



The Institution of Engineers (India)

8 Gokhale Road, Kolkata 700020

REQUEST FOR PROPOSAL (RFP)

**Development, Maintenance and Support of
Online Election System of IEI**

The Institution of Engineers (India)

8 Gokhale Road, Kolkata 700020

No. T-1656

Dated: 17 October 2019

NOTICE FOR REQUEST FOR PROPOSAL (RFP)

Sealed quotations are invited for "**Development, Maintenance and Support of Online Election System of IEI**" as per the REQUEST FOR PROPOSAL (RFP) from The Institution of Engineers (India), 8 Gokhale Road, Kolkata - 700020 downloadable from IEI website: www.ieindia.org. The RFP clearly explains the Scope of Work, Qualification Requirements, Technical Terms & Conditions, General Terms & Conditions, Tender Process, Assessment Process and Cost of Tender Document.

The RFP should be submitted in **two separate sealed covers**. First cover containing, "**TECHNICAL BID**", should provide only technical details as per the requirements in this RFP along with literature, pamphlets, drawing etc. (Hard copy and soft copy in USB/CD). (Please mark the envelope as "**Envelope No. 1- TECHNICAL BID**"). **Envelope 1 should also contain the RFP document duly signed and stamped by the bidder as a proof that they accept all the terms and conditions of the RFP.** The RFP document downloaded from IEI website: www.ieindia.org, should be duly filled, signed and stamped and submitted along with Demand Draft of Rs 10,000 drawn in favor of "The Institution of Engineers (India)" payable at Kolkata in Envelope - 1.

Second cover containing "**COMMERCIAL BID**" should provide only Price (Please mark the envelope as "**Envelope No. 2- COMMERCIAL BID**"). **Both the covers should first be sealed separately**, and then both the covers should be put **in a single bigger envelope and sealed**. This sealed envelope should bear the inscription "**Name and address of the Bidder**".

The Commercial Bid i.e. financial part shall be submitted by the Bidder on his letter-head only, in a separate envelope marked "Envelope - 2".

Key information related to this tender may be noted as below:-

S. No.	Information	Remarks/Date
1	About the Assignment	Development, maintenance and support of Online Election System
2	Name of the Tender Inviting Authority	The Secretary & Director General
3	Cost of Bid Document (Tender Fees)	Rs 10,000/- (Rupees ten thousand only)
4	Date for Release of Request for Proposal (RFP)	17 Oct 2019
5	Contact person for queries	Director (Administration)/ Deputy Director (SAS)/ Assistant Director (Council Affairs), IEI, Kolkata
6	Last date for Submission of bids	18 Nov 2019 by 03:00 P.M.
7	Addressee to whom bid is to be submitted	Secretary & Director General The Institution of Engineers (India) 8 Gokhale Road, Kolkata – 700020
8	Work shall be commenced within 15 days from the date of issue of Work Order.	

Director (Administration))
For Secretary and Director General

The Institution of Engineers (India)

Request for Proposal (RFP)

Development, Maintenance and Support of Online Election System of IEI

Disclaimer

1. This RFP document is neither an agreement nor an offer by The Institution of Engineers (India) [IEI] to the prospective bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.

2. IEI does not make any representation or warranty to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for IEI to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by IEI in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

3. IEI will not have any liability to any prospective bidder or any other person or firm under any laws (including without limitation the law of contract), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Contract, the information and any other Information supplied by or on behalf of IEI or their employees, any bidder or otherwise arising in any way from the selection process for the Project. IEI will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements contained in this RFP.

4. IEI will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that IEI is bound to select a bidder or to appoint the selected bidder, as the case may be, for the services and IEI reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. IEI also reserves the right to withhold or withdraw / cancel the process at any stage with intimation to all who submitted the proposal to this RFP.

5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IEI accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. IEI reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of IEI.

1. Introduction

The Institution of Engineers (India) (IEI), was established in 1910 and was granted the Royal Charter in 1935, laying down the principal role to be of a learned society promoting the advancement of the science and practice in different fields of engineering.

IEI's vision is to promote an environment to enable ethical pursuits of professional excellence for engineering fraternity in the country so as to provide leadership for serving the humanity in an inclusive manner. IEI Vision Document emphasizes on 'functional areas' and 'key result actions' to fulfill the obligations specified in the objectives under the Royal Charter.

The project will be a completely turnkey project under which supply/provision of all the requisite software license, hosting, development and implementation of the system, training, implementation and end to end maintenance of the system (optional) is to be made by the vendor at no extra cost.

The purpose of this RFP is to invite Bids from the interested Bidders for **"Development, Maintenance and Support of Online Election System of IEI"**

Sealed bids are invited by the Institution of Engineers (India) (IEI), located at: 8, Gokhale Road, Kolkata-700020.

The terms and conditions governing the RFP are as under:

1. The RFP document can be downloaded from IEI website: www.ieindia.org and the bidders shall enclose a Demand Draft of Rs 10,000/- as the cost of RFP document along with the tender in Envelope - 1.
2. RFP received without the Demand Draft of Rs 10,000/- shall not be entertained and shall be rejected forthwith. The successful bidder would have to deposit a Performance Security of Rs. 3 lakhs within 15 days from the issue of Work Order. This Performance Security deposit shall be refunded without any interest thereon to the successful bidder after the receipt of the service as per the terms of the Work Order.
3. The Performance Security of the successful bidder shall be forfeited in the following circumstances:-
 - a. The bidder fails to deliver services as per the terms of the RFP and Work Order;
 - b. Any other justified reasons e.g. misleading or wrong information in the Bid, violation of the terms and conditions of the RFP, involvement in forming ring / cartel, submission of multiple bids in different names etc.
4. **RFP should be submitted in two separate sealed covers. First cover containing, "TECHNICAL BID", should provide only technical details as per the requirements in this RFP along with literature, pamphlets, drawing etc (Hard copy and soft copy in USB/CD). (Please mark the envelope as "Envelope No. 1 - TECHNICAL BID"). Demand Draft of Rs.10,000 as the cost of RFP document should be submitted in Envelope No.1 along with "TECHNICAL BID". Envelope 1 should also contain the RFP document duly signed and stamped by the bidder as a proof that they accept all the terms and conditions of the RFP.**

Second cover containing, "COMMERCIAL BID" should provide only Price (Please mark the envelope as "Envelope No. 2 - COMMERCIAL BID"). Both the covers should first be sealed separately, and then both the covers should be kept in a single sealed bigger envelope. This envelope should bear the inscription "Name and address of the Bidder as well as content Inside".

The sealed Request for Proposal along with all enclosures, duly mentioning on top left hand corner of the sealed envelope, **"Name and address of the Bidder"** should be addressed by name to the Secretary & Director General and sent to the Institution's address given below either by registered post/speed post or by dropping in the tender box placed at IEI HQ at 8, Gokhale Road, Kolkata — 700020 & **should reach on or before 18 Nov 2019 by 03:00 P.M.**

Address:

**Secretary and Director General,
The Institution of Engineers (India),
8, Gokhale Road, Kolkata — 700020**

IEI will not be responsible for any postal delays. Bid/Application received after the stipulated date and time shall not be entertained. Bid/ Application through e-mail is not valid. IEI reserves the right to accept or reject any or all the applications without assigning any reasons, whatsoever.

2. Bid Sheet and Key Dates

S. No.	Information	Remarks/Date
1	About the Assignment	Development, maintenance and support of Online Election System
2	Name of the Tender Inviting Authority	The Secretary & Director General
3	Cost of Bid Document (Tender Fees)	Rs 10,000/- (Rupees ten thousand only)
4	Date for Release of Request for Proposal (RFP)	17 Oct 2019
5	Contact person for queries	Director (Administration)/ Deputy Director (SAS)/ Assistant Director (Council Affairs), IEI, Kolkata
6	Last date for Submission of bids	18 Nov 2019 by 03:00 P.M.
7	Addressee to whom bid is to be submitted	Secretary & Director General The Institution of Engineers (India) 8 Gokhale Road, Kolkata – 700020
8	Work shall be commenced within 15 days from the date of issue of Work Order.	

3. Instructions to the Bidders

3.1. General Instructions

- Bidders are advised to study the RFP document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications.
- Tender Paper (RFP) shall be downloaded from IEI website: www.ieindia.org. A sum of Rs. 10,000/- in form of Demand Draft in favour of 'The Institution of Engineers (India)' payable at Kolkata shall be paid and kept in Envelope – 1.
- The RFP documents are not transferable.
- IEI reserves the rights to reject any or all the bidders without assigning any reasons.

Note: IEI shall not be responsible for delay about non-submission of the documents. All late bids/ incomplete bids would be rejected outright.

3.2. Documents for Submission by Bidder

The bid document prepared by the bidder shall comprise of components mentioned below:
Technical Bid shall consist of minimum of the following. Bidder may give more information as per its understanding.

- Cover documents
- Documentary proof of qualifying the eligibility criteria by the firm.
- Documentary proof of the technical information for technical evaluation.
- Bidder Details sheet duly filled in, signed and complete in all respects.
- Demand Draft of Rs. 10,000/- (in Envelope — 1).

3.3. Procedure for Submission of the Bid

1. Selection of the Agency will be made on the basis of both technical and financial bids.
2. The firm shall have to qualify the eligibility criteria on the basis of documents to be submitted in Technical Bid for further shortlist for opening of Financial/commercial bid.
3. Each copy of the bid should be a complete document with Index & page numbering, clearly mentioning the contents of the envelope on the top of the envelope.

4. Key RFP Terms and Conditions

4.1. Cost of Bidding

1, The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2 The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

4.2. Amendment in Tender Document

1. The bid inviting authority reserves the right to either modify, alter, add or remove any part or full RFP without assigning any reason. The same shall be uploaded on IEI website : www.ieindia.org.

2. The inviting authority may feel necessity to change the submission date and time at their own convenience; therefore it is even more important for the interested bidders to check the www.ieindia.org regularly to get the updates related to this tendering process.

3. No individual claim in these regard shall be taken into consideration.

4.3. Key Contract Terms

4.3.1. Arbitration

1. All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.

2. Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by the parties as per the Arbitration and reconciliation act in force and amendments from time to time. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be Kolkata.

4.3.2. Compensation

In consideration of the Services hereunder, IEI shall pay BIDDER the fees and expenses ("Charges") as specified in Financial Bid and agreed and accepted by both the parties and documented the same in the service agreement. All amounts payable to BIDDER are exclusive of any Taxes. IEI shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER's income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities.

BIDDER shall submit invoices to IEI in accordance with the payment schedule in Commercial of this document.

4.3.3. Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under the Agreement but the bidder shall ensure that confidential information passed out by It shall not be divulged to anyone else without the permission of *the* authorized signatory of the Institute.

4.3.4. Force Majeure

Neither Party shall be liable for any failure or delay In the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond, its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability

4.3.5. Language of RFP

The RFP and all correspondence and documents relating to the RFP, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.4. Non-Disclosure

The firm and their personnel shall not, either during the term or after expiry of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client's business or operations details without the prior written consent of the client.

5. QUALIFICATION REQUIREMENTS

Technical Parameters

1. For organizations/bidders who have pre-existing standard solution:
 - a) The firm shall have Private Data Centre, with backup secondary data source.
 - b) CMM-3or have experience of at least 5 years in maintenance and support of its self-developed online election system.
 - c) Bidder should have developed the Software In-house and own the copyright of the source code.
 - d) Bidder must have implemented at least 5 similar scope of works in a Professional Body/Govt./Autonomous/Public Sector.
 - e) Bidder should have the capability to provide support 24 x 7 during the election session.
2. For organizations/ bidders, who shall have developed the customized application:
 - a) CMM-3 or have experience of at least 5 years in maintenance and support of its self-developed online election system.

- b) Bidder shall have own development team with qualified persons in the field and the team leader shall have at least 15 years experience of project management.
- c) Bidder shall have the capability to provide support for 24x7 daily the election session.
- d) Bidder shall have the capability to provide support in respect of all the software related area related to IEI Election software e.g. Application, Web Server, Database, Security etc.
- e) Source code has to be handed over to IEI along with proper documentation.

6. SCOPE OF WORK

1. Support:

- a) Creation/Implementation of a cloud based app for online voting.
- b) Maintenance/Support of application on 24x7 basis during election session.
- c) Vendor shall setup, host, run, maintain the system daily during the election session.
- d) Vendor shall be responsible for maintenance of backup and have to provide data to IEI on demand.

2. User Interface:

- a) Responsive page and cross browser capability e.g. HTML 5.
- b) Separate Login page for voter for casting votes.
- c) Admin panel for group Admin/BOS
- d) Admin panel for super admin.
- e) Vendor to consult IEI before finalizing User Interface/ database design, if applicable.

3. Security:

- a) All validation checks are to be done at server end.
- b) No business logic to be used in client end.
- c) Encryption to be used for data security for both network and database.
- d) OTP to be used for voting.
- e) Use of Captcha during login.
- f) Client IP to be stored for future audit.
- g) All logs of vote cast has to be stored for audit purpose.
- h) All logs of the activity undertaken in the system has to be stored.
- i) No credentials to be hard coded in application.
- j) Security against XSS, CSRF, Sql Injection etc.

4. Legal: The vendor should also provide Support for providing technical evidence / authentication before court of law through competent person, in case of any dispute.

5. Backup:

- a) Vendor has to maintain the regular backup of application database and other config file.
- b) Vendor has to provide data to IEI as and when required.
- c) Necessary precaution to be incorporated in respect of IT Act 2000 and its subsequent amendments.

6. IEI Election Concept:

A Brief description of IEI elections are given below for holistic understanding of IEI Election:

At present, there are 32 State Centres and 91 Local Centres of IEI. Also, there are 15 Engineering Divisions in IEI viz. Civil, Metallurgical & Materials, Agricultural, Environmental, Electrical, Aerospace, Computer, Chemical, Mechanical, Architectural, Production, Marine, Mining, Textile and Electronics & Telecommunication. Every Corporate member of IEI belongs to one of these Divisions and is also attached with a State/Local Centre. The Corporate Members attached with a Local Centre also fall under the jurisdiction of the respective State Centre.

The IEI Council and the Committees of the State/Local Centres comprise members elected through the processes as mentioned below.

Election from Divisions to the Committee of the State/Local Centres

Committee of every Centre is constituted by electing representative(s) amongst the Corporate Members attached with each of the 15 Engineering Divisions. Thus the Corporate Members attached with each of the 15 Engg Divisions constitute the electorate of the respective Engg Division to elect their representative(s) to the Committee of the respective State /Local Centre. Tenure of the Committee of every Centre is two sessions i.e. two years. All the Centres do not have their elections in the same year. Centres with Corporate Membership strength less than 500 fall outside the purview of this election procedure.

IEI COUNCIL ELECTIONS

(a) Election to the Council from State Centre

This election is for electing representative from some of the State Centres. At present 17 State Centres are eligible to elect one Corporate Member per Centre to represent the respective Centre in the Council. In this election, the Corporate Members attached with the respective State Centre constitute the electorate to elect their representative to the IEI Council. Tenure of such representative is 4 sessions i.e. 4 years. All the State Centres do not have their elections in the same year.

(b) Election from Divisions to the Council

The IEI Council comprises representative(s) elected from the Corporate Members attached with each of the 15 Engineering Divisions across the membership roll. Thus the Corporate Members attached with each of the 15 Engg Divisions constitute the electorate of the respective Engg Division to elect their representative(s) to the Council. Tenure of such representative is 4 sessions i.e. 4 years. This election takes place after every 4 years.

7. Miscellaneous:

Vendor may suggest methods/ features/ any other technical requirement to ensure free, fair, transparent and secret online voting.

N.B. An election will be held only if the number of nominations received exceeds the no. of seat(s)

7. FUNCTIONAL REQUIREMENT

a) Super Admin :

1. Should be able to monitor the ongoing election and take MIS.
2. Create/ Edit Group Admins [i.e. BOS at centre Level] for election at centres.
3. Suspend /Resume Election.

b) Group Admin :

1. Create /Edit/Delete individual election of respective centre.
2. Create election schedules as per the stipulated date (System check required).
3. Publish/Print election result.

c) There shall be single customized dash board for voters.

d) System generated login details to be sent to the voter on the election start date.

e) Provision of OTP while casting vote (both in email/mobile).

f) Provision of 'Forget password' option.

g) Voter may be eligible to cast vote in multiple elections at any given point of time.

- h) Group Admin shall not be a contestant.
- i) A member can't be voter if he/she has changed his/her attachment with engineering division.
- j) Group admin can't be repeated consecutively for more than two successive years.
- k) Provision for uploading of biodata of contesting candidates into the public domain.
- l) Once the election has been initiated, the group admin shall not be able to make any updation in data/information until authorized by Super Admin.
- m) Once a vote has been cast, it should be final and nobody shall have any right to change the vote casted for the given election.
- n) Publication of result by group admin for respective centre.
- o) Super admin shall be able to view the data of all centres for MIS purpose.
- p) Super admin should be able to block the publishing of result of any election, if required.

8. DUMMY PRACTICE

The software should have the provision for practice of members in order to make them accustomed with system before conducting live election.

9. SYSTEM REQUIREMENT

1. For organizations/bidders who have pre-existing standard solution:
 - a) All hosting to be done in the environment as per the guideline
 - b) Application shall be compatible with chrome (version 4 to 9), Internet Explorer (4 to 9), Mozilla Firefox.
2. For organizations/ bidders, who shall have developed the customized application:
 - a) Architecture : 3-tire web application
 - b) Server: Win 2012 Server OS or above
 - c) PlatForm : .Net 4.5, c#
 - d) Reporting : Crystal Report
 - e) DBMS : SQL server 2012 / 2016

Vendor has to Suggest the hardware requirement for VPS for cloud hosting well in advance .

10. BID EVALUATION PROCESS

a) Evaluation criteria will be based on evaluation of the bidder meeting the technical qualification (including eligibility criteria) and subsequently evaluation of financial bid. The evaluation shall consist of following phases:

- i) Phase I — Evaluation of Technical bid
- ii) Phase II - Evaluation of Financial bid.

b) It is mandatory for the bidder to qualify all the Technical qualifications (including eligibility criteria) to be technically qualified and for being considered for opening of their Financial Bid and evaluation thereof.

- Detailed technical evaluation shall be carried out and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
- The evaluation committee, as decided by IEL and as deemed fit, may call the responsive bidder(s) who comply all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and Its execution. The bidder should give a detailed presentation on how their technology/offered solution is best suited for IEL. However, the committee shall have sole discretion to call for discussion/presentation.

11. IMPLEMENTATION MODEL

The proposed solution shall be implemented as a configured cloud hosted solution, having the features as described in the subsequent sections. The bidder should ensure that any subsequent change request(s) becomes part of the product release cycle and based on mutual agreement is brought as enhancement within a stipulated timeframe.

Deliverables

The Vendor shall submit a detailed project implementation plan describing the approach to manage and ensure readiness of each project milestones for execution, monitoring and control. The project management plan shall include but not limited to the following:

- Project plan
- Risk Management Plan
- Quality Management Plan
- Resource Plan
- Change Management Plan
- Project Implementation detailed Schedule.
- Project Communication Plan
- Problem Management and Tracking Tool Used
- User Manual for the entire process
- System Documents containing the process flow, database design.

The Project plan shall include all major milestones, dates and activities to be carried out by the vendor, subcontractors and any third party or entity whose actions are required and necessary for the commissioning of the System by the scheduled date.