of the RFP]" issued by NICSI.

In accordance with the terms and conditions outlined in the RFP, we acknowledge the following responsibilities related to the software that forms part of our proposed solution:

Software Compatibility with Procured Hardware:

We acknowledge that it is our responsibility to ensure the compatibility of the software proposed in response to this RFP with the specified hardware. We commit to conducting rigorous testing and verification to guarantee seamless integration and optimal performance.

Security Compliance:

We recognize the critical importance of security in the implementation of the proposed solution. We commit to developing, deploying, and maintaining the software in compliance with industry-standard security practices, including encryption, access controls, and protection against vulnerabilities and data loss.

Regulatory and Legal Compliance:

We affirm our obligation to comply with all applicable laws, regulations, and standards related to software development and security directives and guidelines issued by Government of India time to time. We will stay informed about changes in regulations and standards, promptly updating the software to remain in compliance.

Liability for Incompatibility or Security Breaches:

In the event that the software is found to be incompatible with the hardware or if security breaches occur, we accept full liability for any resulting damages, losses, or disruptions. We will take immediate corrective actions and provide necessary support to rectify any issues.

By signing below, [Authorized Signatory's Name], on behalf of [Bidder's Company Name], affirms our commitment to these responsibilities. We understand that failure to adhere to these commitments may result in disqualification from the bidding process or termination of the contract.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name and Title:

Seal of the Organization:

Date:

Place:

ANNEXURE-14: UNDERTAKING TO SUPPLY SURVEILLANCE SERVICES FOR FLYING SQUAD VEHICLES DURING ELECTIONS

(Self-certification in company's letterhead)

I / We, Proprietor/ Partner(s) / Director(s) of M/s. _____ hereby confirm that we have the proficiencies to supply minimum 25 no. of the surveillance related services in future for flying squad vehicles during elections as per the terms and conditions mentioned in this RFP.

In case, M/s. _____ unable to supply minimum 25 no. of the surveillance related services for flying squad vehicles, then NICS I reserves the right to cancel the contract/empanelment. Also, bid securing declaration may be executed and the agency may be debarred for maximum two years to participating in any tender published through NICS I. In addition to the above NICS I will not be responsible to pay the bills for any completed / partially completed work if tender was allotted.

(Signature of Bidder with Seal)

Name:

Capacity in which as signed:

Name & address of the Company / Firm:

Date:

Place: