



TSI/ELE/2023-25/07/014

8th July 2025

Call for Proposals for Engagement of Online Election Software Service Provider for Conducting Society Elections 2025

I. Disclaimer

1. The information contained in this Request for Proposal (RFP) document or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by TSI, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
2. This RFP is not an agreement and is neither an offer nor an invitation by the TSI to the Bidders or any other person, but an invitation to receive responses from eligible interested firms for providing services for online elections.
3. The information contained in this RFP has been provided to the best of knowledge of TSI and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive.
4. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the Bids at the sole discretion of TSI. In case any major revisions to this RFP are made by TSI within seven days preceding the last date of submission of the Bids, TSI may or may not, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP.

II. Overview

The Telemedicine Society of India (TSI) invites proposals from reputed service providers for the supply, implementation, and support of secure, robust, and user-friendly Online Election Software to conduct the upcoming society elections in a transparent and efficient manner.

III. Objectives

- To select a vendor that can provide an online voting platform ensuring confidentiality, authenticity, integrity, and real-time monitoring capabilities for conducting free and fair elections for the society's governing body.

IV. Request For Proposal

Proposals are invited from eligible, reputed, qualified Application Service Providers with end- to-end solutions as detailed out in the scope of work under Section V of this RFP document. This invitation to Bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in section VI of this RFP document.

V. Scope of Work

The selected vendor will be responsible for the following:

1. Software Platform
 - a. Secure cloud-based or web-based platform.
 - b. Mobile (both android and ios) and desktop accessibility.
 - c. Language English required, Multilingual interface (if required).
 - d. Dashboard for administrators and real-time analytics.
2. Voter Registration & Authentication

- a. Import and validation of the eligible voters' list.
 - b. OTP-based or two-factor authentication for voters.
 - c. Confidential unique voter login credentials.
3. Nomination Management
 - a. Facility to file nominations online/offline.
 - b. Verification and approval workflow for candidates.
 - c. Candidate profiles visible to voters.
4. Election Process
 - a. Configurable election schedule (start/end times).
 - b. Secure digital ballot with candidate photos and positions.
 - c. Support for single or multiple posts, first-past-the-post, or preferential voting.
 - d. Tamper-proof and auditable ballot system.
 - e. Option for candidates to check for verification of their vote.
5. Security & Compliance
 - a. End-to-end encryption.
 - b. DPDP ACT and Indian IT Act compliance.
 - c. Audit logs and tamper detection features.
 - d. Follow data security standards as per GOI.
6. Results & Reporting
 - a. Automated vote counting.
 - b. Instant and downloadable result reports.
 - c. Optional live result visualization.
 - d. Data export functionality.
7. Training and Support
 - a. User manuals and helpdesk for voters.
 - b. Admin training sessions.
 - c. Technical support throughout the election period.

VI. Eligibility Criteria

Vendors must meet the following minimum requirements:

1. At least 3 years of experience in providing online voting solutions.
2. Conducted at least 10 successful elections for societies/associations/organizations.
3. PAN and GST registered entity in India.
4. Proven cybersecurity measures and protocols in place.
5. References from past clients (attach testimonials and contact details).

VII. Proposal Submission

Interested vendors should submit a detailed proposal that includes:

1. Company profile and relevant experience.
2. Detailed methodology and features offered.
3. Compliance with scope and security requirements.
4. Pricing structure – licensing, setup, support, and any additional costs.
5. Implementation timeline.
6. References and case studies.

Proposals should be sent via email to hony.secretary.tsi@gmail.com or delivered to Room No.303, 2nd Floor, School of Telemedicine & Biomedical Informatics (STBMI) SGPGIMS, Raebareli Road, Lucknow, Uttar Pradesh-226014, India by 30th July 2025.

VIII. Evaluation Criteria

Proposals will be evaluated on the following parameters (Criteria and Weightage)

1. Technical capability and features 40%
2. Experience and past performance 20%
3. Security and data protection 15%
4. Cost competitiveness 15%
5. Training & Support 10%

IX. Terms and Conditions

1. The society reserves the right to accept or reject any or all proposals without assigning any reason.
2. The decision of the TSI Executive committee shall be final and binding.
3. All data collected and stored during the election must remain the property of the society and must be deleted post-election upon confirmation.
4. The platform should not display any advertisements or third-party branding.
5. A confidentiality agreement and non-disclosure undertaking will be signed with the selected vendor.
6. The selected vendor must ensure 100% uptime during the voting period
7. It must be clearly understood that the terms and conditions and specifications are intended to be strictly enforced.
8. No escalation of cost by the vendors will be permitted throughout the period of agreement or throughout the period of completion of contract whichever is later on account of any reasons whatsoever.
9. The price quoted shall be exclusive of taxes.
10. The quote should not contain any conditional offers or variation clauses otherwise the Quotes will be summarily rejected.
11. The grand total amount will be evaluated to arrive at the Lowest Price (L1 Price).
12. If one or more vendors are declared technically qualified & shortlisted, then those Vendors could be asked to work on L1 rates and provide demo.
13. The Vendor should quote for all the items. Partial quotes are not allowed. Failure to submit the offer or partial offer will be liable for rejection of the Quote itself.
14. The Services will be sort only if there is need for election, in event the is no contestants for elections, services of the vendor will not be utilized.

X. Release of Work Order

After execution of the Contract, Work Order for the provisioning as per items mentioned in scope of work will be issued to the selected Vendor by TSI. The supply and payment will be based on the Work Order(s) issued and actuals.

XI. Execution of Work Order

The awarded Vendor should nominate a Project Manager for Single Point of Contact (SPOC), who should be responsible for effective delivery of work complying with all the terms and conditions and intimate TSI & Retuning Officer of TSI (President-Elect). The Selected Vendor should ensure that the Project Manager is fully familiarized with the specifications, Conditions, Scope of Work and deliverables. The Project Manager should set up his office and be stationed in Bangalore during the

entire duration of the scope of work i.e during preparation, execution and post processing, concluding activities.

XII. Release of Payment

The following are the conditions precedent for release of any payment by TSI

1. Signing of contract
2. Signing of Non-Disclosure Agreement in the format as given by TSI by all the persons involved in the assignment.
3. Successful Vendor shall have exclusive liability for remittance of Taxes to State and Central Governments as per the Statutes/ Act ruling now or hereinafter enforced.
4. The payment to the vendor shall be on back-to-back basis (after receipt of payment from customer).

XIII. Right to Terminate the Process

1. Purchaser (TSI) may terminate the RFP process at any time and without assigning any reason.
2. TSI makes no commitments, express or implied, that this process will result in a business transaction with anyone.
3. This RFP does not constitute an offer by the Purchaser.
4. The Bidder's participation in this process may result in the purchaser selecting the Bidder to engage towards execution of the subsequent contract.

XIV. Validity

The Bid shall remain valid up to 180 (One Hundred and Eighty) days from the last date of submission of the Bids.

XV. Contact information

For any queries or clarifications, contact: hony.secretary.tsi@gmail.com