

Scope of Work (SOW)
for
Request for Quotation (RFQ) :
Election Procurement Management System
(EPMS)
for
Elections 2024
in
Maharashtra State

Date: 21.10.2024



Office of Chief Electoral Officer, Maharashtra

Room no 624, 6th Floor

Annex Building, Mantralaya

Madam Cama Road, Mumbai- 400 032

1. Project Overview

The Office of Chief Electoral Officer, Maharashtra requires a cloud-hosted Election Procurement Management System (EPMS) Android-based App to streamline the supply chain for the upcoming assembly elections for a period of three months. This system will be implemented and utilized across all 288 constituencies. It will manage the procurement, verification and payment of various election materials and other items required during the conduct of elections while providing real-time reporting capabilities. The system must be secure, compliant with government and IT security standards, and include a robust support structure. The person should also be able to gather information on all the procurement done for Lok Sabha election 2024 in Maharashtra.

2. System Requirements

2.1. User and Vendor Management

2.1.1. Users: Approximately 20 Election Commission users per constituency.

2.1.2. Vendors: Approximately 50 vendors per constituency.

Role-based access controls to limit and define permissions for users and vendors.

There should be provision to enrol new user and vendor with proper validation and control mechanism which should be available to DEO and Returning Officer.

DEO & RO - Admin Login should have provision to alter and make any changes in the user management to allow

- a) Addition/deletion of the election material / items
- b) Addition/deletion of the users

2.2. Order Management

2.2.1. Election Commission users should be able to raise and manage orders for election supplies.

2.2.2. Vendors must receive orders, update order status, and deliver in real time. The system should provide time period in days with respect to delivered status.

2.2.3. Features for taking geo-tagged (with latitude and longitude,) date and time stamped images related to each order should be incorporated. Compression of image must happen before saving to database.

2.3. Returns Management

2.3.1. If the election material supplied is not meeting the specifications, there should be provision to raise the ticket to vendor for return.

2.4. Inventory Management

2.4.1. Ability to track location-specific order counts, including:

- 2.4.1.1. Stock ordered
- 2.4.1.2. Stock delivered
- 2.4.1.3. Stock returned

(During Election as well as Pre and Post Election Phase)

2.4.2. Real-time order tracking at Constituency and District level to track whether election material is available, delivered or returned.

(During Election as well as Pre and Post Election Phase)

2.4.3. Functionality for creating location types e.g., Polling booth, AC/ RO Office, District/ DEO Office;

2.4.4. Historical data tracking (with time and date stamp)

2.4.4.1. Across location/ users: Polling booth, AC/ RO Office, District/ DEO Office;

2.4.4.2. Across order stages: Order placed/ delivered/ returned

2.4.4.3. Across vendors

2.4.4.4. Across delivery stages: Ordered/ Delivered/ Returned

2.4.4.5. Across return stages: Material Returned/ Material Replaced

2.4.4.6. Across all the election materials/ items

2.5. Dashboard

A centralized dashboard for real-time monitoring of:

- 2.5.1. Inventory across all user locations/ levels for all the election materials under scope:
 - 2.5.1.1. AC/ RO office
 - 2.5.1.2. District/ DEO Office
- 2.5.2. Order status (received, delivered, returned).
- 2.5.3. User activity logs.
- 2.5.4. Customizable views based on user roles (CEO Office Users, DEO Office Users, RO/ AC Office users, Vendors, etc.).
- 2.5.5. Detailed reports should be generated in PDF/ MS Excel/ CSV based on
 - 2.5.5.1. Location/ User: Polling Station →AC→ District→ State
 - 2.5.5.2. Election Material: Ordered, Delivered, Returned
 - 2.5.5.3. Vendors
 - 2.5.5.4. Order Status: Order placed/ Received by Vendor/ Delayed
 - 2.5.5.5. Delivery Status: Packed/ In Transit/ Delivered
 - 2.5.5.6. Customised Report Option

3. Cloud Hosting & Security

- 3.1. The system may be hosted either on infrastructure provided by the bidder (in which case the bid must indicate the cost separately) or infrastructure provided by the Chief Electoral Officer.
- 3.2. The cloud hosting should ensure high availability (minimum 99.9% uptime) and auto-scaling to handle increased loads once the utilization level reaches 60%.

4. Deployment Timeline

- 4.1. The system must be deployed, within 5 days from the date of order confirmation.
- 4.2. The vendor must ensure smooth onboarding of users and vendors.

5. Support and Maintenance

5.1. Dedicated Support:

- 5.1.1. A dedicated support team/ staff must be available to resolve any technical or operational issues during 10 am to 6 pm for a period of three months and the minimum number of the team will be two.
- 5.1.2. The system must include mechanisms for users to report issues and resolve the same.
- 5.1.3. Critical issues must be resolved within 2 hours, and non-critical issues must be resolved within 24 hours.

6. Deliverables

- 6.1. Fully functional Procurement Management System deployed within 5 days.
- 6.2. User and vendor onboarding completed with proper training and documentation.
- 6.3. Real-time dashboard for monitoring orders, inventory, and vendor performance.
- 6.4. Regular reports on
 - 6.4.1. Location/ User: Polling Station →AC→ District
 - 6.4.2. Election Material: Ordered, Delivered, Returned
 - 6.4.3. Vendors
 - 6.4.4. Order Status: Order placed/ Received by Vendor/ Delayed
- 6.5. Security audit reports showing compliance with required standards.

7. Vendor Responsibilities

- 7.1. Develop and deploy the cloud-hosted system with required functionality within 5 days.
- 7.2. Ensure security and compliance with industry standards.
- 7.3. Provide ongoing support, maintenance, and updates.
- 7.4. Address any vulnerabilities.

8. Evaluation Criteria

- 8.1. Experience in developing cloud-hosted systems for government.
- 8.2. Proven expertise in procurement management systems.
- 8.3. Adequate support and maintenance capabilities.
- 8.4. Method of selection of vendor will be QCBS:
 - 8.4.1. Technical proposal will have 80% weightage.
 - 8.4.2. Financial proposal will have 20% weightage.

9. SLAs

9.1. Overall and function wise SLAs to be discussed and finalised mutually at the time Work Order Issuance.

10. Payment Terms, Performance Guaranty and Liquidated Damages

10.1. 50% payment after deployment of the application and remaining after completion of support services project.

11. Proposal Submission

11.1. Technical Proposal: Details of the solution, project timeline, copies of the implementation plan.

11.2. Commercial Proposal: Detailed cost breakdown, including hosting (where bidder proposes to host the software), software licensing, implementation, and support charges.

11.3. Compliance Statements: Proof of compliance with security standards.

11.4. References: Details of previous projects, work order, work/project completion certificate.

12. Submission Deadline

12.1. Proposal/Quotations must be submitted no later than **28.10.2024** to **ceo_maharashtra@eci.gov.in**. and at Office of Chief Electoral Officer, Maharashtra, Room no 624, 6th Floor, Annex Building, Mantralaya, Madam Cama Road, Mumbai- 400 032 by **3 pm**.

12.2. Late submissions will not be considered.

13. Terms and Conditions

13.1. The Office of Chief Electoral Officer, Maharashtra reserves the right to accept or reject any quotation without providing any reason.

13.2. The department is not bound to accept the lowest quotation as the decision is based on technical aspects also.

13.3. The RFQ does not constitute a contract or a commitment to purchase.

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