



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

Memo No. 7237/NKDA/CE/194/2025

Date : 29/08/2025

NOTICE INVITING e-TENDER NO.- 11/NKDA/SE-R&B/2025-26

Engagement of Agency for Design, Supply, Fabrication and Installation of Aesthetic and Scientific Navigational Signages in New Town, Kolkata.

The Superintending Engineer, on behalf of the New Town Kolkata Development Authority (NKDA), invites online bids (e-Tender) through the West Bengal Government e-Procurement portal (<https://wbtenders.gov.in>) from eligible and qualified agency for Design, Supply, Fabrication and Installation of Navigational Signages in New Town.

Preamble

This Tender Document is issued by the New Town Kolkata Development Authority (NKDA), hereinafter referred to as the 'Issuing Authority', for the purpose of inviting bids from eligible and qualified agencies for the **Design, Supply, Fabrication and Installation of Aesthetic and Scientific Navigational Signages in New Town, Kolkata**. This procurement process is conducted in strict adherence to the principles of transparency, fairness, and competitiveness, as mandated by the Government of West Bengal.

Prospective bidders are hereby advised to meticulously review and comprehend all clauses, terms, conditions, specifications, and annexures contained within this document. Any bid that fails to conform to the stipulated requirements, or is found to be incomplete, conditional, or containing false information, shall be liable for summary rejection without further correspondence.

Section 1: Introduction and Background

1.1 Project Overview and Rationale

New Town, Kolkata, a meticulously planned urban landscape in Eastern India, has experienced rapid growth and development. However, despite its modern infrastructure, the township currently faces significant challenges in terms of efficient navigation. The intricate layout, comprising Major Arterial Roads (MAR), service roads, and a multitude of blocks, sub-blocks, and

community facilities, often leads to confusion and difficulty for both residents and visitors in locating key destinations such as markets, hospitals, educational institutions, parks, and government offices.

In recognition of these challenges, the New Town Kolkata Development Authority (NKDA) is committed to establishing a state-of-the-art, scientifically designed, and aesthetically integrated navigational signage system. This initiative aims to not only streamline wayfinding but also to significantly enhance the urban aesthetic and overall liveability of New Town.

1.2 Project Objectives

The primary objectives of this project are multi-faceted and include:

- a) **Enhanced Wayfinding Experience:** To significantly improve the ease and efficiency of navigation for all commuters, including residents, visitors, and emergency services, within New Town.
- b) **Optimized Accessibility:** To ensure seamless and intuitive access to all key public facilities, civic infrastructure, commercial establishments, and residential areas.
- c) **Consistent Visual Language:** To establish a unified, attractive, and cohesive visual identity for urban navigation throughout New Town, reflecting its status as a smart and green city.
- d) **Systematic Signage Ecosystem:** To systematically replace existing outdated, unclear, or fragmented signages with a comprehensive, well-integrated, and technologically advanced signage network.
- e) **Promotion of Walkability:** To actively encourage pedestrian navigation by providing clear, concise, and strategically placed directional information, thereby promoting a healthier and more sustainable urban environment.
- f) **Integration with Smart City Initiatives:** To leverage modern technology by incorporating smart features that facilitate mobile-based navigation and real-time information dissemination.

Section 2: Definitions and Abbreviations

For the purpose of clarity and consistency throughout this Tender Document, the following terms and abbreviations shall have the meanings ascribed to them below, unless the context explicitly dictates otherwise:

- **Bidder/Tenderer:** Refers to any individual, proprietorship firm, partnership firm, company, corporation, joint venture, or consortium that procures this Tender Document and submits a bid in response to the Notice Inviting e-Tender.
- **Contract:** The legally binding agreement executed between the Issuing Authority (NKDA) and the successful Bidder, encompassing all terms, conditions, specifications, and obligations for the execution of the Project/provision of Services.
- **Issuing Authority:** The New Town Kolkata Development Authority (NKDA), the entity responsible for issuing this Tender Document, conducting the procurement process, and administering the resultant contract.
- **NIT:** Stands for Notice Inviting Tender, the formal public announcement inviting bids for the Project.
- **EMD:** Denotes Earnest Money Deposit, a refundable security deposit submitted by bidders to ensure their commitment to the bidding process.

- **SD:** Refers to Security Deposit, a financial guarantee furnished by the successful Bidder to ensure faithful performance of the Contract.
- **LOA:** Signifies Letter of Acceptance, the formal communication from the Issuing Authority to the successful Bidder, indicating acceptance of their bid.
- **SOW:** Represents Scope of Work, the detailed description of all tasks, activities, deliverables, and responsibilities required under the Contract.
- **GCC:** General Conditions of Contract, the standard terms and conditions applicable to all government contracts.
- **SCC:** Special Conditions of Contract, specific terms and conditions that supplement or amend the GCC, tailored to the unique requirements of this Project.
- **WBFR:** West Bengal Financial Rules, the foundational regulatory framework for financial management and procurement in the state.
- **QCBS:** Quality and Cost-Based Selection, the evaluation methodology employed for this tender, where both technical merit and financial proposal are considered.
- **e-Procurement System:** The designated online portal (<https://wbtenders.gov.in>) utilized by the Government of West Bengal for electronic tendering, including bid submission, opening, and evaluation.
- **Digital Signature Certificate (DSC):** A cryptographic key pair (public and private) issued by a licensed Certifying Authority, essential for secure online transactions and authentication of bidders on the e-Procurement System.
- **GIS:** Geographic Information System, a system designed to capture, store, manipulate, analyze, manage, and present all types of geographical data.
- **NFC:** Near Field Communication, a set of communication protocols for communication between two electronic devices over a distance of 4 cm or less.
- **QR Code:** Quick Response Code, a type of matrix barcode that can be read by a smartphone camera.

Section 3: Scope of Work (SOW)

The successful Bidder, hereinafter referred to as the 'Contractor', shall be solely responsible for the comprehensive execution of the **Design, Fabrication, Supply, and Installation of Aesthetic and Scientific Navigational Signages in New Town, Kolkata**. The Scope of Work (SOW) is exhaustive and encompasses all necessary activities, tasks, deliverables, and responsibilities required to achieve the stated project objectives. It is understood that any item or activity not explicitly detailed herein but reasonably and logically inferred as essential for the successful and complete execution of the Project shall be deemed to be implicitly included within this SOW.

3.1 General Scope

The project entails the end-to-end development and deployment of a modern, intuitive, and visually appealing signage system across New Town. This includes, but is not limited to, initial surveys, conceptualization, detailed design, material procurement, fabrication, installation, integration of smart features, and post-installation maintenance.

3.2 Detailed Scope of Work

The Contractor shall undertake the following specific tasks:

1. **Site Survey and Mapping:**

- Conduct a thorough physical survey of the entire New Town area, including Major Arterial Roads (MAR), service roads, internal roads, and key public spaces.
- Perform a comprehensive GIS-based mapping of the existing road network, landmarks, public facilities, and potential signage locations.
- Identify and document existing signages, assessing their condition, effectiveness, and compliance with current standards.
- Propose optimal locations for new signages based on traffic flow, visibility, pedestrian movement, and strategic importance, with precise GPS tagging for each proposed location.

2. **Signage Master Plan Development:**

- Develop a comprehensive Signage Master Plan for New Town, categorizing signages into distinct types:
 - **Directional Signages:** Guiding traffic and pedestrians to specific destinations (e.g., hospitals, markets, residential blocks).
 - **Informational/Facility Signages:** Providing details about public amenities, civic infrastructure, and points of interest.
 - **Entry-Exit Point Signages:** Clearly marking entry and exit points of significant zones or the township itself.
 - **Landmark Highlight Signages:** Drawing attention to prominent landmarks, cultural sites, or unique features of New Town.
- The Master Plan shall include a detailed layout, proposed typology, and strategic placement rationale for each signage.

3. **Design and Fabrication:**

- **Aesthetic Design:** Develop innovative and aesthetically appealing signage designs that draw visual inspiration from New Town's identity (e.g., smart city, green city themes). The designs must be contemporary, visually engaging, and integrate seamlessly with the urban environment.
- **Material Specification:** Propose and utilize high-quality, durable, and weather-resistant materials suitable for outdoor use in Kolkata's climatic conditions. Materials must ensure longevity, minimal maintenance, and resistance to corrosion, fading, and vandalism.
- **Typography and Readability:** Ensure high-visibility typography with optimal font sizes, contrasts, and spacing for maximum readability from varying distances and speeds. Content must be bilingual (English and Bengali) to cater to the diverse population.
- **Reflective Properties:** Incorporate high-grade reflective films or coatings to ensure optimal visibility during nighttime and low-light conditions.
- **Smart Features Integration:** Integrate modern smart features such as QR codes and/or NFC tags to facilitate mobile-based navigation aids, providing real-time information, interactive maps, and other relevant digital content.
- **Structural Design:** Design robust signage structures capable of withstanding local wind loads, environmental factors, and potential impacts.

4. **Supply and Installation:**

- **Manufacturing:** Undertake the precise manufacturing and fabrication of all approved signage structures and panels in accordance with the finalized designs and material specifications.
- **Logistics:** Manage all logistics related to the transportation of fabricated signages to the approved installation sites within New Town.
- **Installation:** Execute the installation of all signages at the scientifically identified and approved locations. This includes all necessary civil works such as foundation laying, structural supports, electrical connections (if applicable for illuminated signs), and finishing.
- **Quality Assurance during Installation:** Implement stringent quality control measures during the installation phase to ensure stability, alignment, and adherence to design specifications.

5. **Post-Installation Maintenance:**

- Provide comprehensive maintenance services for all installed signage structures for a period of **3 years** commencing from the date of successful commissioning.
- Maintenance shall include, but not be limited to, periodic cleaning, structural integrity checks, repair of damages (due to weather, vandalism, or other factors), replacement of reflective films, and ensuring functionality of smart features.
- Respond to maintenance requests within a stipulated timeframe (to be defined in the Service Level Agreement).

3.3 Deliverables

The Contractor shall provide the following key deliverables:

- **Comprehensive Site Survey Report:** Documenting existing conditions, proposed locations (with GPS coordinates), and rationale for placement.
- **Signage Master Plan Document:** Detailing typology, design principles, and strategic deployment plan.
- **Detailed 3D Renders and Engineering Drawings:** For all proposed signage designs, including structural calculations and material specifications.
- **Fabricated & Installed Signages:** Phase-wise deployment as per the approved plan.
- **Maintenance Manual and Inspection Checklist:** A detailed guide for routine and preventive maintenance, along with inspection protocols.
- **Integration Report:** Documenting the successful integration with Smart City Mobile Apps or Maps, including API documentation if applicable.
- **Project Completion Report:** Comprehensive report detailing project execution, challenges, and outcomes.

3.4 Project Timeline

The total project timeline from the issuance of Letter of Acceptance (LoA) to the completion of installation shall be **165 days**, structured as follows:

- **Design Finalization and Prototyping:** 45 days
- **Fabrication and Installation (Phase-wise Deployment):** 90 days
- **Post-Installation Maintenance:** 3 years (commencing after the 165-day installation period)

3.5 Standards and Specifications

All design, fabrication, and installation work shall strictly adhere to the latest versions of relevant Indian Standards (IS Codes), international best practices for urban signage, and specific guidelines issued by the Ministry of Road Transport and Highways (MoRTH) or other competent authorities. This includes standards related to:

- Material quality and durability.
- Structural stability and safety.
- Typography, color contrast, and legibility.
- Reflectivity and illumination.
- Environmental compliance and waste management.
- Occupational health and safety during installation.

Section 4: Instructions to Bidders (ITB)

This section provides comprehensive instructions to prospective bidders to facilitate the preparation and submission of responsive bids. Adherence to these instructions is paramount for a successful bid submission.

4.1 General Instructions for Online Bid Submission

All bids must be submitted exclusively online through the e-Procurement System of Government of West Bengal (<https://wbtenders.gov.in>) [2]. Manual or offline bids will not be accepted under any circumstances. Bidders are advised to familiarize themselves thoroughly with the e-Procurement portal's functionalities and requirements.

- **Registration:** Prospective bidders who are not already registered with the e-Procurement System of Government of West Bengal must complete the online registration process. This involves providing necessary organizational details and obtaining a unique user ID and password.
- **Digital Signature Certificate (DSC):** A valid Class-II or Class-III Digital Signature Certificate (DSC) issued by a licensed Certifying Authority (e.g., Sify, nCode, e-Mudhra) in India is mandatory for online bid submission. The DSC must be registered and mapped with the bidder's profile on the e-Procurement System. Bids submitted without a valid DSC will be rejected.
- **System Requirements:** Bidders are responsible for ensuring they have the requisite hardware, software, and a stable, high-speed internet connection to access and operate the e-Procurement System effectively. It is recommended to use the specified browser versions and disable pop-up blockers.
- **Pre-bid Preparation:** All required documents, both technical and financial, must be prepared in the prescribed formats (e.g., PDF, Excel, JPEG) and sizes. Bidders must ensure that all documents are legible, free from corruption, and do not contain any viruses or malware.
- **Language of Bid:** The bid and all correspondence and documents relating to the bid exchanged by the Bidder and the Issuing Authority shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the bid, the translation shall govern.

4.2 Bid Preparation and Submission Steps

Bids shall be submitted in a **Two-Cover System**: Technical Bid (Cover-I) and Financial Bid (Cover-II). Both covers must be submitted online through the e-Procurement System as per the stipulated deadlines.

4.2.1 Technical Bid (Cover-I)

The Technical Bid shall contain all technical documents, proofs of eligibility criteria, and other non-financial information as specified in this Tender Document. The following documents, duly signed and stamped by the authorized signatory, must be uploaded in the designated sections of the e-Procurement System. **No financial information should be included in Cover-I.**

1. Earnest Money Deposit (EMD):

The Earnest Money amounting Rs.1,00,000/- (Rupees One Lakh only) shall be paid by online internet bank transfer or NEFT or RTGS (as per GO No. 3975-F(Y) dt. 28.07.2016 of Finance Dept., Govt. Of West Bengal). Bids submitted without the requisite EMD or with an invalid EMD will be summarily rejected.

2. Eligibility Documents (as per Section 5):

- Copy of Certificate of Incorporation/Registration Certificate, Partnership Deed, or Proprietorship Declaration, as applicable.
- Audited financial statements (Balance Sheet, Profit & Loss Account) for the last three financial years, duly certified by a Chartered Accountant, **demonstrating the average annual turnover of at least ₹1 crore.**
- Experience Certificates/ Completion Certificates issued by the Employer/ Client for at least **one similar urban signage project costing not less than ₹60 lakhs OR two similar urban signage projects, each costing not less than ₹50 lakhs**, executed in the **last 5 years**. These must include client details, project value, completion date, and scope of work.
- Copies of valid PAN Card, GST Registration Certificate, and Trade License.
- Copy of ISO 9001:2015 certification.
- Self-declaration on company letterhead stating that the Bidder has not been blacklisted or debarred by any Central or State Government Department, Public Sector Undertaking, or any other public body in India on the date of bid submission.

3. Technical Proposal:

- A detailed Technical Proposal outlining the Bidder's comprehensive understanding of the Scope of Work (Section 3).
- Proposed methodology and work plan for executing each component of the SOW, including site survey, design, fabrication, installation, and maintenance.
- Detailed project schedule with clear milestones and resource allocation.
- Proposed design concepts and material specifications for the signages, including sketches/renderings, and justification for material choices.
- Plan for integration of smart features (QR/NFC) and proposed technology stack.
- Quality Assurance and Quality Control (QA/QC) plan for all stages of the project.
- Safety Management Plan for installation activities.

- Environmental Management Plan, addressing waste disposal and sustainable practices.
 - List of key personnel proposed for the project, along with their CVs, qualifications, and relevant experience.
 - List of major equipment and infrastructure available with the Bidder for project execution.
4. **Undertakings/Affidavits:** Any specific undertakings or affidavits required by the Issuing Authority, as detailed in the Annexures.
 5. **Other Documents:** Any other documents as specified in the Annexures or other sections of this Tender Document.

All documents uploaded in the Technical Bid must be in the prescribed format and size as per the e-Procurement System guidelines. Bidders are advised to scan documents in high resolution to ensure readability and authenticate them with their DSC.

4.2.2 Financial Bid (Cover-II)

The Financial Bid shall contain the Bidder's quoted price for the Project/Services. The price must be quoted strictly in the format provided in the Bill of Quantities (BOQ) which will be available on the e-Procurement System.

- **Bill of Quantities (BOQ):** The BOQ will be provided in an editable Excel format on the e-Procurement System. Bidders must download this BOQ, fill in their unit rates and total prices in the designated cells only, and upload the same. **No changes to the BOQ format, structure, or embedded formulas are permitted.** Any alteration will lead to rejection of the bid.
- **Quoted Price:** The quoted price must be comprehensive and inclusive of all costs, including but not limited to, design, fabrication, supply, installation, civil works, transportation, labor, materials, tools, plant, supervision, overheads, profits, all applicable taxes (GST, etc.), duties, levies, and any other charges whatsoever, unless explicitly stated otherwise. Conditional bids will be summarily rejected.
- **Currency:** All prices must be quoted in Indian Rupees (INR).

4.2.3 Online Submission Process

Bidders should meticulously follow the step-by-step guide and instructions available on the e-Procurement System portal [2] for online bid submission. Key steps generally include:

1. Login to the e-Procurement System using valid DSC.
2. Navigate to the relevant tender (using the Tender ID/NIT No.).
3. Click on the 'Participate' or 'Submit Bid' option.
4. Upload all documents for Technical Bid (Cover-I) in the specified folders/sections.
5. Download the BOQ, fill in the rates, and upload the Financial Bid (Cover-II).
6. Encrypt both the Technical and Financial Bid documents using the Bidder's DSC.
7. Submit the bid. A system-generated bid submission receipt/acknowledgement will be provided, which must be saved and printed for future reference.

Bidders are solely responsible for ensuring that their bids are submitted successfully and on time. The Issuing Authority shall not be held responsible for any delays, technical glitches, network

issues, power failures, or any other unforeseen circumstances faced by the bidder during the online submission process. Bidders are strongly advised to submit their bids well in advance of the Bid Submission End Date.

4.3 Clarifications and Pre-Bid Meeting

- **Pre-Bid Meeting:** A Pre-Bid Meeting will be held on the date and time specified in Section 6. The purpose of this meeting is to clarify any doubts regarding the Tender Document, Scope of Work, and terms and conditions. Bidders are strongly encouraged to attend this meeting. Minutes of the Pre-Bid Meeting, including responses to queries, will be uploaded on the e-Procurement System and shall form an integral part of this Tender Document.

4.4 Amendment of Tender Document

At any time prior to the deadline for submission of bids, the Issuing Authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by issuing an addendum. Any addendum issued shall be part of the Tender Document and shall be uploaded on the e-Procurement System. Prospective Bidders are required to take into consideration any such addendum before submitting their bids. The Issuing Authority may, at its discretion, extend the deadline for the submission of bids to allow prospective Bidders reasonable time to take the addendum into account.

Section 5: Eligibility Criteria

To be considered eligible for participation in this tender, prospective bidders must rigorously satisfy the following mandatory criteria. The New Town Kolkata Development Authority (NKDA) reserves the unequivocal right to verify all information, documents, and claims provided by the bidders at any stage of the procurement process. Any bid found to be non-compliant with these criteria, or containing misrepresentations, shall be summarily rejected without further communication or explanation. Fulfillment of these criteria is an absolute prerequisite for the technical evaluation of any bid.

5.1 Legal Entity and Registration

- The Bidder must be a legally constituted entity (e.g., proprietorship firm, partnership firm, company registered under the Companies Act, 2013, or a legally formed Joint Venture/Consortium) in India. Proof of legal status (e.g., Certificate of Incorporation, Partnership Deed, Proprietorship Declaration) must be submitted.
- The Bidder must be registered with all relevant statutory authorities as required by Indian law and the Government of West Bengal.

5.2 Financial Standing

- The Bidder must demonstrate robust financial health and stability. This is evidenced by:
 - A minimum average annual turnover of **₹1 Crore (Rupees One Crore only)** during the last three (3) consecutive financial years. Audited financial statements (Balance Sheet and Profit & Loss Account) for these years, duly certified by a practicing Chartered Accountant, must be submitted.
 - The Bidder must not have incurred any financial losses in more than one of the preceding three financial years.
 - The Bidder must not have been declared bankrupt or insolvent, or be currently undergoing liquidation, winding-up proceedings, or any similar financial distress.

5.3 Technical Experience and Capability

- The Bidder must possess substantial and demonstrable experience in executing projects of similar nature and complexity. Specifically, the Bidder must have successfully completed at least **One (1) similar urban signage projects**, with a contract value of not less than **₹60 Lakhs (Rupees Sixty Lakhs only)**

OR

at least **Two (2) similar urban signage projects**, each with a contract value of not less than **₹50 Lakhs (Rupees Fifty Lakhs only)**, within the last five (5) years from the date of NIT publication.

These projects must involve design, fabrication, and installation of navigational signages. Documentary evidence (e.g., Work Orders, Completion Certificates, Client Testimonials) must be provided. * The Bidder must possess the necessary technical expertise, qualified personnel, and adequate infrastructure (e.g., fabrication units, design software, installation equipment) to execute the Project as per the Scope of Work. A detailed organizational chart, along with CVs of key personnel proposed for this project (Project Manager, Lead Designer, Fabrication Head, Installation Supervisor), must be submitted.

5.4 Statutory Compliance

- The Bidder must possess valid and active registrations for Goods and Services Tax (GST), Permanent Account Number (PAN), and a valid Trade License issued by the competent authority. Copies of these documents must be submitted.
- The Bidder must hold a valid **ISO 9001:2015 certification** for Quality Management Systems, demonstrating adherence to international quality standards in their operations.
- The Bidder must not have been blacklisted, debarred, or otherwise prohibited from participating in tenders by any Central Government Department, State Government Department, Public Sector Undertaking, or any other public body in India at the time of bid submission. A self-declaration to this effect, on the company's official letterhead, must be provided.

5.5 Earnest Money Deposit (EMD)

- The Earnest Money amounting **Rs.1,00,000/- (Rupees One Lakh only)** shall be paid by online internet bank transfer or NEFT or RTGS (as per GO No. 3975-F(Y) dt. 28.07.2016 of Finance Dept., Govt. Of West Bengal). Bids submitted without the requisite EMD or with an invalid EMD will be summarily rejected.

5.6 Digital Signature Certificate (DSC)

- Bidders must possess a valid Class-II or Class-III Digital Signature Certificate (DSC) issued by a licensed Certifying Authority in India. The DSC is essential for online bid submission, encryption, and authentication on the e-Procurement System of Government of West Bengal.

Section 6: Evaluation Criteria and Methodology

The evaluation of bids will be conducted meticulously, transparently, and objectively, strictly adhering to the principles and procedures outlined by the Government of West Bengal, particularly the Quality and Cost-Based Selection (QCBS) method. The evaluation process will comprise two distinct stages: Technical Evaluation and Financial Evaluation.

6.1 Technical Evaluation (70 Marks)

All responsive technical bids will be evaluated based on the following criteria. Bidders must achieve a minimum qualifying score of 60% in the Technical Evaluation to be eligible for Financial Bid opening. The technical evaluation will focus on the quality of the proposed solution, the bidder's experience, and their capacity to execute the project.

Sl. No.	Evaluation Criteria	Maximum Marks
1.	Design Proposal and Innovation	25
	* Clarity, creativity, and aesthetic appeal of proposed signage designs.	
	* Innovation in material usage, smart features integration (QR/NFC), and sustainable design.	
	* Suitability of proposed designs to New Town's identity and urban context.	
2.	Past Work and Aesthetic Quality	20
	* Quality and aesthetic appeal of previously executed similar projects.	
	* Client feedback and demonstrable impact of past work.	
	* Adherence to timelines and quality standards in previous projects.	
3.	Team Composition and Expertise	10
	* Qualifications, experience, and relevant expertise of key personnel proposed for the project (Project Manager, Lead Designer, Engineers, etc.).	
	* Availability of adequate and skilled manpower for fabrication and installation.	
4.	Methodology & Deployment Plan	15
	* Clarity and feasibility of the proposed project methodology and work plan.	
	* Detailed and realistic deployment plan, including site survey, fabrication, and installation phases.	
	* Quality assurance, safety, and environmental management plans.	
	Total Technical Score	70

- **Technical Presentation/Demonstration (if required):** For complex or innovative proposals, the Issuing Authority may require bidders to make a technical presentation or demonstration to the Evaluation Committee. The schedule for such presentations will be communicated to the shortlisted bidders.
- **Clarifications:** The Issuing Authority reserves the right to seek clarifications from bidders on their technical bids. Such clarifications shall be submitted within the stipulated timeframe and shall not lead to any change in the substance of the bid.

6.2 Financial Evaluation (30 Marks)

The Financial Bids (Cover-II) of only those bidders who have successfully qualified in the Technical Evaluation (i.e., achieved the minimum qualifying technical score) will be opened online on the scheduled date and time. The financial evaluation will be based on the lowest quoted price (L1) as per the Bill of Quantities (BOQ).

- **Financial Score Calculation:** The lowest financial bid (L1) will be awarded the maximum financial score of 30 marks. The financial scores for other technically qualified bidders will be calculated using the following formula:

$$\text{Financial Score} = (\text{L1 Price} / \text{Bidder's Price}) * 30$$

Where:

- L1 Price = The lowest evaluated financial bid.
- Bidder's Price = The financial bid of the bidder being evaluated.
- **Arithmetical Corrections:** Any arithmetical errors in the financial bids will be corrected by the Issuing Authority. The corrected price will be considered for evaluation.

6.3 Combined Evaluation and Award of Contract

The final score for each technically qualified bidder will be calculated by combining their Technical Score and Financial Score:

$$\text{Final Score} = \text{Technical Score} + \text{Financial Score}$$

The bidder securing the highest combined score will be declared the successful bidder and will ordinarily be awarded the contract. However, the Issuing Authority reserves the absolute right to:

- Accept or reject any bid.
- Annul the bidding process and reject all bids at any time prior to contract award, without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for the Issuing Authority's action.
- Negotiate with the highest-scoring bidder if deemed necessary and in the best interest of the Project.
- **Letter of Acceptance (LOA):** The successful bidder will be issued a Letter of Acceptance (LOA) by the Issuing Authority, signifying the acceptance of their bid.
- **Signing of Contract:** Upon receipt of the LOA, the successful bidder shall sign the formal contract agreement within the stipulated period and furnish the required Performance Security as per Section 8.

Section 7: Tender Schedule and Key Dates

Bidders are advised to strictly adhere to the following schedule for the tender process. All times are in Indian Standard Time (IST). The Issuing Authority reserves the right to amend this schedule at its sole discretion, with prior notification to all prospective bidders through the e-Procurement System [2] and the official website of NKDA.

Sl. No.	Particulars	Date	Time
1	Publication Date of NIT	01.09.2025	-
2	Document Download Start Date	02.09.2025	From 10:00 a.m.
3	Pre-Bid Meeting Date & Time	08.09.2025	3:30 p.m.
4	Bid Submission Start Date	11.09.2025	From 10:00 a.m.
5	Last Date for Bid Submission	22.09.2025	Upto 4:00 p.m.
6	Technical Bid Opening Date & Time	24.09.2025	4:30 p.m.
7	Financial Bid Opening Date & Time	To be intimated later to technically qualified bidders.	-
8	Bid Validity Period	180 Days from Technical Bid Opening Date	-
9	Maintenance Period	03 Years from Completion of the Work	

Note: Bidders are strongly advised to submit their bids well in advance of the Last Date for Bid Submission to avoid any last-minute technical glitches, network issues, or system congestion. The Issuing Authority shall not be responsible for any such delays.

Section 8: Terms and Conditions of Contract

The terms and conditions set forth herein shall govern the contractual relationship between the Issuing Authority (NKDA) and the successful Bidder (hereinafter referred to as the 'Contractor'). These conditions are legally binding and shall be read in conjunction with the Letter of Acceptance (LOA), the detailed Scope of Work (Section 3), the Bill of Quantities (BOQ), and all other documents forming part of the Contract. Any breach of these conditions may lead to severe consequences, including termination of the Contract and forfeiture of Performance Security.

8.1 Contract Agreement

- Upon issuance of the Letter of Acceptance (LOA), the successful Bidder shall enter into a formal Contract Agreement with the Issuing Authority within **15** days. The format of the Contract Agreement will be provided by the Issuing Authority, and it shall incorporate all terms and conditions of this Tender Document, the LOA, and the successful bid.

8.2 Performance Security

- The successful Bidder shall furnish a Performance Security equivalent to **5% (Five Percent)** of the total Contract Value within **10** days of the issuance of the LOA. The Performance Security shall be in the form of an unconditional and irrevocable Bank Guarantee from a Scheduled Commercial Bank, valid for a period of **39 months (3 years maintenance + 3 months claim period)** from the date of signing the Contract Agreement.
- The Performance Security shall be liable for forfeiture, in whole or in part, in case of non-performance, breach of contract, failure to complete the Project/Service as per the agreed terms and conditions, or any other default on the part of the Contractor.

8.3 Payment Terms

Payments to the Contractor shall be made in stages, linked to the achievement of specific, verifiable milestones. The payment schedule is as follows:

- **20% (Twenty Percent)** of the Contract Value upon approval of all designs and submission of detailed engineering drawings.
- **50% (Fifty Percent)** of the Contract Value upon successful installation and commissioning of 80% of the total signages.
- **20% (Twenty Percent)** of the Contract Value upon successful completion and commissioning of 100% of the signages and submission of the Project Completion Report.
- **10% (Ten Percent)** of the Contract Value shall be retained as a Security Deposit during the maintenance period and will be released after **3 years** of successful maintenance, subject to satisfactory performance and fulfillment of all maintenance obligations.

All payments shall be subject to deduction of applicable taxes (e.g., TDS, GST) as per the prevailing laws of India and Government of West Bengal rules. No advance payment shall be made unless specifically provided for in the Special Conditions of Contract.

8.4 Liquidated Damages

- In case of delay in completion of the Project/Service beyond the stipulated timelines (Section 3.4), Liquidated Damages (LD) shall be levied at the rate of **0.5% (Zero Point Five Percent)** of the total Contract Value per week of delay, or part thereof, subject to a maximum of **10% (Ten Percent)** of the total Contract Value. The decision of the Issuing Authority regarding the imposition of LD shall be final and binding on the Contractor.

8.5 Force Majeure

- Neither party shall be liable for any failure or delay in performance under this Contract if such failure or delay is caused by events beyond the reasonable control of the affected party, including but not limited to acts of God, war, revolution, riots, natural disasters (e.g., floods, earthquakes, cyclones), epidemics, pandemics, or government actions (e.g., imposition of lockdown, change in law). The affected party shall notify the other party in writing within, **7** days of the occurrence of such an event, providing details and the estimated duration of the force majeure event. The obligations of the affected party shall be suspended for the duration of the force majeure event.

8.6 Dispute Resolution

- Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity or the

breach thereof, shall first be attempted to be resolved amicably through mutual discussions between the authorized representatives of both parties within **30** days of the dispute arising.

- If the dispute cannot be resolved amicably, it shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof. The arbitration shall be conducted by a sole arbitrator mutually appointed by both parties. In case of disagreement on the appointment of a sole arbitrator, each party shall appoint one arbitrator, and the two arbitrators so appointed shall appoint a third arbitrator who shall act as the presiding arbitrator. The venue of arbitration shall be **Kolkata, West Bengal**, and the language of arbitration shall be English.
- The decision of the arbitrator(s) shall be final and binding on both parties.

8.7 Termination of Contract

- The Issuing Authority reserves the right to terminate the Contract, in whole or in part, by giving **30** days written notice to the Contractor, under the following circumstances:
 - **Termination for Default:** If the Contractor fails to perform any of its obligations under the Contract, or fails to remedy a breach within a reasonable period after receiving written notice from the Issuing Authority.
 - **Termination for Insolvency:** If the Contractor becomes bankrupt or insolvent, goes into liquidation, or makes an assignment for the benefit of creditors.
 - **Termination for Convenience:** The Issuing Authority may terminate the Contract for its convenience, in whole or in part, at any time by giving written notice to the Contractor. In such an event, the Contractor shall be compensated for the work satisfactorily performed up to the date of termination.
- In case of termination due to Contractor's default, the Performance Security shall be forfeited, and the Contractor may be blacklisted from participating in future tenders of the Government of West Bengal and its associated entities.

8.8 Governing Law and Jurisdiction

- This Contract shall be governed by and construed in accordance with the laws of India. The Courts in **Kolkata, West Bengal**, shall have exclusive jurisdiction to entertain any suit or proceeding arising out of this Contract.

Section 9: Other Conditions

- **Right to Reject Bids:** NKDA reserves the absolute right to accept or reject any or all bids, in whole or in part, without assigning any reason whatsoever, and without incurring any liability to the affected bidder(s).
- **Adherence to Government Rules:** All work executed under this contract must strictly adhere to all prevailing Government of West Bengal financial, procurement, and other relevant rules and regulations.
- **Contract Agreement and Performance Security:** The successful bidder shall be required to sign a formal agreement with NKDA and furnish a Performance Security of 5% of the contract value, as detailed in Section 8.2.
- **Site Visit:** Bidders are strongly advised to visit and examine the site and its surroundings and obtain all information that may be necessary for preparing the bid and entering into a contract. The cost of visiting the site shall be borne by the bidders.

- **Intellectual Property Rights:** All designs, master plans, 3D renders, and other intellectual property developed under this contract shall be the sole property of NKDA upon successful completion and payment.
- **Confidentiality:** The Contractor shall treat all information provided by NKDA as confidential and shall not disclose it to any third party without prior written consent.

Section 10: Annexures and Appendices

The following Annexures and Appendices form an integral part of this Tender Document. Bidders are required to download, complete, and submit these documents as part of their bid, as specified in Section 4.2.

- **Annexure A: Bid Form (Technical)** - Proforma for submitting the technical bid, including bidder details and declarations.
- **Annexure B: Technical Specification Compliance Sheet** - A detailed sheet for bidders to confirm compliance with all technical specifications outlined in Section 3.
- **Annexure C: Financial Bid Format (BOQ)** - The Bill of Quantities in Excel format for quoting prices.
- **Annexure D: Bank Guarantee Form for Performance Security** - Proforma for the Performance Security Bank Guarantee.
- **Annexure E: Format for declaration of Experience** - Proforma for submitting details of similar projects completed, including client contact information for verification.
- **Annexure F: Site Visit Certificate** - A certificate to be signed by NKDA officials confirming the bidder's site visit.

Section 11: Contact Information

For any queries, clarifications, or assistance regarding this Tender Document and the bidding process, bidders may contact the following:

The Superintending Engineer New Town Kolkata Development Authority (NKDA) Administrative Building, DG-13, Action Area I, New Town, Kolkata – 700156.

Email: paul_tarit@rediffmail.com

All communications should be made in writing, preferably via email, and should clearly reference the Tender ID/NIT No. and Project Name.

Superintending Engineer
Newtown Kolkata Development Authority

Memo No:

Dated:

Copy forwarded to: -

1. Member Secretary, NKDA
2. Chief Executive Officer, NKDA
3. Chief Engineer, NKDA
4. Administrative Officer, NKDA
5. Finance officer, NKDA
6. Executive Engineer (R&B), NKDA
7. District Information Officer, North 24 Parganas
8. PA to Hon'ble Chairman, NKDA
9. Office Notice Board.
10. Official website of NKDA (www.nkdamar.org).
11. Official Website of Govt. of W.B. (www.wbtenders.gov.in)

Superintending Engineer
Newtown Kolkata Development Authority

Annexure-A

Tender Form

**(To be furnished on non-judicial stamp-paper of Rs. 100/-, affirmed before a
First Class**

Magistrate/ Notary/ Executive Magistrate)

Date:

..... Bid Reference No.: _____, Schedule- _____

Name of Contract: Design, Supply, Fabrication and Installation of Navigational Signages in
New Town

To

The Superintending Engineer,

New Town Kolkata Development Authority (NKDA)

DG/13, Action Area ID, New Town, Kolkata-700156

Sir,

I/We, the undersigned hereby accept all the terms and conditions of the Bid Reference No.

: _____ and its Amendments and Addendum thereto are read and accepted without any
Modification or condition(s). We now offer to Design, Supply, Fabrication and Installation of
Navigational Signages in New Town in conformity with your above referred document.

We also

1. *Certify that:*

- a) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.
- b) The offered products are in accordance with the required specifications and technical requirements
- c) Our Bid consisting of the Technical Bid and the Price Bid shall be valid for a period of 180(one hundred eighty) days from the date fixed for the bid submission deadline in accordance with the Bidding Documents. However, the prices quoted by us and accepted by NKDA shall hold good and remain valid till expiry of contract period from the date of signing of the contract and no additional claims will be made on account of any price variation or fluctuation in market rates. The rate quoted shall remain binding upon us and may be accepted at any time before the

expiration of **180 (one hundred eighty) days**.

- c) If our bid is accepted, we will submit a performance security within 10 (ten) days of issuance of Award of Contract (AOC) in the prescribed format as given in the bid document.
- e) Our company has been incorporated in accordance with the laws of ____ (*insert name of country of incorporation*) and governed by them.
- f) We have never been blacklisted by any Government Department/ Agency in India during the last 5 years.
- g) We will permit NKDA or its representative to inspect our accounts and records and other documents relating to the bid submission.
- h) All the statements made in the attached documents are true and correct. In case of any information submitted proved to be false or concealed, penalties shall be imposed in terms of the bid document.
- i) The time for rectification of the work will not be more than 5 days from the time of the complaint is lodged.

2. Understand that:

- (i) Partial or incomplete bid submission will lead to cancellation of our bid.
- (ii) The tender inviting and accepting authority reserves the right to reject any application without assigning any reason.

Enclose:

- 1. Eligibility Documents
- 2. Technical Proposal
- 3. Financial Bid (through on-line BOQ)
- 4. Forms & Annexure duly filled up, signed & notarized (where applicable)

Name..... In

the capacity of.....

Signed

Duly authorized to sign the Bid for and on behalf of (if applicable)

Date.....

Annexure-B

Technical Specification Compliance Sheet

Following details are submitted for Technical Compliance for the work,

Sl. No.	Requirement of Technical Competency	Details of Compliance
1	Technical Proposal outlining the Bidder's comprehensive understanding of the Scope of Work	
2	Proposed methodology and work plan for executing each component of the work including site survey, design, fabrication, installation, and maintenance.	
3	Detailed project schedule with clear milestones and resource allocation.	
4	Proposed design concepts and material specifications for the signages, including sketches/ renderings and justification for material choices.	
5	Plan for integration of smart features (QR/NFC) and proposed technology stack	
6	Quality Assurance and Quality Control (QA/QC) plan for all stages of the project	
7	Safety Management Plan for installation activities.	
8	Environmental Management Plan, addressing waste disposal and sustainable practices.	
9	List of key personnel proposed for the project, along with their CVs, qualifications, and relevant experience.	
10	Major equipment and infrastructure available with the Bidder for project execution.	

Signature of the Bidder
With Bidder's Name with seal

Annexure C

Financial Bid Format (BOQ)

Item No.	Name of Work	Unit	Quantity	Rate (including GST and all applicable Taxes)	Amount (including GST and all applicable Taxes)
1	Design, Supply, Fabrication and Installation of Aesthetic and Scientific Navigational Signages in New Town, Kolkata.	Job	1		

Annexure D

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To
The Chief Executive Officer,
NKDA

WHEREAS(Name and address of the supplier)
(hereinafter called "the supplier") has undertaken, in pursuance of Contract No.
..... Dated to (description of work) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligation in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

Now THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized Officer of the Bank)

.....
Name and designation of the officer
.....
.....

Seal, name & address of the Bank and address of the Branch

Annexure E

Format of Declaration of Experience for Similar Nature of Work

(Completion certificate issued by the Employer/ Client containing the following details should be submitted in the Technical Bid)

1	Name of work	
2	Project Location	
3	Name of Employer	
4	Address of Employer	
5	Contact Details (E-mail ID and Contact No.)	
6	Work Executed	
7	Tender No.	
8	Work Order No. with Date	
9	Name of Contractor	
10	Work Order Value	
11	Date of commencement	
12	Scheduled Date of Completion	
13	Actual date of Completion	
14	Actual Work Done value	
15	Defect Liability Period	
16	Whether any Litigation/ arbitration cases pending	

Signature of Bidder(s) with Name and Seal

Annexure F

SITE VISIT REPORT

Tender No:

Name of work:.....

M/s hereby declares that I / we have visited Site(s) / premises located at

All our doubts and queries with respect to scope of work, terms & conditions of the tender document were replied / clarified satisfactory.

I / We have fully understood the scope / nature of the work and the conditions.

Representative of Bidder:

Name:

.....

Signature:

Date:

.....

Place:

.....

Representative of FBP:

Name:

Signature:

Date:

Place:

Note: The representative of the bidder must submit the authorization letter of the agency in their letter pad for attending the site visit. This declaration is to be submitted along with the documents required to be submitted in hard copy as mentioned in the tender document.