

Punjab Information and Communication Technology  
Corporation Limited

Expression of Interest  
for  
Provision of Webcast Solution



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Tender No. : PICTC/ITeG/EOI/2011/02 Version 1.3

Serial No. of Document : \_\_\_\_\_

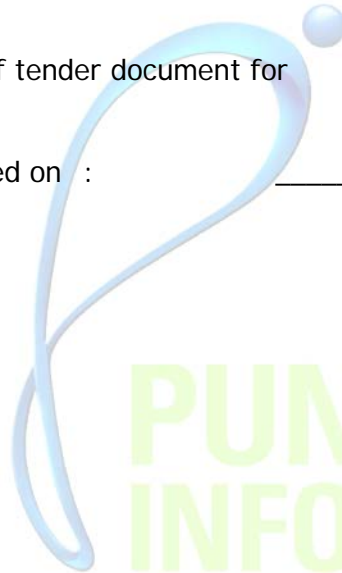
Issued to : \_\_\_\_\_

Against request No. : \_\_\_\_\_

Dated : \_\_\_\_\_

And payment of cost of tender document for

Tender document issued on : \_\_\_\_\_



**PUNJAB  
INFOTECH**

Authorized Signatory

INFOTECH TENDER SUMMARY - SIMPLIFIED.  
PROJECTS • PEOPLE • POLICY • PROMOTION

Tender No.	EMD (INR)	Tender Document Cost (INR)	Last Date & Time		Presentation by shortlisted parties (if required)
			Bid Submission	Bid Opening and Eligibility Criteria evaluation	
PICTC/ITeG/EOI/2011/02 Version 1.3	Rs. 10,000/-	Rs. 1,000/-	02-01-2012 by 5 PM	03-01-2012 at 12 PM	04-01-2012 at 12 PM

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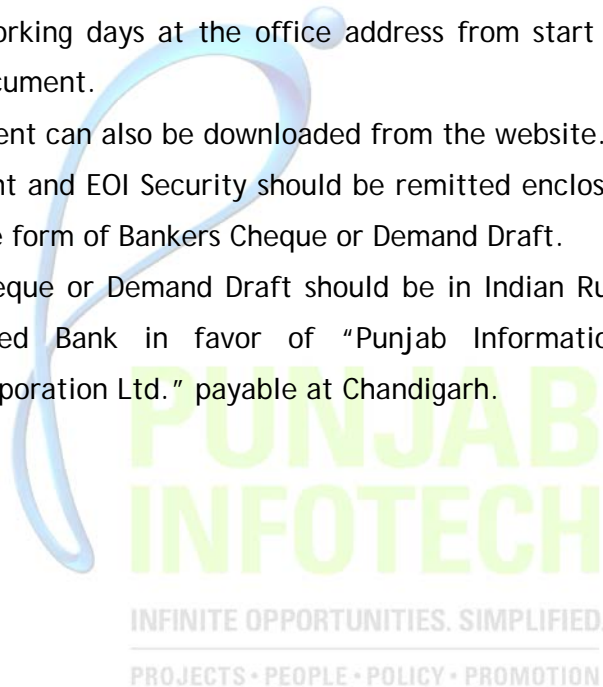
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## SECTION 1 Invitation for Proposal

### 1.1 Invitation

- a. Through this Expression of Interest (EOI), Punjab Infotech on behalf of Chief Electoral Officer, Punjab invites proposals for "Provision of Webcasting solution" from reputed companies/agencies/organizations who have proven experience in providing similar services in different states across India.
- b. Submission of Tender by bidders shall be deemed to have been done after the careful study and examination of the Tender Document with understanding of its implications.
- c. Document can be availed by making non-refundable cash payment during working hours on all working days at the office address from start date till last date for issue of EOI document.
- d. The EOI document can also be downloaded from the website. In such case, the cost of EOI document and EOI Security should be remitted enclosed in Pre-qualification Proposal, in the form of Bankers Cheque or Demand Draft.
- e. All Bankers Cheque or Demand Draft should be in Indian Rupees and from any of the Nationalized Bank in favor of "Punjab Information & Communication Technology Corporation Ltd." payable at Chandigarh.



## SECTION 2 Scope of Work

### 2.1 Introduction

Chief Electoral Officer (CEO), Punjab functions under the overall supervision and control of Election Commission of India. More information about CEO Punjab can be viewed at <http://ceopunjab.nic.in> . The current requirement of “Provision of Webcasting solution” is for monitoring polling activity during elections in Punjab. Webcast from polling stations is required from selected 100 to 200 polling stations in Punjab.

### 2.2 Project Objectives

The key objectives of this facility are enunciated below:

- a. Monitor polling activity at 100 to 200 polling stations identified as sensitive during elections
- b. Enable content monitoring from anywhere any time
- c. Review content post elections to identify problem areas

### 2.3 Scope of Project

The Service provider (SP) is required to webcast day long live video on the day of elections in Punjab (30<sup>th</sup> January, 2012) from 100 to 200 end points and record the same on storage media for subsequent viewing as well. The resources for end points (operators, laptop/ PC with Web cam and Broad Band connectivity) will be out of scope for the vendor. The SP will, however, be required to train all end point operators to use their software effectively and help them to establish the feed. If the elections are postponed the date of actual webcast will be intimated to the selected SP.

### 2.4 Functional Scope

The Functional scope given below is indicative. The SP will provide webcast services according to, but not limited to the broad scope given below:

- a. Webcast day long polling activity from 100 to 200 polling stations
- b. Facilitate/ provide broadcast end software for video compression feed

- c. Simultaneously stream live and save to disk for on-demand distribution/ recorded video on DVD
- d. Facilitate addition of titles and transitions
- e. Archive live events and make them available to anyone, anywhere, after the fact.
- f. Simultaneous viewing by officials/ nominated viewers through username and password by clicking link on the CEO Punjab website <http://ceopunjab.nic.in>
- g. Create links on their website for all the (100-200) locations providing the video feed according to District wise viewership
- h. Provide 1000 usernames and passwords for further allotment to various officials
- i. Provide the link for CEO website through viewers will access the webcast
- j. Maintain high availability of over 99 %
- k. Provide MIS Reports in support of bills
- l. The Live webcasting software should work on all popular browsers; MAC, Windows, Linux, Solaris as well
- m. Events of copyrighting and downloading must be secured
- n. Provide online support as well as the telephonic support to detect faults in the feed and help end point operators to provide the feed effectively
- o. Feedback feature to evaluate webcasted events
- p. Training and live demo to all the end point operators prior to the day of webcast

## SECTION 3 Instructions to Bidders (ITB)

### 3.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this EOI have the following meanings:

- a. **"Bidder"** means firm/company/organization who submits proposal in response to this EOI and Request for Proposal document.
- b. **"Committee"** means committee constituted for evaluation of Proposals.
- c. **"Company"** means the firm/company, selected through competitive tendering in pursuance of this EOI, for provision of SMS Gateway with unlimited SMS for Punjab Vidhan Sabha Elections.
- d. **"Contract"** means the Contract entered into by the parties for providing implementation services along with the entire documentation specified in the EOI.
- e. **"ITB"** means Instructions to Company, specified in Section 2 of EOI
- f. **"IFP"** means Invitation for Proposals, specified in Section 1 of EOI
- g. **"Last Three Financial Years"** means FY- 2008-09, 2009-10, 2010-11
- h. **"Proposals"** means proposal submitted by Company in response to the EOI issued by the Punjab Infotech for selection of Company.
- i. **"Services"** means the work to be performed by the Company pursuant to this EOI and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Punjab Infotech.
- j. **"SOW"** means Scope of Work for the Company, specified in Section 2 of EOI.
- k. **"Client"** means Chief Electoral Officer Punjab/ Punjab Infotech.

### 3.2 Conflict of Interest

The Company should provide professional, objective, and impartial advice and at all times hold the Client/Punjab Infotech's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. The Company shall not deploy former employees of the Punjab Infotech and other Government Departments of Punjab in any assignment under the EOI.

### 3.3 Validity of Proposals

- a. Proposals shall remain valid for a period of 90 (ninety) days from the date of opening of Proposal. Punjab Infotech reserves right to reject a proposal valid for a shorter period as non-responsive.
- b. In exceptional circumstances, Punjab Infotech may solicit the Company's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Company should be unconditional. A Company may refuse the request without forfeiting the Earnest Money Deposit. A Company granting the request will not be permitted to modify its Proposal.

### 3.4 Right to accept or Reject Proposal(s)

Punjab Infotech reserves the right to annul the EOI process, or to accept or reject any or all the Proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Company(s) or any obligation to inform the affected Company(s) of the grounds for such decision.

### 3.5 Fraud and Corruption

It is required that the Company submitting Proposal and the Company selected through this EOI must observe the highest standards of ethics during the process of selection of Company and during the performance and execution of contract.

- a. For this purpose, definition of the terms are set forth as follows:
  - i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of Punjab Infotech or its personnel in contract executions.
  - ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes



collusive practice among Company (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Department of the benefits of free and open competition;

iii. “Unfair trade practice” means supply of services different from what is ordered on, or change in the Scope of Work given in Section I, Para 1.2.3.

iv. “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

b. Punjab Infotech will reject a proposal for award, if it determines that the Company recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.

c. Punjab Infotech will declare an Company ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the Company has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

### 3.6 Clarifications and Amendments of EOI

a. During process of evaluation of the Proposals, Punjab Infotech may, at its discretion, ask Company for clarifications on their proposal. The Company is required to respond within the prescribed time frame.

b. Punjab Infotech may for any reason, modify the EOI from time to time. The amendment(s) to the EOI would be clearly spelt out and the Company may be asked to amend their proposal due to such amendments.

c. Bidders are advised to check Punjab Infotech website regularly for any Addendum/ Corrigendum/ Amendments related to Project.

### 3.7 Earnest Money Deposit (EMD)

a. The Company shall furnish, an EMD as mentioned in the data sheet. EMD is required to protect Punjab Infotech against the risk of agency's/company's conduct, which would warrant the EMD forfeiture.

b. The EMD shall be in Indian Rupees and shall be in the form of Bankers Cheque or Demand Draft. No interest will be payable by the Punjab Infotech, on the amount of the EMD.

c. The EMD will be forfeited on account of one or more of the following reasons:

- i. Company withdraws its Proposal during the validity period as specified in the EOI.
  - ii. Company does not respond to requests for clarification of its Proposal.
  - iii. Company fails to provide required information during the evaluation process or is found to be non-responsive.
  - iv. In case of a successful Company, the said Company fails to sign the Agreement in time; or furnish Performance Bank Guarantee.
- d. Refund of EMD: The earnest money of unsuccessful Company shall be refunded on request by the Company after final award of contract.
  - e. The EMD lying with Punjab Infotech in respect of other tender/ RFP/ Expression of Interest awaiting approval or rejected or on account of contracts being completed will not be adjusted towards EMD for this EOI. The EMD may however, be taken into consideration in case EOI/RFP is re-invited.
  - f. The EMD of the successful Company participating in the RFP process will be released only after the Company signs the final agreement and furnishes the Performance Bank Guarantee (PBG) for an amount equal to 10% of total project cost.
  - g. For other Companies participating in the RFP process, the EMD will be refunded on final award of contract to the successful Company.

### 3.8 Process and Stages

#### STAGE - I: Short-listing based on Expression of Interest (EOI)

- a. **Submission of Proposal:** Company shall submit their proposals at the office address on or before given date for receipt of proposals. Every page of the document submitted by the Company must be numbered and duly signed by the authorized signatory of the firm / company along with the company seal. All the documents must be properly bound in the sequence mentioned in the checklist. The proposal sheet and bank drafts must be sealed in a separate envelope and not bound.
- b. **Preliminary Scrutiny:** Preliminary scrutiny of the proposals for eligibility will be done to determine whether the Companies are qualifying the criteria specified in the document.
- c. **Presentation:** The eligible company, may be required to give a detailed presentation about their Proposal which should focus on past relevant experience, delivery, methodology for implementation of project, Proposed system architecture, technical features, approach methodology, work plan,

quality management, Project Planning, Change Management, etc. The onus of demonstrating the firms' competence, capability and promise rests with the respective firm. Technical evaluation will be carried out on the evaluation criteria attached as per Format IV attached.

- d. **Short-listing:** Companies will be shortlisted by the evaluation committee on the basis of the demonstrated capability, competence & proposed solution etc., and will be intimated by Punjab Infotech.

**STAGE - II: Commercial Evaluation based on RFP issued to short listed companies**

RFP will be issued to short listed companies after EOI Stage (Stage - I). Commercial evaluation will be carried out based on least cost (L1) basis and any other criteria set forth in the RFP.

### 3.9 Eligibility Criteria

- a. This invitation is to submit Proposals for EOI is open to those Companies who meet the following pre-qualification criteria:
  - i. The Company must be an existing Company.
  - ii. Consortium will not be entertained.
  - iii. Company should be in the field of Webcast/ Video streaming solutions.
  - iv. Company should have a minimum Annual Turnover of 50 Lakhs (or equivalent amount in any foreign currency, for which the exchange rate on the date of Pre-qualification opening would be considered) in the last financial year (2010-11) from delivery of Webcasting/ video streaming/ IT services.
  - v. Company should have provided similar services to at least five customers of repute of which one must be a Central / State Government / PSU / Government agency in India.
  - vi. Company shall not be under declaration of ineligibility for corrupt or fraudulent practices.
- b. Punjab Infotech reserves the right to carry out the capability assessment of the Company and the Punjab Infotech's decision shall be final in this regard.
- c. The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:
  - i. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.

- ii. A partner of the firm, if be partnership, in which case he must have authority to refer to arbitration, disputes concerning the business partnership, either by the virtue of partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
  - iii. Constituted attorney of the firm, if it is a Company registered under the Companies Act, 1956.
- d. Company failing to meet these criteria or not submitting requisite supporting proof as specified in Format I is liable to be rejected during pre-qualification evaluation.



## SECTION 4 Proposal Performa

### Proposal Sheet

*[Companies are required to submit the covering letter as given here on their letterhead]*

Reference No. : PICTC/ITeG/EOI/2011/02 Version 1.3

To

The Managing Director,  
Punjab Information & Communication Technology Corporation,  
Udyog Bhawan, Sector 17, Chandigarh.

**Subject: EOI for provision of Webcasting solution for Elections in Punjab**

Dear Sir,

- 1 We, the undersigned bidder, having read and examined in detail the specifications and all bidding in respect of Provision of Webcasting solution for elections in Punjab, do hereby propose to provide the services as specified in the bidding document.
- 2 We have enclosed the following Demand drafts in the Pre Qualification bid envelope drawn in favor of "Punjab Information & Communication Technology Corporation Ltd." payable at Chandigarh:
  - a. Requisite earnest money of Rs\_\_\_\_\_/- (Rupees \_\_\_\_\_ only) DD No. \_\_\_\_\_ dated \_\_\_\_\_.
  - b. Cost of EOI document for Rs 1,000/- (Rupees One Thousand only) DD No. \_\_\_\_\_ dated \_\_\_\_\_.
- 3 We hereby also declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. And we are not black listed by any Central / State Government / PSU in India.
- 4 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

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

Thanking you,

Yours faithfully,

Date:

(Signature)

Place:

(Name, Designation, Business Address and Seal)

**Documents forming part of the bid:**

- a. Format I: Company Profile
- b. Format II: Prior experience
- c. Format III: Proposal

**FORMAT I: COMPANY PROFILE**

S. No	Particulars	Details	
1	Name of the Organization Address (Regd. Office) : email : Telephone No. & Fax: Website:		
2	Name of the contact person: Telephone: Email ID :		
3	Type of the Organization (PSU /Limited/Pvt Ltd. /Partnership/Any other)		
4	Chief of the Organization : email Id : Telephone:		
5	Service Tax No:		
6	PAN No:		
7	Activities of the Company: (List the activities)		
8	List of Central/State/PSUs/ government clients (with contact details like Address , contact , contact person, phone number and e-mail id) :		
9	Turnover of the Company in the last financial year: (Enclose certificate from the Chartered Accountant).	Year 2010-11	Turnover
10	Total No. of Employees: Technical Staff: Non Technical Staff:		

I hereby declare that the above information is true to best of my knowledge.

Date and Place:

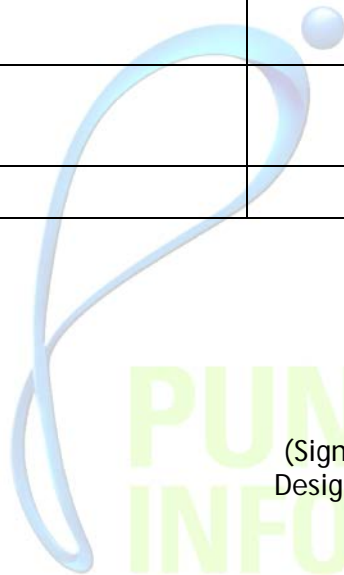
(Signature of the Authorized Person)

**FORMAT II: PRIOR EXPERIENCE**

*[Using the format below, provide information in respect of major jobs of similar nature executed by the company. Proof of work executed for Central / State Govt. /PSU must also be attached. Five projects as required vide clause 3.9 (a) v]*

S. No	Details of client along with address, telephone and Fax number	Order Value (Rs. Lakhs)	Job description
1			
2			
3			
4			
5			

Date and Place:



(Signature of the Authorized Person)  
Designation, Business Address and Seal



### FORMAT III: PROPOSAL

The organization should submit a brief Proposal in not more than 30 pages separately (hard copy duly page numbered and bound) as per the format given below (any part not applicable must be appropriately marked as NA):

1. A brief description of the Company's organization and an outline of recent experience on assignment of similar nature.
2. Scope of the work and understanding of project (also provide compliance)
3. Proposed solution
  - a. Overview
  - b. Proposed system Architecture
  - c. Technical features
4. Approach and methodology
  - a. Approach
  - b. Methodology
  - c. Work plan
  - d. Quality Management
5. A Complete Project Management Methodology including the following:
  - a. Responsibilities of the Service provider
  - b. Project planning
  - c. Project Monitoring and Control
  - d. Training and Change Management



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## FORMAT IV: Technical Evaluation format

*[For use by Evaluation Committee]*

RFP No: PICTC/ITeG/EOI/2011/02 Version 1.3

Company Name:

Ser No	Criteria/ Sub-criteria for evaluation	(Max total 100 Marks)
1.	Specific experience of the Vendors/ Consultants relevant to the assignment details to be provided at Format II: <i>[20 Marks]</i>	
2.	Adequacy of the proposed methodology and work plan in responding to the Terms of Reference: Total <i>[50 Marks]</i>	
	a) Technical approach, methodology and MIS reports <i>[30 Marks]</i>	
	b) Work plan <i>[10 Marks]</i>	
	c) Organization, staffing and on line support <i>[10 Marks]</i>	
3	Training Plan <i>[15 Marks]</i>	
4	Key professional staff qualifications and competence for the assignment who will directly support the current requirement (per details of three resources provided in the technical solution as per table given):  Total <i>[15 Marks]</i>	
	a) Project Manager (PM) <i>[5 Marks]</i>	
	b) Team Leader (TL) <i>[5 Marks]</i>	
	c) Team Leader for MIS reporting (TL-MIS) <i>[5 Marks]</i>	
	St: Total Marks for the criteria Ser 1 to 4= 100	
	Qualified (minimum technical score required to qualify = <i>70 Marks</i> )	Yes/ No

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Resource Name and designation (PM/ TL/ TL-MIS):		
Ser No	For Ser 4 above positions or disciplines: sub-criteria marks are as follows;	Marks (5)
a.	General qualifications <i>[2 mark]</i>	
b.	Adequacy for the assignment <i>[1 mark]</i>	
c.	Relevant Experience <i>[2 mark]</i>	

## CHECKLIST FOR DOCUMENTS TO BE SUBMITTED

Name of Company: \_\_\_\_\_

Sr. No	Item	Required Documents	Page No	Attached
1.	Details about the organization	Format I		Yes/No
4	Proof of minimum Annual Turnover of Rs. 50 Lakhs <i>Refer Clause 3.9 Para a Point iv</i>	Certificate from CA of last one financial year		Yes/No
5	Proof of execution of projects as defined in Eligibility Criteria <i>Refer Clause 3.9 Para a Point v</i>	Project details and copies of work orders and Format - II		Yes/No
7.	Proposal	Format – III		Yes/No
8.	EMD	Rs 10,000/-		Yes/No
9.	Cost of tender document	Rs 1000/-		Yes/No
10.	Is your company under declaration of ineligibility for corrupt or fraudulent practices			Yes/No
11.	Is the individual signing the tender or other documents (a, b or c mentioned below):			
a.	A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.			Yes/No
b.	A partner of the firm, if be partnership, in which case he must have authority to refer to arbitration, disputes concerning the business partnership, either by the virtue of partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.			Yes/No
c.	Constituted attorney of the firm, in case of company registered under the Companies Act 1956.			Yes/No

Date and Place:

(Signature of the Authorized Person)  
Designation, Business Address and Seal