



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority under Government of West Bengal)

Plot No.DG/13, Premises No. 04-3333, Action Area-ID,

New Town, Kolkata -700156

Ph. No. 033-3505-0000 (ext 109) Email Id: seme@nkda.in

Memo No. 5662 /E-1265174/NKDA/EE-E/IT-SEC/2026-27

Date. 07/09/2026

NOTICE INVITING ONLINE ITEM RATE TENDER NO.: WBNKDA/15/EE-E/IT-SEC/NKDA OF 2026-27

SCHEDULE OF IMPORTANT DATES OF BIDS:

Sl No.	Particulars	Date & Time
I	Date of uploading of NIT and other documents	07/09/2026
II	Documents download start date (Online)	08/09/2026 from 10:00. AM.
III	Documents download end date (Online)	16/09/2026 from 15:00 PM.
IV	Pre-bid meeting in the Conference Board Room of New Town Kolkata Development Authority (NKDA)	10/09/2026 at 11:00 A.M.
V	Bid submission start date (Online)	08/09/2026 from 10:05AM.
VI	Bid Submission closing	16/09/2026 from 15:05 PM.
VII	Bid opening date for Technical Proposals (Online)	18/09/2026 from 15:05 PM.
VIII	Last date of uploading list for Technically qualified Bidder (online)	Will be intimated in due course
IX	Date of opening of Financial Proposal (online)	Will be intimated in due course
X	Last date of intimation to the successful bidder	Will be intimated in due course
XI	Validity of bid.	180 days w.e.f the date of opening of financial bid.
XII	Contract Period / Maintenance Period	01 (One) Year
XIII	Detailed Tender Documents can be downloaded from	NKDA website / wbtenders.gov.in .

**NOTICE INVITING ONLINE ITEM RATE TENDER NO.: WBNKDA/15/EE-E/IT-
SEC/NKDA OF 2026-27, FOR**

The Executive Engineer (Electrical), NKDA invites Online item rate tenders in TWO BID SYSTEM from reliable, resourceful, Bonafide, and experienced firms/companies/individual bidders having requisite financial capability and sufficient technical credentials on the execution of similar nature of work. The details are given below:

Sl. No.	Name of the work	Estimated Amount (Rs.)	Initial Earnest Money (Rs.)	Cost of Bid Documents (Rs.)	Period of Contract
1.	Annual Maintenance of 25 Nos. of Vehicle Tracking System for Solid Waste Management System of New Town Kolkata Development Authority	The bidder has to quote	Rs. 5,000.00 (Rupees five thousand only)	N.A.	01 (One) Year

Sl. No.	Particulars	Details
1.	Eligibility Criteria for "Pre-Qualification"	Entity Profile: The bidder must be a registered Indian Company under The Company Act 1956/2013 or Partnership firm or Proprietorship firm or LLP or holder of a valid contractor licence. Geographical Baseline: The bidder must have a registered / fully operational office in Kolkata. Technical Credentials: The bidder shall have proven experience in implementation or maintenance of Vehicle Tracking System (VTS) / GPS or IoT based live tracking system with hardware and application, in Government or Semi Government or Undertakings or Autonomous or Statutory bodies or Local bodies. Completion certificate or work completion certificate must be enclosed, having: - a single tender value of at least <u>Rs. 1,50,000.00 only</u>, OR 2 (two) Nos. of works of similar nature having a single tender value of at least <u>Rs. 1,25,000.00 only</u>, OR - credential of one single running work of similar nature which has been completed to the extent of value not less than <u>Rs. 3,00,000.00 only</u>. (In case of running works, only those tenderers who will submit the certificate of satisfactory running work from the concerned Executive Engineer or equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and

Sl. No.	Particulars	Details
		also that no penal action has been initiated against the executing agency/ tenderer), in the last 5 (five) financial years from the date of NIT. Credential/ completion certificate/ payment certificate of any sub-contract work shall not be accepted. N.B.: Nature of work, estimated amount, date of completion of project and detailed communication address of the client must be indicated in the credential certificate. Joint Ventures / MOU will not be allowed. 4. Statutory Registrations: Bidders must possess a valid Trade License showing office in Kolkata, PAN Card, TAN and GST Registration. 5. Financial Standing: The bidders shall have to submit their audited financial statement or audited annual report for the last three Financial Years (2022-23, 2023-24, 2024-25). Average Annual Turnover from contracting business for the past 3 (three) financial years should be equal to or more than <u>Rs. 12,00,000.00 only</u>. Documents to be submitted in technical bid: d) Work Completion Certificate as Credential. e) Filled up FORM-I (Credential Certificate). f) Filled up FORM-II (Statement on Annual Turnover). g) Filled up FORM-III (Details of Bidder). h) Filled up Annexure-I (Affidavit). i) Copies of registration details of the Name, address, etc. of the Firm. j) Copy of PAN Card. k) Latest Income Tax return. l) GST Registration No. with relevant document. m) Audited Balance Sheet of last 3 Financial Years (2022-23, 2023-24, 2024-25). n) Relevant document in support of annual turnover. o) Bank Solvency Certificate of value Rs. 1,00,000.00 only. Bank Solvency Certificate not older than 6 months from the date of publication of this NIT shall be furnished for Technical Evaluation. p) Valid Trade License showing office in Kolkata. q) Technical proposal describing VTS/GPS-based vehicle tracking AMC capability. r) Experience/credential documents for similar VTS/GPS-

Sl. No.	Particulars	Details
		based vehicle tracking AMC work. s) Declaration for not sub-letting the work under any circumstances.
2.	Earnest Money Deposit	<u>Rs. 5,000.00</u> <u>THE EARNEST MONEY SHALL BE DEPOSITED BY THE BIDDER ELECTRONICALLY:</u> The Earnest Money shall be deposited by the bidder online through his net banking-enabled bank account, maintained at any bank or through any bank by generating NEFT/RTGS challan from the e-tender portal. Intending Bidder will get the Beneficiary details from the e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank to the Beneficiary Bank Account No. The name of Beneficiary bank (at present ICICI Bank), Account No. & IFSC Code are given in the e-tender portal. The details of deposition of EMD can be obtained from the following link, "wbtenders.gov.in → Home Page → Bidders Manual Kit → Help for on-line receipt and refund of EMD" Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD and Bid can be submitted only after receipt of EMD. NOTE: Earnest money through offline instruments like Bank Draft, Pay Order etc. will not be accepted for e-tender procurement of this office.
3.	Bid document Requisition	Bid Document is available in the NKDA's official website www.nkdamar.org and www.wbtenders.gov.in. Bidders who have registered with National Informatics Centre (NIC) can participate in the tender. Interested bidders shall register with NIC in advance. Necessary assistance can also be obtained from the Office of the EE (E), NKDA. Document requisition shall be done as per instruction given in ITB.
4.	Document download start date	08/09/2026 from 10:00. AM.
5.	Document download end date & time	16/09/2026 from 15:00 PM.
6.	Date of Pre-Bid	10/09/2026 at 11:00 A.M.

Sl. No.	Particulars	Details
	meeting	
7.	Bid submission start date	On 08/09/2026 from 10:05AM. through E-portal. It may be reiterated that the bidders shall submit the technical and financial bid only through online by following online bid submission procedure.
8.	Last date of Online submission of Technical Bid and Financial Bid.	On 16/09/2026 from 15:05 PM through E-portal. It may be reiterated that the bidders shall submit the technical and financial bid only through online by following online bid submission procedure.
9.	Opening of technical bid	<u>On 18/09/2026 from 15:05 PM</u> at the Office of the Executive Engineer (Electrical), New Town Kolkata Development Authority, Administrative Building, Plot No. – DG/13, Premises No. – 04-3333, Action Area-ID, New Town, Kolkata – 700156.
10.	Technical Bid Evaluation	The technical bid will be evaluated by the respective evaluation committee of NKDA.
11.	Date and time of opening of Financial Bid submitted online of only the technically qualified bidders	<u>To be intimated after evaluation of Technical Bid.</u>
12.	Financial Bid	The rate shall be quoted in Item Rate against the tender value.
13.	Validity of Bid	180 days from the date of declaration of L1.
14.	E-Tender registration and bidding	<u>ONLINE BIDS:</u> The bidders interested to submit the bid Online shall get registered and get a digital signature as per the procedure described below: Online Tenders can be submitted by logging in www.wbtenders.gov.in <u>ONLINE BID SUBMISSION:</u> The Bidders are required to submit the Technical and Financial Bid documents ONLINE i.e. uploading of the documents complete in all respect by following the Online Bid submission procedure.
15.	Important Instructions	- Names of the technically qualified bidders as per the bid criteria after verification & evaluation will be displayed in the e-portal, this office notice board and official website. - The financial bid documents of the technically qualified bidders will only be opened. - List of financial comparison chart of bidders will be published subsequently after opening the financial bid. EE

Sl. No.	Particulars	Details
		(E), NKDA (TIA) reserves the right to reject or cancel any or all pre-qualification documents and bid documents without assigning any reason whatsoever. • The intending bidders are requested to inspect the working condition of the existing 25 nos. of VTS devices before quoting their rates. • To keep the work in good condition during the contract period, if any additional/excess work is required over the stipulated quantity in the schedule for routine maintenance work, the same will be treated as part of defect liability and the bidder has to do the maintenance work at his own cost.

INFORMATION TO THE BIDDERS (ITB)

1. Request for Tender

Request for tender paper is to be placed online only through the NKDA Website / www.wbtenders.gov.in

2. Submission of Tender

The tender will be submitted in two bid systems i.e. Technical bid & Financial bid.

3. Online Bid submission procedure

- i. **Registration of bidder:** Agencies/Bidders who are interested in participating in NKDA's e-tenders will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in>. They are requested to contact the toll-free Help-line No. 1800 3070 2232 of National Informatics Centre for registration, computer setting and other clarification on e-tendering.
- ii. **Digital Signature Certificate (DSC):** Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) having Signing and Encryption certificate for submission of tenders, from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount.
- iii. The bidder can search & download NIT & Tender Documents electronically from computer once he logs on to the website www.wbtenders.gov.in using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- iv. **Submission of Tenders:** General process of submission – Tenders are to be submitted through online to the stipulated website in two folders at a time for each work, one in Technical Bid & the other is Financial Bid before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded duly Digitally Signed. The documents will get encrypted (transformed into non-readable formats).

A. Technical Bid:

The Technical bid should contain scanned copies of the following documents (all in PDF files) and uploaded under "Other Important Document (OID)" of the e-tender portal.

1. NIT (Properly upload the same Digitally Signed).
2. Condition of Contract.

3. Scanned EMD transaction statement documents towards Earnest Money Deposit (EMD) as prescribed in the NIT.
4. Duly filled in FORM-I (Declaration for Credential).
5. Duly filled in FORM-II (Declaration for Turn-Over).
6. Duly filled in FORM-III (Details of bidder).
7. Duly filled in Affidavit as given under Annexure-I.
8. Declaration for not sub-letting the work under any circumstances.
9. Applicants should have similar nature work experience.
10. Technical proposal describing the bidder's VTS/GPS-based vehicle tracking AMC support capability.
11. Documentary proof of experience in VTS/GPS-based vehicle tracking system AMC/maintenance/technical support.

AND

All the documents as given under **TECHNICAL BID (Clause 3.1.1 Mandatory Documents)**

Note: Failure of submission of any of the above-mentioned documents (as applicable) will render the tender liable to be rejected.

B. Financial Bid:

The financial proposal should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ):

The bidder is to quote the rate online through Computer only in the space marked for quoting rate in the BOQ. Only downloaded copies of the above documents are to be uploaded in (Excel file) Digitally Signed by the bidder.

TECHNICAL BID

3.1.1 Mandatory Documents

Relevant documents must be uploaded online for participating in this tender. If the relevant documents are not submitted online within the stipulated date & time, then bid of the applicant shall summarily be rejected and the bid offer shall not be opened. The details of Mandatory Documents are given below:

- i) The bidder should be a registered Indian Company under "The Company Act, 1956/2013" or Partnership firm or Proprietorship firm or LLP or holder of a valid contractor licence.
- ii) Completion certificate along with details of similar type of project or job under any Government or Semi Government or Undertakings or Autonomous or Statutory bodies or Local bodies, with requisite single tender value (in accordance with Clause 3.1.5.1).
- iii) GST Registration No. with relevant document.
- iv) Audited Balance Sheet of last three Financial Years (2022-23, 2023-24, 2024-25).
- v) PAN Card.
- vi) Income Tax return of last financial year.
- vii) Valid Trade License showing office in Kolkata.

Note: The tender will be summarily rejected if any of these documents are not submitted online.

3.1.2 Additional Documents for the Bid (to be submitted in Non-Statutory Cover, A-2)

- i) Registration details with any Government or Semi-Government or other organization.
- ii) All the disputes arising from the provisions of the said agreement come under the jurisdiction of Calcutta High Court or any other competent court as the case may be.
- iii) Documents of proof of ownership or hire of the machineries/equipments.
- iv) Any other information to indicate technical management competence.

3.1.3 THE EARNEST MONEY SHALL BE DEPOSITED BY THE BIDDER ELECTRONICALLY:

The Earnest Money shall be deposited by the bidder online through his net banking enabled bank account, maintained at any bank or through any bank by generating NEFT/RTGS challan from the e-tender portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank to the Beneficiary Bank Account No. The name of Beneficiary bank (at present ICICI Bank), Account No. & IFSC Code are given in the e-tender portal. The details of deposition of EMD can be obtained from the following link,

"wbenders.gov.in → Home Page → Bidders Manual Kit → Help for on-line receipt and refund of EMD"

Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site.

Bidders are also advised to submit EMD of their bid at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD and Bid can be submitted only after receipt of EMD.

NOTE: Earnest money through offline instruments like Bank Draft, Pay Order etc. will not be accepted for e-tender procurement of this office.

3.1.4 Average Annual Turnover

Average Annual Turnover during last 3 (three) years should be more than **Rs. 12,00,000.00 only**.

3.1.5 CREDENTIAL

3.1.5.1 Technical:

The bidder should have successfully completed similar nature of work having a **single** tender value of at least **Rs. 1,50,000.00 only** in the last 5 financial years.

OR

The bidder should have successfully completed **2 (two) Nos.** of similar nature of work having a **single** tender value of at least **Rs. 1,25,000.00 only** in the last 5 financial years.

OR

The bidder should produce credential of one single running work of similar nature of work which has been completed to the extent of value of which is not less than **Rs. 3,00,000.00 only**. (In case of running works, only those tenderers who will submit the certificate of satisfactory running work from the concerned Executive Engineer or equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executing agency/tenderer), in the **last 5 (five) financial years** from the date of NIT in any Government / Semi Government / Undertakings / Autonomous / Statutory

bodies / Local bodies. Credential/completion certificate/payment certificate of any sub-contract work shall not be accepted.

The completion certificate to be uploaded shall necessarily mention the Work Order reference and date, date of commencement and date of completion of work, major items executed under the said work and final completed value of work in the technical bid for verification of the credential. Only Work Order or only Payment certificate shall not be treated as credential. After opening the technical bid, the Tender Inviting Authority may request the bidders to submit any additional documents for any clarification (if necessary) before the opening of the financial bid. The same shall be communicated through email. The Technical Bid may be declared non-responsive if the requisite documents are not furnished by the bidder for ascertaining the Technical Credential.

N.B.: Similar nature of work means – Implementation or maintenance of Vehicle Tracking System or IoT based live tracking system with hardware and application.

3.1.5.2 Form-I for fully (100%) completed works during the last 3 (three) years from the date of NIT will only be accepted. The tenderer should attach the said certificate under their signature along with the tender documents. The similar nature of work is mentioned in the Form-I, therefore agencies who have completion certificate against any of the works mentioned in Form-I shall be eligible for this tender.

3.1.5.3 The Completion Certificate should be pertaining to the work specified in the NIT. The completion certificate should not be misleading to the authority. If the completion certificate mentions multiple natures of works executed by the bidder in a single tender including the work specified in this NIT, then the value of the work as specified in this NIT will only be considered for evaluating the eligibility of the bidder. The decision of the authority in this respect is final and binding.

3.1.5.4 Financial

The average Annual Turn Over from contracting business for the past three financial years of the firm should be more than **Rs. 12,00,000.00 only** of the aggregate cost of works in which the bidder intends to participate. Annual Turnover statement shall be submitted in the Form-II in addition to the Audited Balance Sheet of the last three financial years authenticated by Chartered Accountant.

3.1.6 Authorised Signatory

If the applicant is an authorized signatory, he should submit document of authorization (Power of Attorney) in his favour along with the application. In case of Partnership firm, copies of the partnership deed are to be submitted along with the tender document.

3.1.7 Penalty for suppression / distortion of facts:

If any tenderer fails to produce the hard copies of the documents (especially Completion Certificates, audited balance sheets or any document which is vital for his eligibility), or any other documents within the specified time frame stated above, or if any deviation is detected in the hard copies from the uploaded soft copies, or if there is any suppression of fact during any time of the tendering process or even after the issuance of work order, the tenderer will be suspended from participating in the tenders on e-Tender platform for 2 (two) years. Additionally, the EMD submitted by the bidder shall be forfeited by the Tender Inviting Authority without assigning any reasons to the bidder.

4. FINANCIAL BID:

1. Item rate shall be quoted in the financial bid.

2. The rate quoted by tenderer shall be inclusive of all elements of taxes (including GST) and duties, demands, etc. The tenderer shall include income tax as applicable, octroi if any, toll, ferry charges, local charges, royalties, turnover tax and all other charges as applicable while quoting the rate.
3. All other charges like insurance charges, freight etc. as would be required for completion of the work shall also be included in the rate quoted. No claim whatsoever in this account shall be entertained.
4. Tax Invoice(s) needs to be issued by the selected bidder for raising claim for the bill under the contract showing separately the tax charged in accordance with the provisions of GST Act, 2017.
5. The quoted price is firm, inclusive of all applicable taxes and no escalation will be admissible during the pendency of the contract in the event of any increase of prices of materials or as a result of Government Notification.

4.1 Taxes & duties to be borne by the bidder:

It may again be reiterated that Income Tax, GST and other applicable taxes will have to be borne by the bidder while executing the work.

4.2 Understanding the requirement before submission of tender:

Before submitting any tender, the intending tenderer should make themselves thoroughly acquainted with the requirement likely to be involved in the execution of work in all respect, including inspection of the working condition of the existing 25 nos. of VTS devices, and no claim whatsoever will be entertained on this account afterwards.

4.3 Conditional and incomplete tender:

Conditional and incomplete tenders shall be summarily rejected.

5. Acceptance of Tender:

Lowest valid rate may be accepted; however, the undersigned does not bind himself to do so and reserves the right to reject any or all the tenders, without assigning any reason. The unit rates for different items are to be quoted separately. The rates will be valid for the entire period of contract.

6. Execution of Agreement:

The selected bidder shall execute a formal agreement in the form of **WBF-2911(ii)**, NDA within **7 days from the date of issue of the LOI (Letter of Intent)**. Failure to execute the agreement within the stipulated time shall result in **cancellation of the tender, and the EMD will be forfeited.**

7. Contract Period:

01 (One) Year from the date of issue of Work Order.

8. Payment Terms:

- 8.1 No advance payment shall be made. The payment will be made quarterly on raising of the invoice by the selected bidder along with the monthly preventive maintenance report and call sheet duly signed by the concerned section of NKDA for the period.
- 8.2 Final quarter payment will be released only after submission of the updated source code, database schema structure with documentation, along with the preventive maintenance report and call sheet duly signed by the concerned section of NKDA for the period.

9. Security Deposit:

- 9.1 10% of quoted price less EMD amount. The SD will be deducted from RA Bills. It will be returned after successful maintenance and proper handing over of the asset to NKDA.
- 9.2 An application along with a prescribed format of this office is to be submitted for release of S.D., for which the bidder should apply to the authority at least 1 (one) month prior to the last date of defect liability period.
- 9.3 Security deposit shall be refunded after 30 days from the date of completion.

10. Withdrawal of tender:

A tender once submitted shall not be withdrawn within a period of 180 days from the opening of the financial bid of the tender. If a bidder withdraws his tender within this period without any valid reason, the EMD shall be forfeited and the bidder will not be allowed to participate in re-tender, if any, on the same subject.

11. Other Terms & Conditions:

11.1 E-Tendering:

ONLINE BIDS:

The bidders interested to submit the bid Online shall get registered and obtain a digital signature as per the procedure prescribed below:

Agencies/Bidders who are interested in participating in NKDA's e-tenders will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in>. They are requested to contact the toll-free Help-line No. 1800 3070 2232 of National Informatics Centre for registration, computer setting and other clarification on e-tendering.

Online Tenders can be submitted by logging in www.wbtenders.gov.in.

ONLINE BID SUBMISSION:

The Bidders are required to submit the Technical and Financial Bid documents ONLINE by following the Online Bid submission procedure.

- 11.2 Bidders / Authorized Representatives are requested to be present in person during the opening of technical and financial bids.
- 11.3 The tender accepting authority may ask any bidder to submit analysis to justify the rate quoted by the tenderer.
- 11.4 Tenderer can approach only the Tender Inviting Authority, NKDA for any clarification with respect to the tender.
- 11.5 The decision of authority with respect to the tender is final and binding.
- 11.6 All corrections in the tender should be signed with date by the Tenderer. Each of the Tender documents and drawings must be signed by the Tenderer.
- 11.7 The bidder whose tender is accepted shall, within 15 (fifteen) days of issue of LOI, submit formal agreement. If the bidder fails to perform the formalities as mentioned within the specified period, acceptance of the tender will be liable to be cancelled and the earnest money will be forfeited.
- 11.8 Tenderers who will sign on Tender on behalf of a company or firm must submit the relevant documents in respect of their competency to do so, failing which their tender will not be considered.
- 11.9 After receipt of the Work Order, the successful tenderer shall submit the technical proposal for execution of work.

11.10 The successful Tenderer shall have to start the work at site within 7 days after receipt of the work order, failing which the work order shall be cancelled with forfeiture of earnest money deposited with NKDA without assigning any reason.

11.11 Sub-letting of the work is not permissible, and the Tenderer must submit an undertaking that he will not sub-let the job under any circumstances. If the authority comes to know that the bidder has sub-let the work, then action shall be taken to terminate the contract and the SD money will be forfeited.

11.12 No advance will be paid to the bidder.

11.13 Defect liability period starts from the date of completion of the work and release of Security Money (10% of the contract value) will be released as already specified.

11.14 The bidder shall abide by all the labour welfare laws and their modifications from time to time, if any, within the contract period. Minimum labour wages act, labour facilities, E.S.I., P.F., Bonus facilities etc. should be provided as per latest Govt. order/Circulars. In no case shall NKDA be held responsible for any eventualities in this regard including payment of wages to personnel deployed by the bidder.

11.15 No escalation of cost is permissible.

11.16 In case of any modification/addition/deletion of any item of the works, as well as correction in drawings (if any), which has been pointed out during pre-bid meeting will be published by Tender Inviting Authority through publication of corrigendum in the web portal.

11.17 The scope of work may be modified as per the discretion of the Authority and the bidder has to accept that modification within the sanctioned amount of the work.

11.18 Provision of blacklisting:

- i) Submission of false / misleading credential or documents during the tender process.
- ii) Inability to maintain the specification as mentioned in the tender document.
- iii) Poor performance in execution of the work.
- iv) Misconduct or non-compliance of the instruction of the authority.
- v) Negligence / failure to maintain the work within the stipulated time frame during the defect liability period.

11.19 Termination of Contract / Work Order:

The authority may terminate the contract / work order due to the following reasons:

- i) Poor progress of work.
- ii) Poor quality of work.
- iii) Adoption of any unfair means during execution of work.
- iv) Violation / non-compliance of any instructions of the authority.

For termination of the contract/work, the authority will issue a 15 days' notice to the bidder to make up the discrepancy/shortfall of the work as instructed by the authority, failing which the contract/work order will be terminated with forfeiture of E.M.D., S.D., Performance Security etc.

11.20 Discretion of the authority inviting tender

The tender inviting authority reserves the right to accept or to reject any or all applications/tenders without assigning any reason whatsoever. On matters of dispute, the

decision of the Chief Executive Officer, NKDA with the approval of Chairman, NKDA will be final and will be binding upon both the parties (i.e. TIA and the bidder).

12. SCOPE OF WORK:

12.1 Background

Vehicle tracking system based on GPS technology is required to track vehicles in the area defined by NKDA officials. In case the dumping ground is shifted outside the NKDA area, the tracking of vehicle should be done till the dumping ground including NKDA area. Vehicle Tracking System will track all kinds of vehicles, while providing information about their location, speed and distance covered from the control station. It will also track NKDA vehicles based on their location altitude. Vehicle tracking system should serve the diverse needs of NKDA vehicles.

It is an ideal way of increasing efficiency by determining the most cost-effective routes (route optimization) of travel for drivers and saving on fuel costs. It will enable officials of the NKDA to view municipal vehicle locations on a GIS map / City map, recording and sorting of locations, route travelled, to check fuel theft, contamination or usage, track mileage, track annual mileage, measure distance from key on to key off, and report generation by driver. It will also enable NKDA to generate a range of MIS Reports; these will be available on demand to pre-scheduled and pre-defined address within the corporation. MIS reports include vehicle history, speed violation, work hours, stop-hours, fuel usage, etc.

- Comprehensive maintenance of existing 25 nos. of VTS devices.
- Maintenance of GPS Based Application software (Vehicle Tracking System) integrated with GPS, NFC devices. This application should be web based and should be accessible through all types of devices like Desktop, Mobile, etc.
- Vehicle Management System on web based VTS application as well as through Mobile Application with latitude & longitude. Email alerts.
- Maintenance of integration of VTS web based and Mobile Application with existing heterogeneous Weigh Bridge Data source.
- Onsite maintenance and support of complete supplied solution including hardware and software for 1 year. This maintenance and support should also include onsite warranty for the period of 1 year.
- The Re-Authentication checking of Solid Waste Collection at the Bins using GPS data intelligence along with NFC Tags Scanning for the household collections.
- To implement the solution, the following tasks are to be performed:
 - All vehicles should be monitored Live.
 - Route and waste collecting points should be defined using GPS technology.
 - For all zones and wards, all the routes and their collection points should be identified and accurately mapped (for tabular / map report, analysis).
 - Defined schedule for each route with respect to its collection point to be defined in the system.
 - Administration of defined route as per new / updated requirement.
 - Vehicle movement & stopping points with stopping time should be monitored.
 - Weighbridge integration and management should be available.

- Route and collecting points should be displayed using GPS technology on the city map. E.g. Society name, Apartment name, Complex name is to be displayed in reports as well as on map.
- Through GPS movement, entry / exit and stoppages of vehicle should be monitored.
- Every collection point is mapped with the stoppage time interval. If vehicle stops at least for defined stoppage time at that collection point, it can be assumed that waste is collected from that point.
- Variation should be reported through alert.
- Email alerts should be provided as per requirements of NKDA on various events.
- Vehicle master to be created in the system (Zone wise, Route wise assigned vehicles, Vehicle type, Vehicle number, Owner / Contractor details, GPS details).
- Scalability (data refreshing) should be every 20 seconds [Tracking is to be done for around 22 vehicles for the time being. However, the number of vehicles may increase].
- Standard features of GPS Vehicle Tracking Software are supposed to be there like 'Geo-fencing Setup & Control', 'Distance Covered', 'Track Play-back', 'SOS' and 'Fuel Level'. However, any additional feature available/supplied may be mentioned distinctly.

12.2 Technical specification of existing Hardware Features of the solution are listed below:

- VTS shall consist of a GPS receiver with inbuilt GPS Antenna, GSM/GPRS receiver, to enable services such as vehicle tracking and control in connection with a backend control centre system.
- VTS should be mountable inside the vehicle and shall be vibration & shock resistant, heat resistant, dust resistant and water / rain splash resistant and shall be tamper proof.
- VTS software should be upgradeable / configurable over the air (OTA).
- VTS should have at least IP65 or higher protection classification.
- VTS shall work on 12V DC or 24V DC battery. Device should be powered by vehicle battery and not ignition.
- VTS application should generate tampering alerts.
- VTS unit must be free of any electronic interference.
- Operating temperature: -10 to +65°C.
- Supply voltage range: 9 to 36V DC.
- Current consumption during transmission be minimum as per industry standards.
- Device should have internal battery (6-8 hours backup) to support.
- Rating: 22 tracking / 66 acquisition minimum.
- Tracking sensitivity: -160 dBm typ.
- Navigation sensitivity: -148 dBm typ.
- Time to first fix cold acquisition 35 seconds typ.
- Hot acquisition 1 second typ.
- Navigation accuracy 3M horizontal.
- GSM/GPRS SMT dual band and UMTS (2G).
- Large flash memory: to store records up to 7 days in case of lost connection.

- Uninterrupted service while disconnection of main power supply.
- Agency's responsibility is to maintain all the vehicle VTS components in good condition.
- Replace and repair of non-working components as and when required.
- To inform NKDA authority in case of tampered or stolen components from vehicle. Once confirmation from NKDA authority is received, the tampered/stolen component is to be replaced. NKDA will pay for such component.

12.3 Web Dashboard:

Dashboard Module should give a quick and easy view to know overall fleet status on real time basis. It should display status information of all vehicles i.e. Running, Idle or Standby. The Dashboard view should provide the following information:

- Dashboard should be designed as per requirement of NKDA officials and should be updated as and when required.
- Zone name, Ward name, Contractor name, Vehicle No., Vehicle type, Current location & Last updated date & time of each vehicle.
- It should give alert message if GPS device gets disconnected from a vehicle.
- Dashboard should have search parameter where different searches i.e. Vehicle Number wise, Zone & Ward wise, Running / Idle / Standby vehicle wise and "No communication" wise searches can be done.
- It should also give an indication regarding the running speed of the vehicle i.e. Normal speed, Alarming speed and above Alarming speed.
- There should be provision to see a particular vehicle on map.
- Complaints Tracking – complaints lodged, pending and resolved.

12.4 Live Vehicle:

- This module should give all the information pertaining to a particular vehicle on selection of the various selection parameters i.e. Zone Name, Ward Name and Vehicle Number.
- Information like Zone Name, Ward Name, Vehicle Type, Contact Number, Current Speed, Maximum Speed, Average Speed, Trip Time, Idle Time, Distance Travelled & Last updated Date & Time should be displayed.
- The live vehicle view also should have facility for various alerts i.e. Battery Removal Alert, No Communication from device. In live vehicle map view, real time location of vehicle and the path taken by the vehicle to reach its current location should be plotted.
- A very important feature of Live Vehicle view should be that the user can create Landmark i.e. any important point or location name w.r.t. the application of vehicle.

12.5 Route Replay:

Route replay feature is very important in knowing the vehicle movement in a specified period of time. Here the user should be able to select a particular date and time and can see where exactly the vehicle moved in that specified period. There should be various selection parameters i.e. Zone Name, Ward Name, Vehicle Number, Date, Time and provision for viewing the over speed done and the stoppages (as per pre-defined time for each collection point) taken by the vehicle. User also should be able to view Route statistics like vehicle type, speed violations, total alerts, trip time, idle time, maximum speed, average speed and distance travelled by the vehicle for that specified period of time in map view.

12.6 Reports:

Report List for Door to Door collection:

- Date wise report of Sweeping Vehicles against Actual Sweeping vs Dead Run.
- Date wise, Zone wise, Route wise, collection points served, not served.
- Date wise, Zone wise, Route wise number of vehicles (with vehicle details) used.
- Date wise, Zone wise list of vehicles violated their routes.
- Vehicle wise, date wise list of operation / not in operation.
- Date wise, Zone wise total weight of waste disposed.
- Date wise, vehicle wise number of trips at disposal site.
- Date wise, Zone wise list of vehicles with disconnected GPS.
- To display real time / archived vehicle traversal route on the map (Scheduled / Actual).
- To display Geo-fence, Geo-locations on the map.
- Vehicle summary report (vehicle id, first and last collection points, collection start time and end time for the day, total distance travelled, total no. of speed violations, maximum speed attained throughout journey, graphical as well as tabular display of total collection points served and points not served by selected vehicle for any particular day).
- Show all POIs (collection point with their scheduled serve time).
- Stoppage Report (Halt Start Time, End Time, Halt Location, and total Halt time for any selected vehicle for specific date).
- Vehicle History (Total distance covered, alerts, violations, average speed, high speed between start and end date, on weekly and monthly basis, for vehicle).
- Payment report for Contractors (based on weight per vehicle per day).

12.7 Admin Module:

Admin Module should have facility to add, edit and delete the user. The rights of information to be viewed by the user can also be controlled by the admin. The admin can assign vehicles to ward, zone and contractor.

12.8 Alerts and Warning:

Various alerts like Battery Removal, SOS pressed, Route Deviation, Over speed etc. should be available. Different warnings – for example, if a particular location has not been served for a particular time period or if a vehicle is repeatedly doing route violation – then the system should generate warning.

12.9 Mobile Application for NKDA staff and Agency Users:

Vendor should provide the mobile application and this should work on Android. Mobile application should have following scope but not limited to this:

- Mobile application should be designed, developed and implemented for NKDA employees and NKDA's Agency.
- NKDA's Sweeper/Employee should be able to scan the NFC tag at the assigned household. Latitude and longitude should be captured of the agencies with exact location. The purpose of this is to ascertain whether the work is done by the respective agency or not.
- This should have the initial assign of the NFC tag to every household with Geo-Location bounding capability when it is being initially mapped.

- VTS web application features should as well be present in the Mobile Application.
- Mobile Application Registration should be done by selected vendor for Android only for the contract period. Registration of Mobile application renewal, updating, etc. will be sole responsibility of selected vendor.

12.10 List of 25 Vehicle Tracking System (VTS) Devices:

Sl No.	Device ID
1	9cbf248642fd8a63eef69611227ce1bb
2	9646b37ff1adf4ccd0da1108a215862e
3	b8f33b315b616db7c9d94b0028723116
4	d24099cfb8d3df08a9cc2fc9e1fc3523
5	dfe595c3ab905cf2e9fed5a24899114a
6	2bbef03ce307cabad86ec90666326c9e
7	6ce9a28bed382b9c78292baa7f995f20
8	35c6f34cb0854a22c4cd065bade64e9c
9	d8c68c44e70825b746c80c41add7279a
10	d7d994a9de43a7759ea10d163b97b08e
11	66cdfdafa5c93469dccf3812d89fe712
12	ae8019d7a82dbc57788ea2543dbce902
13	a2a155ef968d7925d68e557b0088c5d2
14	f3a37eeaa2b62840ac647dc2d1ded97d
15	ad8d41e6694ad644c89af74c92660c86
16	89540d499f5dcba0be1dca89730cfd86
17	b948e86386528f641cc94974b736f4e5
18	f6791aa32120ca36db421f926e07b1e6
19	5f225db5252289d65b53dbc8f25ce1af
20	e19a69de337b70fd2e82587762a5980c
21	0868fe4e5e2cdfe2d267b3cb75db6fe5
22	2fe75cfe736f194a2fba3022444753cd
23	a679ee60910a04628c6261bd10b61eb8
24	cd1ea085f0fcffed8e4cf9785cf13264
25	d752a17a0687c6d89cb669ac5d061c4b

13. Service & Maintenance Period:

- a) Service and monthly preventive maintenance shall be carried out of all covered VTS devices and submission of service reports / working certificates.
- b) In case of delay / failure in attending service calls or failure to maintain the VTS system as per the prescribed service level, penalty may be imposed as specified in the final tender conditions.
- c) Applicable penalty, if any, shall be recovered from the bills payable to the bidder, as per the final contract conditions.

14. Validity of Prices:

Prices shall remain the same during the contract period and no escalation in prices would be acceptable to NKDA.

15. Service Level agreement:

15.1 Scope of Services

The scope of work under this AMC includes, but is not limited to:

- **Hardware Maintenance:** On-site repair, maintenance, and replacement of onboard GPS Tracking devices.
- **Software & Platform Maintenance:** Maintenance of the web-based VTS software platform, mobile applications, GIS map integration, route tracking, geofencing, and automated reporting modules.
- **Network & Data Telemetry:** Management of cellular SIM cards, M2M data connectivity, server uptime, database maintenance, and live data feeds to central command centers.
- Helpdesk & Support

15.2 SERVICE HOURS AND SUPPORT MECHANISM

- **System Operations:** 24x 7 x 365 continuous automated data logging and platform availability.
- **Helpdesk Operations:** Support via Email, Ticketing Portal, and Telephone.
- **Field Support Operations:** 08:00 AM to 08:00 PM for physical vehicle inspection/replacement, with emergency call-outs for critical vehicles.

15.3. PERFORMANCE METRICS & SERVICE LEVELS

15.3.1 Software Platform Uptime The Service Provider shall guarantee an overall VTS Cloud/Server Application Uptime of > 99.5% measured on a monthly basis, excluding scheduled maintenance windows.

15.3.2 Vehicle GPS Device Live Transmission Baseline At any given time, at least 95% of the operational fleet must actively transmit valid, accurate location data (lat/long, speed, ignition status) to the central platform.

3.3 Incident Classification & Resolution SLAs

Priority Level	Incident Definition	Maximum Response Time	Maximum Resolution / Replacement Time
Critical (P1)	Complete platform/server outage, or tracking failure affecting >15% of the total fleet simultaneously.	<= 30 Minutes	< 4= Hours
High (P2)	Individual GPS device failure on emergency/critical vehicles (e.g., ambulances, waste compactors).	< = 1 Hour	<= 12\$ Hours
Medium (P3)	Individual GPS device failure or sensor miscalibration on standard fleet vehicles.	<= 2 Hours	<= 24 Hours
Low (P4)	Report generation errors, minor UI bugs, routine user creation/deletion requests.	<= 4 Hours	<= 48 Hours

15.4. SERVICE PROVIDER OBLIGATIONS

1. **Buffer Stock Maintenance:** Maintain a minimum 10% spare buffer stock of functional GPS tracking devices, antennas, harnesses, and SIM cards at the Client's local facility to ensure immediate replacement during faults.
2. **Preventive Maintenance (PM):** Conduct routine physical health audits and cleaning of GPS units, wiring connections, and power supply links across all vehicles at least once every month.
3. **Data Security & Backups:** Retain historical raw GPS tracking logs, trip histories, and alert records for a minimum rolling period of 12 months with weekly/monthly automated off-site backups.
4. **SIM Card Management:** Ensure active SIM cards with uninterrupted data plans. Any tracking interruption due to SIM suspension/non-payment shall be treated as Service Provider downtime.

15.5. PENALTY CLAUSES & DEDUCTIONS

Penalties for non-performance shall be calculated on a monthly basis and deducted from the quarterly AMC invoice payments:

15.5.1 Penalty for Software / Platform Uptime Failure

- Uptime < 99.5% to 98.0%: Deduction of 2% of the quarterly AMC bill.
- Uptime < 98.0% to 95.0%: Deduction of 5% of the quarterly AMC bill.
- Uptime < 95.0% : Deduction of 10% of the quarterly AMC bill, plus issuance of a formal deficiency notice.

15.5.2 Penalty for Delay in Fault Resolution (P2 & P3 Hardware Device Issues)

- Delay beyond the stipulated resolution time for an individual vehicle unit: ₹200 – ₹500 per vehicle per day until the unit is repaired or replaced with a functional spare.

15.5.3 Maximum Cap on Penalties

The total monthly penalty accumulated across all service parameters shall not exceed **10%** of the total monthly AMC payout. Continuous capping for three consecutive months may lead to contract termination.

15.6. EXCLUSIONS (FORCE MAJEURE & BUYER RESPONSIBILITIES)

The Service Provider shall not be penalized for performance failure under the following conditions:

1. Physical damage to GPS units caused by vehicle accidents, deliberate vandalism, or unauthorized tampering by vehicle drivers (supported by inspection reports).
2. Battery disconnects during vehicle major overhaul in workshop (provided notification is logged).
3. Major cell tower outages declared by Telecom Regulatory Bodies or Force Majeure events (natural disasters, civil unrest).

Executive Engineer (E)
New Town Kolkata Development Authority

Memo No. **5662**/E-1265174/NKDA/EE-E/IT-SEC/2026-27

Date. 07/09/2026

Copy forwarded for information to the

1. Finance Advisor, NKDA
2. Administrative Officer, NKDA
3. Finance Officer, NKDA
4. System Manager, IT, NKDA
5. PA to Chief Executive Officer, NKDA
6. PA to Chief Engineer, NKDA
7. PA to Superintendent Engineer, NKDA
8. Office Notice Board
9. Official website of NKDA.

Executive Engineer (E)
New Town Kolkata Development Authority

FORM - I
CREDENTIAL CERTIFICATE

1	Name of the work	:	
2	Name of the client	:	
3	Amount put to tender	:	
4	Contractual amount against the tender	:	
5	Date of commencement of work	:	
6	Date of completion as per work order	:	
7	Actual date of completion	:	
8	Amount after full completion of work (i.e. the total value of work already executed)	:	

I hereby declare that all the statements made above are true to my knowledge. I also understand that any discrepancy found in the above statement will render me liable for cancellation of my tender.

(Signature of the Bidder)

FORM - II

STATEMENT ON ANNUAL TURNOVER FROM CONTRACTUAL BUSINESS

This is to certify that the following statement is the summary of the audited Balance Sheet arrived from contractual business in favour of for the three consecutive years.

Sl. No.	Financial / Assessment Year	Turnover (rounded off)	Remarks
1			
2			
3			
Total			
Average Turnover			

Signature of the Bidder

FORM - III
DETAILS OF THE BIDDER

Sl. No.	Particulars	Details
1	Name of Tendering Company / Firm / Bidder (Attach certificates of registration)	
2	Name of Proprietor / Director of Company / Firm / Bidder	
3	Full Address of Registered Office, if any	
(i)	Telephone No. / FAX	
(ii)	Mobile No.	
4	Full Address of operating / Branch Office	
(i)	Telephone No. / FAX	
(ii)	Mobile No.	
5	E-mail Id	
6	Banker of Company / Firm / Bidder with full address (Attach evidence)	
7	PAN No. (Attach self-attested copy)	
8	GST Registration No.	
9	Trade License No. (showing office in Kolkata)	
10	TAN	

(Signature of the Bidder with date and Seal)

TECHNICAL COMPLIANCE SHEET

(Bidders are requested to fill in and upload with the technical bid; non-submission of any supportive document will lead to bid rejection / disqualification)

SL No.	Description	Submitted YES / NO
1	Documentary proof of similar VTS/GPS-based vehicle tracking AMC / maintenance work.	
2	Completion / satisfactory running work certificate with Work Order reference, date, scope and value.	
3	Copies of GST Registration and PAN of the bidder.	
4	Valid Trade License showing office in Kolkata and TAN.	
5	Audited Balance Sheet and turnover documents for the last 3 Financial Years (2022-23, 2023-24, 2024-25).	
6	Bank Solvency Certificate of value Rs. 1,00,000.00 only, not older than 6 months from the date of publication of this NIT.	
7	Technical proposal describing VTS AMC support arrangement.	
8	Details of service support / escalation mechanism.	
9	Confirmation of monthly preventive maintenance of all 25 covered VTS devices.	
10	Confirmation of submission of monthly preventive maintenance reports and working certificates.	
11	Confirmation of SIM / data connectivity support for covered VTS devices.	
12	Confirmation of hardware maintenance / CAREPACK or equivalent support, as specified in the final scope.	
13	Self-certificate regarding non-blacklisting / non-penal action as required.	
14	Declaration for not sub-letting the work under any circumstances.	
15	Bidder's terms and conditions, tax details and payment terms, if any.	
16	Bidder must have a fully operational / functional office in Kolkata, with complete contact address along with copy of registration.	
17	Any other document specified by NKDA in the final NIT.	

(Signature of the Bidder with date and Seal)

ANNEXURE - I
SAMPLE FORMAT FOR AFFIDAVIT

I, Sri, S/o Sri, aged years, residing at,
Proprietor / Partner / Director of, do hereby solemnly affirm and
declare in connection with "_____ (Name of Work)" NIT No. _____ of NKDA dated
_____ as follows:

1. That I, the undersigned, do certify that all the information furnished & statements made in the bid documents are true and correct to the best of my knowledge and belief.
2. Any departure whatsoever in any form will be considered as breach of contract. In such situation the Department at its liberty may withhold our payment till we rectify the defects or fulfil our contractual obligation. In this connection, authority's decision will be final and binding.
3. The undersigned also certifies that neither have we been blacklisted for any work awarded to us, nor was any penal action taken against us by any department of Central Government / State Government / Corporations / Municipal Bodies / Development Authorities / Panchayats, etc. within the last three years. The undersigned also declares that we do not have any running litigation with any department.
4. The undersigned also undertakes that the work shall not be sub-let under any circumstances.

Place:

Date:

(Signature of the Deponent with Seal)