

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. 8032/NKDA/Engg/EE(R&B) /413/2025

Date: 23 / 09/2025

Notice Inviting Expression of Interest (EOI)

Notice Inviting e- Expression of Interest (EOI) No. 01/ EE(R & B) / NKDA / 2025-26

Name of Scheme: EXPRESSION OF INTEREST (EOI) FOR SUPPLY AND RUNNING BICYCLING SHARING SYSTEM IN NEW TOWN, KOLKATA HAVING AREA OF 30 SQ KM. OF NEWTOWN, KOLKATA

New Town Kolkata is a newly developed Greenfield City located in between Sector-V of Salt Lake City and Netaji Subhash Chandra Bose Inter National Airport, at the eastern fringes of Kolkata. New Town Kolkata Development Authority, hereinafter mentioned as NKDA, constituted as per provision of the New Town Kolkata Development Authority Act, 2007, is mandated to provide civic services to the inhabitants. To provide better last mile connectivity, the New Town Kolkata Development Authority has introduced bicycle sharing scheme with its jurisdiction. Now New Town Kolkata Development Authority intends to engage an operator for supply & running of Bicycle sharing system within NKDA's area.

1. **Locations:** AA-I,II & III New Town Kolkata.
2. **Schedule of Dates of online EOI:**

PARTICULAR		DATE & TIME
Date of Issue of NIT.	:	23/09/2025
Document download start date.	:	23/09/2025 from 6:00 P.M.
Date of Pre-bid Meeting	:	25/09/2025 at 3:00 P.M.
Document download end date & time.	:	11/10/2025 upto 1.00 P.M.
Bid submission start date.	:	25/09/2025 from 4:00 P.M.
Last date of Online submission of Technical Bid and Financial Bid.	:	11/10/2025 upto 1.00 P.M.
Opening of Technical Bid at the Conference Board Room of New Town Kolkata Development Authority (NKDA)	:	13/10/2025 upto 1.00 P.M.
Opening of Financial Bid at the Conference Board Room of New Town Kolkata Development Authority (NKDA)	:	Will be intimated in due course
Validity of bid.	:	180 days w.e.f the date of opening of Financial bid.
Completion Period of the work	:	Initially 01 (one) year may be renewed upto 5 year

Detailed Tender Document can be downloaded from NKDA website/ wbtenders.gov.in.	:	www.nkdamar.org www.wbtenders.gov.in	&
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- 1) In the event of e-filling, intending bidder may download the tender documents from the website <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate. All the bidders will have to submit On-line Earnest Money & necessary Earnest Money will be deposited by the bidder through the following payment mode as per Finance Department Order No. **3975-F(Y)** dated 28th July, 2016 (Annexure-A).
 - (i) **Net Banking** (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway.
 - (ii) **RTGS / NEFT** through bank account in any bank. The EMD shall be deposited Rs.10,000.00 in favour of **“New Town Kolkata Development Authority”** payable at **“Kolkata”**.
 - (iii) Both Technical Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <http://wbtender.gov.in>.
 - (iv) Tender documents may be downloaded from the website and submission of Technical Bid and Financial Bid will be done as per Time Schedule stated in Sl. No. 15 of this NIT.
 - (v) The FINANCIAL OFFER of the prospective qualified tenderer(s) will be considered only if the TECHNICAL BID of the tenderer(s) is found qualified by competent authority of New Town Kolkata Development Authority. The decision of the competent authority of New Town Kolkata Development Authority will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
 - (vi) In case there be any objection regarding selection of Agency that should be lodged to the tendering authority within 2 days (48 Hours) from the date of publication of list of qualified agencies and beyond that time schedule no objection will be entertained by the authority.

GENERAL SCOPE OF PROPOSAL

Detailed description of the objectives, scope of services, and other requirements relating to this service are specified in this EOI.

Selection shall be on the basis of an evaluation by NKDA through the Selection Process specified in this EOI. Applicants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NKDA's decision is without any right of appeal whatsoever.

The Applicant shall submit its Proposal in the form and manner specified in the EOI. The Technical proposal shall be submitted in the form at APPENDIX I TECHNICAL PROPOSAL FORMAT and the Financial Proposal shall be submitted in financial bid separately.

1.0 Facilities to users:-

Users should be able to access and use bicycle from any place where any such bicycle is found parked within the periphery of the city and will be free to leave it at any public place within the city limits.

1.1 Users will pay the charges to the service provider.

2.0 Responsibility of NKDA

2.1 NKDA will arrange / allow Cycle Docking Station at different locations in New Town Kolkata to park bicycles. No space will be allowed for making any structure whether permanent or temporary.

2.2 This arrangement will be generally for five years.

2.3 NKDA shall not be responsible for any loss (if any) of the service provider/s.

2.4 NKDA shall not be responsible for any act of omission or commission by the service provider or employees of service provider which causes or may cause harm/loss/ damage to any user or to any third party.

3.0 Responsibility of the service provider

3.1 To arrange required numbers of bicycles, manpower, hardware & software etc. to introduce and run the bicycle sharing scheme.

3.2 To finance and to run the entire scheme.

3.3 To establish an office on his own expense in New Town Kolkata for running the scheme.

3.4 To run the same in any manner by app based booking/ access system.

3.5 To maintain and manage a hardware and software properly to ensure safety of the users

3.6 To maintain detailed separate account integrated with the app based booking/ access system of cycle hired by users

3.7 Qualified bidders shall have to enter into contract agreement with NKDA

3.8 All statutory clearances/permission/license required to commence the scheme and run the service need to be obtained by the service provider before starting of the service.

3.9 To allow authorized officials of NKDA to inquire on the facilities provided by service provider(s) and also to check the accounts of service(s) providers as & when required.

3.10 The intending participants of this EOI, on their own cost, may survey/ assess the feasibility of the scheme and to arrive at the user charges.

4.0 Contract period: The contract period will be normally for five years. The contract period of five years will be counted from the date of actual commencement of the service and needs to be documented under joint signature of Service Provider and representative of NKDA.

5.0 Payment procedure & Schedule:

Service provider (s) shall make advance annual payment to NKDA one month ahead of commencement of a contract year based on number of bicycles planned to be put in service in each month in the next year multiplied by the monthly rate per bicycle as mentioned as para 7.0 and summation of amount of twelve months will be payable to NKDA as ad-hoc payment. For the first contract year the payment needs to be made before signing of the agreement. At the end of a contract year, after the account is audited, the payable amount to NKDA will be accordingly reconciled and if required, it will be readjusted.

6.0 Earnest Money & Security Deposit.

6.1 Earnest Money: Rs.1,00,000.00 (one lakh) only, deposited in favour of New Town Kolkata Development Authority payable at Kolkata to be submitted along with the Technical Bid by each participant. For successful participants, the earnest money will be converted into security deposit. Earnest Money of unsuccessful participants will be refunded. No interest on the earnest money shall be allowed.

6.2 Security Deposit: For successful participants who would like to enter into agreement with NKDA, the earnest money of Rs.10,000.00 will be converted into security deposit. The security deposit will be forfeited in case any terms and condition and / or any rule / law of the land is violated by the service provider; otherwise it will be refunded without any interest after the contract period is over.

7.0 Proposal and EOI submission:

7.01 The EOI shall consist of Technical Bid & Financial Bid in two separate envelope containing technical bid & Financial Bid and should be submitted online wbttender.gov.in web site.

7.02 Technical Bid shall consist of:

(i) The organisational detail i.e. organisational profile, staff details, contact details, annual turnover in last three financial years etc.

(ii) Works experience certificate.

(ii) Business proposal in detail i.e. the proposed scheme in detail including the proposed tariff for users.

(iv) An undertaking to the effect that on being selected, all statutory clearances / permission / license required to the commence and run the service will be obtained by the service provider before starting of the service.

(v) Earnest Money of Rs.10,000.00 only, drawn in favour of New Town Kolkata Development Authority to be submitted online

8.0 Presentation:

After opening of technical bid, on the scheduled date & time the participants shall make presentation on the proposed scheme before a committee nominated by the authority.

9.0 Selection process

1. In the event of e-filling, intending bidder may download the tender documents from the website <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate. All the bidders will have to submit On-line Earnest Money & necessary Earnest Money will be deposited by the bidder through the following payment mode as per Finance Department Order No. **3975-F(Y)** dated 28th July, 2016 (Annexure-A).
 - (i) **Net Banking** (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway.
 - (ii) **RTGS / NEFT** through bank account in any bank. The EMD shall be deposited in favor of “**New Town Kolkata Green Smart City Corporation Ltd**” payable at “**Kolkata**”.
2. Both Technical Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <http://wbtender.gov.in>.
3. Tender documents may be downloaded from the website and submission of Technical Bid and Financial Bid will be done as per Time Schedule stated in Sl. No. 15 of this NIT.
4. The FINANCIAL OFFER of the prospective qualified tenderer(s) will be considered only if the TECHNICAL BID of the tenderer(s) is found qualified by competent authority of New Town Kolkata Development Authority. The decision of the competent authority of New Town Kolkata Green Smart City Corporation Ltd will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.

5. GENERAL SCOPE OF PROPOSAL

Detailed description of the objectives, scope of services, and other requirements relating to this service are specified in this EOI.

Selection shall be on the basis of an evaluation by NKDA through the Selection Process specified in this EOI. Applicants shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NKDA's decision is without any right of appeal whatsoever.

The Applicant shall submit its Proposal in the form and manner specified in the EOI. The Technical proposal shall be submitted in the form at APPENDIX I TECHNICAL PROPOSAL FORMAT and the Financial Proposal shall be submitted in financial bid separately.

6. ELIGIBILITY

- I. The bidder should be a registered Indian Company under "The Companies Act, 1956/2013"/ or a Partnership firm registered under partnership Act, 1932/Limited Liability Partnership (LLP) incorporated in India under the Limited Liability Partnership Act, 2008. Bidder must have a valid Goods and Service Tax registration in India.
- II. JV/Consortium/Association are not allowed.
- III. The bidder Should have office /Branch office in Kolkata. Copy of Trade License/GST certificate to be submitted along with the proposal.

- IV. **Technical Capacity:** Must have executed at least one (01) ongoing or completed projects in the last 10 years under State, Central, or Local Government entity in India.
- V. **Financial capacity:** The Applicant should have received a minimum average annual turnover of Rs.1 Crores in the last three financial years including .
- VI. The bidder must not be blacklisted by any organization or authority.
- VII. PAN Card, Income Tax Return Acknowledgement Receipt for the last 03 (Three) Financial Year .
- VIII. Audited Accounts to be submitted along with Tender documents for 03 (three) consecutive years ‘

7. EVALUATION METHOD

The method of evaluation will be combined quality and cost-based system (QCBS) with 70:30 weightage for Technical and Financial proposal respectively. The evaluation criteria to be used for evaluation of Technical Proposal shall be as follows:

8.1 Technical Evaluation (Example Weightage: 70%).

#	Criteria	Marks								
A	Technical Evaluation									
	Annual average turnover from India operations for the last three (3) years: <table><tr><th>Avg. Annual Turnover (of last 3 years)</th><th>Marks assigned</th></tr><tr><td>>5 Cr. (average annual turnover)</td><td>25</td></tr><tr><td>>3Cr to 5 Cr.</td><td>22</td></tr><tr><td>1 Cr. To 3 cr.</td><td>20</td></tr></table> Audited financial statements to be submitted in case Audited statements for FY2024-25 are not available, provisional financial statements can be provided.	Avg. Annual Turnover (of last 3 years)	Marks assigned	>5 Cr. (average annual turnover)	25	>3Cr to 5 Cr.	22	1 Cr. To 3 cr.	20	
Avg. Annual Turnover (of last 3 years)	Marks assigned									
>5 Cr. (average annual turnover)	25									
>3Cr to 5 Cr.	22									
1 Cr. To 3 cr.	20									
B	— Experience in similar nature of work State Governments/Central Government/Development Authorities									
	More than 8 years25									
	More than 4years22									
	More than 2 years20									
C.	— Experience in similar nature of work State Governments/Central Government/Development Authorities . <table><tr><th>Number of Projects</th><th>Max. Marks Assigned</th></tr><tr><td>More than 4 Projects</td><td>20</td></tr><tr><td>More than 2 Projects</td><td>18</td></tr><tr><td>Minimum 1 Projects</td><td>15</td></tr></table>	Number of Projects	Max. Marks Assigned	More than 4 Projects	20	More than 2 Projects	18	Minimum 1 Projects	15	
Number of Projects	Max. Marks Assigned									
More than 4 Projects	20									
More than 2 Projects	18									
Minimum 1 Projects	15									
	Total									

The minimum technical score (St) required to pass is: 40.

Financial offer of bidders who qualify the technical criteria will only be evaluated More experienced key personnel will get more marks

8.2 Financial Evaluation (Example Weightage: 30%)

Financial bids of technically qualified bidders will be opened. The Bidder offering the highest percentage of Gross Revenue share to NKDA (in Financial _bid) will receive the maximum financial score (e.g., 100).

The financial score (FS_) for other bidders will be calculated proportionally: $FS = 100 * (F_{bid} / F_{max})$, where F_{max} is the highest percentage offered.

8.3 Combined score and evaluation

The final score (S) for each technically qualified bidder will be calculated as: $S = (\text{Technical Score} * 0.70) + (\text{Financial Score} * 0.30)$.

The Bidder with the highest combined score (HI) will be declared the Preferred Bidder.

9. Other terms and conditions

10. The bidder are bound by the terms & conditions of WBF 2911 (ii) along with specification, notice for calling Tenders, Special terms & condition, Information to Bidders, Schedule of works etc. which forms a part and parcel of this contract.
11. Mobilization advance, time / cost overrun and consequent cost escalation for any material, labour etc. will not be allowed.
12. Idle labour, idle rent and hire charges etc.: No claim of any category and type, on this ground shall be entertained. The contractor and NKDA shall make every effort that such situation does not arise.
13. Income Tax, GST and others Taxes as admissible will be deducted as per Govt. orders issued from time to time and would be applicable on the date of making payment of the bills. The rate quoted would remain same throughout the period of contract and should be inclusive of all taxes which are and will also be applicable during the entire tenure of the contract.
14. The Bidder, at his own responsibility and risk is encouraged to visit and examine the site of works and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting Tender, before submitting offer with full satisfaction. The cost of visiting the site, shall be at his own expenses.
15. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the Department. The Authority reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any reimbursement of any cost that might have been incurred by any Tenderer at any stage of Bidding.
16. Prospective applicants are advised to note carefully the eligibility criteria before tendering the bids.
17. Conditional / Incomplete tender will not be accepted under any circumstances.
18. The intending tenderers are required to quote the rate online.
19. Contractor shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act. 1970 (b) Apprentice Act, 1961 and (c) minimum wages Act. 1948 of the notification thereof or any other laws relating thereto, and the rules made and order issued there under from time to time.
20. During scrutiny, if it comes to the notice of the tender inviting authority that the credential or any other paper found incorrect / manufactured / fabricated, that bidder would not be allowed to participate in the tender and that application will be rejected without any prejudice.
21. Before issuance of WORK ORDER, the Tender Inviting Authority may verify the credential and other documents of the lowest tenderer in original, if found necessary. After verification if it is found that the documents submitted by the lowest tenderer is either manufactured or false in that case work order will not be issued in favour of the said Tenderer under any circumstances and his/their offer will be treated as cancelled.
22. If any discrepancy arises between two similar clauses on different notification, the clause superseding others will be solely as per the discretion of the Tender inviting authority.
23. The successful Tenderer whose tender is accepted shall make formal agreement in WBF 2911 (ii) along with bid documents in triplicate, within 7 (seven) days from the date of issue of work order by Chief Executive Officer, New Town Kolkata Development Authority on payment of usual charges which is

non-refundable under any circumstances and submit the same duly signed by him/them to this office. If the contractor fails to perform the formalities within the specified period the Tender is liable to be cancelled and the Earnest Money will be forfeited as per relevant clauses under memorandum of WBF 2911(II).

24. Qualification criteria:

The tender inviting and Accepting Authority will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria as stipulated in relevant clauses of this EOI. The eligibility of a bidder will be ascertained on the basis of the document(s) submitted in support of the minimum criteria. If any document submitted by a bidder is either manufactured or false, in such cases the eligibility of the bidder / tenderer will be rejected at any stage without any prejudice to take any penal action against him/them as may be deemed fit by the Tender Accepting Authority.

25. In case of any inadvertent typographical mistake in the specific price schedule of rates, the same will be treated to be so corrected as to confirm with the prevailing relevant schedule of rates and/or technically sanctioned estimate.
26. The Authority will not be held responsible for making payment against any anticipated profit and/or compensation for any losses or price escalation whatsoever for the works as stated in the annexure of this Tender notice. Rates should be quoted accordingly.
27. The address as furnished by the agency shall be deemed as the postal address of this office. Any notice or instruction to be given to the contractor under the terms of contract shall be deemed to have been served if it has been delivered to his authorized agent (on the strength of authorization) or representative or sent by registered letter to his official address as furnished.
28. If there be any objection regarding prequalification of any Agency the same should be lodged online (e-mail) to Executive Engineer (Roads & Building), New Town Kolkata Development Authority within **48 (forty eight)** hours from the date & time of publication of list of qualified agencies and beyond the said time schedule no objection will be entertained
29. Arbitration clause of WBF 2911(ii) stands deleted, Settlement of disputes & arbitration shall be according to the 'Memorandum' for the modifications of clause relating to settlement of disputes under conditions of contract vide no. 8182-F(Y) dated: Kolkata, the 26th September, 2012 of Secretary to the Govt. of West Bengal, Finance Department, Audit Branch.
30. Any Corrigendum, notification in connection to this EOI will be published in the official website of New Town Kolkata Development Authority(www.NKDAMar.org) as well as <https://wbtenders.gov.in>. The applicants are requested to please follow the websites for such notifications, corrigendum etc.

31. APPENDIX-I - FORM-6 - Description of Approach Methodology and Work Plan

A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing.

Suggested structure:

- a) **Technical Approach and Methodology (A&M):** Explain understanding of the objectives of the assignment as outlined in the EOI, the technical approach, and the methodology for implementing the tasks to deliver the expected output(s), and the degree of detail of such output.
- b) **Work Plan:** Outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations and tentative delivery dates of the progress reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the SOW and ability to translate them into a feasible work plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here.
- c) **Organization and Staffing:** Describe the structure and composition of your team, including the list of the team members functional heads and functional consultants.

34.0 Termination:

The service provider may terminate the agreement without assigning any reason after giving prior three months notice to NKDA and after getting no due certificate from NKDA and the Security Deposit will be then refunded. 12.2 NKDA may terminate the agreement if any term / condition of this EOI is violated and/or if any rule / law of the land is violated by the service provider. In such case, NKDA may issue caution to the service provider and if the violation is continues for seven days or more after issuing such caution, NKDA may unilaterally terminate the agreement and forfeit the security deposit and take all required measures to recover the dues of NKDA, if any.

**Executive Engineer
(Roads & Building)
New Town Kolkata Development Authority**

Memo No. 8032 /NKDA/Engg/EE(R&B) /413/2025

Date: 23/ 09/2025

Copy forwarded for information to:-

1. Chief Engineer, NKDA.
2. Superintendent Engineer, NKDA.
3. Administrative Officer (Social Welfare), NKDA.
4. Finance Office, NKDA.
5. Executive Engineer (R&B), NKDA
6. Sr. Accountant / Cashier, NKDA.
7. P.A to Hon'ble Chairman, NKDA.
7. P.A. to Hon'ble Member Secretary, NKDA
8. Office Notice Board.
9. Official Website of NKDA (www.nkdamar.org) & Govt. of W.B (www.wbtenders.gov.in)

**Executive Engineer
(Roads & Building)
New Town Kolkata Development Authority**

TERMS & CONDITIONS

1.1. Background

The New Town Kolkata Development Authority (NKDA), the governing body for New Town, Kolkata, is committed to developing sustainable, efficient, and citizen-centric urban mobility solutions. As part of its vision for a smart and eco-friendly city, NKDA seeks to enhance non-motorized transport options and improve last-mile connectivity for residents, commuters, and visitors. Public Bicycle Sharing (PBS) systems have emerged globally as a vital component of integrated urban transport, offering a flexible, healthy, and environmentally sound mode for short trips.

NKDA previously implemented a PBS system, however, the operational contract is nearing its conclusion. Recognizing the evolution of PBS technology, operational models, and best practices, NKDA intends to procure a new, enhanced PBS system through this Request for Proposal (RFP). This initiative aims to establish a state-of-the-art, financially sustainable, and user-friendly PBS system that aligns with international standards and effectively serves the mobility needs of New Town.

1.2. Project Objectives

NKDA invites proposals from experienced and qualified entities to partner in establishing and operating a comprehensive PBS system. The primary objectives of this project are:

- i. To provide a convenient, reliable, and affordable mobility option for short-distance travel within New Town.
- ii. To enhance last-mile connectivity, seamlessly integrating with existing and planned public transport networks (Metro, buses, etc.).
- iii. To promote cycling as a healthy and sustainable mode of transport, contributing to reduced traffic congestion and improved air quality.
- iv. To implement a technologically advanced system featuring user-friendly access, real-time information, and robust security.
- v. To establish a financially viable operational model based on revenue sharing, ensuring mutual benefit for the Operator and NKDA, while minimizing direct subsidy requirements.
- vi. To attract competitive bids from capable operators, fostering innovation and ensuring high standards of service delivery throughout the contract period.
- vii. To ensure the long-term sustainability and positive image of the PBS system through effective operations, maintenance, and marketing.

1.3. RFP scope

This RFP seeks proposals for the selection of a single Operator who will be responsible for the comprehensive Design, Procurement/Supply, Installation (of technology components), Operation, and Maintenance (DPSIOM) of the PBS system in designated areas of New Town, Kolkata, for a specified contract period. The Operator will work in close coordination with NKDA, which will provide necessary policy support and designated locations for docking stations.

1.4. Disclaimer

This RFP document provides information to assist potential Bidders in preparing their proposals. While NKDA has taken due care in preparing this document, Bidders should conduct their own investigations and analysis to verify the accuracy and completeness of the information provided. NKDA makes no representation or warranty and shall have no liability under any law, statute, or tort principles for any loss or damage arising from the use of this document. NKDA reserves the right to amend this RFP, reject any or all proposals, or annul the bidding process at any time without assigning any reason or incurring any liability.

2: Scope of Work

2.1. Operator Responsibilities

The selected Operator shall be responsible for the following activities throughout the contract duration, adhering to the highest standards of quality, efficiency, and user satisfaction:

System Design: Propose a detailed system design, including bicycle specifications (types, features, quantity mix), docking station technology (locking mechanisms, user interface, charging infrastructure if applicable), IT platform architecture (software, hardware, network), operational layout, and integration plan with NKDA's infrastructure and other transport systems. The design must align with the requirements outlined in this RFP and incorporate global best practices.

Procurement and Supply: Procure and supply the required number of bicycles (approximately 350 units, with a proposed mix of manual and electric-assist bicycles subject to NKDA approval), docking station equipment (excluding civil structures provided by NKDA), IT hardware/software, and all other necessary components for the complete system.

Installation: Install, test, and commission all operator-supplied equipment, including docking mechanisms, payment terminals/interfaces, communication systems, and associated technology at the designated station locations provided by NKDA. Ensure seamless integration of all system components.

Operations Management: Manage all day-to-day operations of the PBS system, including:
User Management: Registration, verification, account management, and customer support through multiple channels (app, website, call center, potentially kiosks).

Bicycle Fleet Management: Ensuring availability, optimal distribution (rebalancing) across stations based on real-time demand patterns, and tracking.

Station Management: Monitoring station status (dock availability, operational status), ensuring cleanliness and basic upkeep of operator-installed equipment.

IT System Operation: Maintaining the central control system, user application, payment gateway, data feeds, and ensuring high uptime and performance.

Maintenance: Implement a comprehensive preventive and corrective maintenance program for all bicycles, docking equipment, and IT systems to ensure safety, reliability, and optimal performance. This includes routine checks, cleaning, repairs, and replacement of parts as necessary.

Revenue Collection and Management: Implement and manage a secure and user-friendly payment system for collecting user fees (subscriptions, per-use charges). Provide transparent reporting of all revenue streams.

Revenue Sharing: Share a pre-agreed percentage sharing **minimum 80:20 basis (80% agency and 20% NKDA)** of the gross revenue generated from user fees with NKDA on a regular basis, as per the contract terms. But Financial bids of technically qualified bidders will be opened and the Bidder offering the highest percentage of Gross Revenue share to NKDA (in Financial _bid) will receive the maximum financial score (e.g., 100).

Data Management and Reporting: Collect, manage, and analyze operational data (ridership, station usage, revenue, maintenance logs, etc.). Provide NKDA with real-time access to operational dashboards and regular performance reports as specified. Ensure data privacy and security compliance.

Marketing and Promotion: Develop and execute a marketing strategy to promote the PBS system, attract users, and build a positive brand image, in coordination with NKDA.

Compliance: Adhere to all applicable laws, regulations, NKDA guidelines, and the terms and conditions stipulated in the contract and Service Level Agreement (SLA).

Staffing: Recruit, train, and manage qualified personnel for all operational and maintenance tasks.

2.2. NKDA Responsibilities

NKDA will support the implementation and operation of the PBS system through the following:

Site Provision: Identify and provide designated land/space for the installation of docking stations at mutually agreed locations within New Town. NKDA may undertake basic civil works for station platforms where necessary.

Policy and Regulatory Support: Provide necessary policy framework, permissions, and regulatory support for the smooth operation of the PBS system.

Oversight and Monitoring: Monitor the Operator's performance against the agreed SLAS and contract terms. Conduct periodic reviews and audits.

Integration Support: Facilitate coordination with other public transport agencies and relevant city departments to promote system integration.

Infrastructure Access: Provide access to existing city infrastructure (e.g., power supply points near stations where feasible, subject to standard charges and procedures).

Revenue from Station Advertising: Retain exclusive rights for advertising on the exterior structure of docking stations (civil structures provided/approved by NKDA).

2.3. Fleet Size and Phasing

The target initial fleet size is approximately 350 bicycles. Bidders should propose a suitable mix of standard pedal bicycles and electric-assist bicycles (e-bikes) based on their assessment of New Town's geography, user needs, and operational efficiency. The deployment may be phased, with a minimum number of bicycles and stations required to be operational within a specified timeframe from contract signing, as detailed later in this RFP.

Section 3: Technical Specifications

3.1. Bicycles

Quantity and Mix: Approximately 350 bicycles total. Bidders must propose a mix of standard pedal bicycles and electric-assist bicycles (e-bikes) suitable for New Town's conditions. The proposed mix is subject to NKDA approval.

Design and Durability: Bicycles must be specifically designed for high-frequency public use, featuring robust construction, durability, and resistance to vandalism and theft. Key features should include:

Frame: Sturdy, step-through design suitable for various user heights and attire, promoting an upright riding posture.

Components: Use of non-standard parts and proprietary fasteners to deter theft and parts scavenging.

Tyres: Puncture-resistant or solid tyres suitable for urban conditions.

Brakes: Reliable and low-maintenance braking system (e.g., enclosed drum or roller brakes).

Gearing: Appropriate gearing for New Town's terrain (e.g., 3-speed internal hub gear recommended, especially if e-bikes are not the majority).

Lighting: Integrated front and rear LED lights, preferably dynamo-powered, with reflectors.

- **Tracking:** Integrated GPS/IoT tracking device for location monitoring and management.
- **User Interface:** Clear identification number, potentially QR code for app-based unlocking.
- **Comfort:** Adjustable seat post (quick-release, non-removable), comfortable saddle, ergonomic handlebars.
- **Utility:** Front basket designed for carrying small items securely, preventing misuse (e.g., carrying passengers).
- **Safety:** Chain guard, mudguards, bell.
- **E-bike Specifications (if proposed):**
- **Motor:** Pedal-assist motor compliant with relevant Indian regulations (e.g., maximum speed assist limit of 25 km/h).
- **Battery:** Sufficient range for typical urban trips, swappable or efficiently chargeable at docks/depot, robust battery management system.

Safety: Compliance with all relevant safety standards for electric bicycles.

Branding: Bicycles must incorporate NKDA-approved branding and colour schemes.

3.2. Docking Stations

Technology: Stations must feature automated, secure locking docks that allow users to check bicycles in and out easily using a designated method (e.g., smart card, mobile app).

Modularity: Docking systems should be modular to allow for flexibility in station size and potential future expansion.

User Interface: Stations (or groups of stations) should have a user-friendly interface (e.g., terminal screen, app integration) providing information on availability, user account status, and potentially allowing registration/payment for casual users.

Power: Stations requiring power (for locking mechanisms, terminals, e-bike charging) must be designed for reliable operation, potentially incorporating solar power where feasible. Operator to coordinate power requirements with NKDA.

Real-time Status: Each dock must communicate its status (occupied/empty, bicycle ID if occupied, operational status) in real-time to the central IT system.

E-bike Charging (if applicable): Docks intended for e-bikes must incorporate safe and efficient charging capabilities.

Installation: Operator installs docking mechanisms and associated technology onto station platforms/sites provided by NKDA.

Section 4: Operational Requirements

4.1. Service Area and Station Network

Coverage: The initial service area will cover key zones within New Town (e.g., Action Area I, II, potentially parts of III), focusing on high-demand locations, transport hubs, commercial centers, educational institutions, and residential clusters. The exact boundaries and station locations will be finalized in consultation between NKDA and the selected Operator.

Station Density: Stations should be densely networked within the core service area, ideally with an average spacing of 300-500 meters, to ensure user convenience.

Station Siting: Operator to collaborate with NKDA on final site selection, considering visibility, accessibility, safety, pedestrian flow, and proximity to demand generators.

4.2. Hours of Operation

The PBS system should ideally be available 24/7. Bidders may propose alternative hours for specific services (e.g., call center support) but bicycle access should be maximized.

4.3. Bicycle Redistribution (Rebalancing)

Requirement: The Operator must implement an efficient redistribution strategy to ensure optimal availability of both bicycles at stations where demand is high and empty docks at stations where users are likely to return bicycles.

Methodology: Utilize predictive algorithms based on historical data and real-time monitoring to guide rebalancing operations.

Resources: Deploy dedicated vehicles and staff for timely redistribution, especially during peak hours.

Performance: Meet specific SLA targets related to station availability (both bikes and docks).

4.4. Maintenance

Preventive Maintenance: Implement a rigorous schedule for routine inspection, cleaning, lubrication, and adjustment of all bicycles and station equipment.

Corrective Maintenance: Respond promptly to reported faults and damages. Establish efficient processes for on-site repairs and transportation of bicycles requiring workshop attention.

Workshop: Operator to establish and maintain a dedicated workshop facility for major repairs and overhaul (NKDA may assist in identifying potential locations, but the cost of setup and operation rests with the Operator).

Safety: Ensure all bicycles are maintained in a safe and roadworthy condition at all times.

Performance: Meet specific SLA targets related to fleet availability and repair turnaround times.

4.5. Customer Service

Multi-channel Support: Provide responsive customer support via mobile app, website, email, and a dedicated call center during specified hours.

Information: Ensure users have easy access to information about how to use the system, pricing, station locations, and real-time availability.

Issue Resolution: Implement clear procedures for handling user complaints, lost/stolen bicycle reports, and payment issues.

Performance: Meet specific SLA targets related to call center response times and complaint resolution.

Section 5: Financial Model and Commercial Terms

5.1. Financial Model: Revenue Sharing (No Viability Gap Funding)

Core Principle: This project will operate on a revenue-sharing model. NKDA will not provide any Viability Gap Funding (VGF) or direct operational subsidies.

Operator Investment: The Operator shall bear the capital expenditure for bicycles, docking technology, IT systems, and all operational expenditures (staffing, maintenance, redistribution, energy, communication, etc.).

User Revenue: The Operator will collect all revenue generated from user fees (e.g., subscription plans, pay-per-use charges).

Revenue Share to NKDA: The Operator shall pay NKDA a pre-defined, competitively bid percentage of the Gross Revenue collected from all user fees. Gross Revenue includes all income derived from the operation of the PBS system (memberships, usage fees, etc.), excluding only taxes like GST collected on behalf of the government.

Advertising Revenue: NKDA retains rights of advertising on station structures. The Operator may propose and, upon NKDA approval, implement advertising on bicycles, sharing a separate, mutually agreed percentage of such advertising revenue with NKDA.

5.2. Bidding Parameter

The primary financial bidding parameter will be the Percentage of Gross Revenue offered by the Bidder to NKDA. The Bidder offering the highest percentage share to NKDA, while meeting all technical and operational requirements, will be ranked highest on the financial parameter.

5.3. User Tariff Structure

Bidders must propose a user tariff structure (including various subscription options and pay-per-use rates). The proposed structure should aim to be affordable, encourage usage (especially short trips), and maximize revenue potential. The final tariff structure will be subject to approval by NKDA and may be reviewed periodically.

5.4. Payment Terms (Revenue Share)

The Operator shall remit the agreed percentage of Gross Revenue to NKDA on a monthly or quarterly basis (to be specified in the contract), accompanied by certified revenue statements.

5.5. Performance Security

The selected Operator will be required to furnish a Performance Bank Guarantee (PBG) of a specified amount for the duration of the contract period to secure compliance with contractual obligations and SLAs.

5.6. Penalties

Failure to meet the performance standards defined in the Service Level Agreement (Section 6) will attract financial penalties, deductible from payments due to the Operator or invoked against the PBG, as detailed in the contract.

Section 6: Service Level Agreement (SLA) Framework

6.1. Purpose

The Service Level Agreement (SLA) defines the minimum acceptable performance standards for the PBS system operation. It aims to ensure high-quality service delivery, user satisfaction, and accountability of the Operator. Adherence to these SLAs is mandatory, and non-compliance will attract penalties as defined in the contract.

6.2. Key Performance Indicators (KPIs)

The Operator's performance will be measured against the following key areas and associated KPIs. Specific benchmarks and measurement methodologies will be detailed in the final contract document, but Bidders should propose achievable targets in their technical proposals based on best practices.

System Availability:

Fleet Availability: Minimum percentage of the contracted bicycle fleet operational and available for checkout (e.g., >95% daily average).

Dock Availability: Percentage of time stations (especially high-priority ones) are neither completely full nor completely empty during operational hours (benchmarks to be defined for peak/off-peak, potentially tiered by station priority).

IT System Uptime: Minimum uptime percentage for the central control system, mobile app, website, and station terminals (e.g., >99.5%).

Maintenance and Condition:

- Repair Turnaround Time: Maximum time taken to repair reported faulty bicycles (e.g., 95% repaired within 24/48 hours).
- Fleet Condition: Regular audits (by NKDA or third party) assessing the cleanliness, safety, and functional condition of bicycles against defined standards
- Station Equipment Functionality: Percentage of docks and terminals fully operational
- Redistribution Effectiveness: Measured by adherence to dock availability targets, minimizing instances of users being unable to find a bike or an empty dock.
- Customer Service:
 - Call Center Performance: Average call answer time, call abandonment rate.
 - Complaint Resolution: Time taken to acknowledge and resolve user complaints/queries.
 - User Satisfaction: Measured through periodic user surveys.

Data Reporting: Timeliness and accuracy of submitting required operational and financial reports to NKDA.

6.3. Monitoring and Reporting

Real-time Data: The Operator's IT system must provide NKDA with real-time access to dashboards monitoring key operational KPIs.

Periodic Reports: The Operator shall submit detailed performance reports (monthly/quarterly) to NKDA, documenting performance against all SLA metrics.

Audits: NKDA reserves the right to conduct independent audits (or appoint a third party) to verify performance data and assess service quality.

6.4. Penalties for Non-Compliance

A penalty mechanism will be established in the contract, linking specific financial deductions to failures in meeting the agreed SLA benchmarks. Penalties may escalate for repeated or significant breaches.

Section 7: Data Ownership and Governance

7.1. Data Ownership

All data generated from the operation of the PBS system, including but not limited to user registration details (anonymized where appropriate for privacy), trip data (origin, destination, duration, route if tracked), station usage patterns, bicycle status and location, maintenance records, and revenue details, shall be considered the property of NKDA. The Operator shall act as the custodian and processor of this data on behalf of NKDA.

7.2. Data Access and Usage

NKDA Access: The Operator must provide NKDA with secure, real-time, and unrestricted access to all operational data through APIs and dedicated dashboards.

Operator Usage: The Operator may use the data solely for the purpose of operating, maintaining, and improving the PBS system as per the contract.

Third-Party Sharing: The Operator shall not share any system data with third parties without the explicit written consent of NKDA, except as required for payment processing or by law.

Public Data Feed: The Operator shall provide a real-time public data feed (e.g., in GTFS or a similar standard format) indicating station locations and the number of available bikes and empty docks, for use by third-party application developers, subject to NKDA approval and privacy considerations.

7.3. Data Security and Privacy

The Operator must implement robust technical and organizational measures to ensure the security, confidentiality, and integrity of all system data, complying with applicable Indian data protection laws and regulations (including the Digital Personal Data Protection Act, if applicable). User data must be handled with strict adherence to privacy principles.

7.4. Data Handover

Upon contract expiry or termination, the Operator must securely transfer all historical and current system data to NKDA or its designated successor in a usable format, as specified by NKDA.

Section 8: Eligibility Criteria

8.1. Legal Entity

The Bidder must be a company incorporated under the Companies Act, 1956/2013, or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008, or an equivalent registered entity if foreign. Foreign entities must commit to registering an Indian entity before contract signing.

8.2. Technical Experience

The Bidder (or its lead partner in case of a consortium) must demonstrate experience in operating and maintaining a public bicycle sharing system of significant scale (e.g., minimum [Specify number, e.g., 200+1 bicycles) for a minimum period (e.g., [Specify duration, e.g., 2+1 years) in an urban environment. Experience with systems involving IT-based tracking, automated docking/locking, and user management is essential. (Specific requirements for documentary proof to be listed).

8.3. Financial Capacity

The Bidder must demonstrate financial stability and capacity to undertake the project. This will typically be assessed based on:

- **Average Annual Turnover:** Minimum average annual turnover over the last [e.g., 3] financial years (Amount to be specified).
- **Net Worth:** Positive net worth as per the latest audited financial statements. (Specific requirements for audited statements and certificates to be listed).

8.4. Blacklisting

The Bidder must not have been blacklisted or debarred by any Central/State Government department, PSU, or Urban Local Body in India or internationally for unsatisfactory performance or corrupt practices. A self declaration/affidavit to this effect is required.

Section 9: Bid Submission Process

9.1. Bidding Documents

Complete bidding documents can be downloaded from [Specify Portal/Website, e.g., wbenders.gov.in]. Bidders are advised to check the portal regularly for any addenda or clarifications.

9.2. Pre-Bid Meeting

A pre-bid meeting will be held on **25/09/2025** at **3:00P.M.** [Venue: Conference Room of Chief Engineer, 3rd Floor, New Town Kolkata Development Authority, Plot No: DG/13, Premises No: 04-3333, Action Area – ID, New Town, Kolkata-700156] to clarify doubts regarding the RFP. Queries must be submitted in writing by [Date].

9.3. Bid Submission Format

Bids must be submitted online through [Specify Portal] in a two-part system:

- Part 1: Technical Bid: Containing compliance documents, eligibility proofs, technical proposal (system design, operational plan, technology details, implementation plan, team structure, experience documentation), and acceptance of terms.
- Part 2: Financial Bid: Containing only the offered Percentage of Gross Revenue share to NKDA, in the prescribed format (BOQ).

9.4. Bid Security (EMI)

Bidders must submit an Earnest Money Deposit (EMD) of Rs. 10,000.00 through online

9.5. Submission Deadline

The deadline for online bid submission is [Date and Time]. Late bids will not be accepted.

Section 10: Evaluation Criteria

10.1. Evaluation Process

NKDA will adopt a Quality and Cost-Based Selection (QCBS) method for evaluating the proposals. The evaluation will be conducted in stages:

1. Preliminary Scrutiny & Eligibility Check.
2. Technical Evaluation of eligible bids.
3. Financial Bid Opening of technically qualified bidders.
4. Combined Scoring and Selection of the Preferred Bidder.

10.2. Technical Evaluation (Example Weightage: 70%)

The Technical Bid will be evaluated based on criteria including, but not limited to:

- Understanding of Project Requirements & Proposed Solution ([Weightage])
- Quality of Proposed Technology (Bicycles, Docks, IT System) ([Weightage])
- Operational Plan (Redistribution, Maintenance, Customer Service) ([Weightage])
- Implementation Plan and Timeline ([Weightage])
 - Bidder's Relevant Experience and Past Performance ([Weightage])
 - Proposed Team Qualification and Structure ([Weightage])
 - Financial Capacity (beyond eligibility) ([Weightage])

Bidders must score a minimum **qualifying mark (40 out of 70)** in the technical evaluation to be considered technically qualified.

10.3. Financial Evaluation (Example Weightage: 30%)

Financial bids of technically qualified bidders will be opened. The Bidder offering the highest percentage of Gross Revenue share to NKDA (in Financial _bid) will receive the maximum financial score (e.g., 100).

The financial score (FS_) for other bidders will be calculated proportionally: $FS = 100 * (F_{bid} / F_{max})$, where F_{max} is the highest percentage offered.

10.3. Combined score and evaluation

The final score (S) for each technically qualified bidder will be calculated as: $S = (\text{Technical Score} * 0.70) + (\text{Financial Score} * 0.30)$.

The Bidder with the highest combined score (HI) will be declared the Preferred Bidder.

Section 11: Contract Award and Management

11.1. Award of Contract

NKDA will issue a Letter of Award (LOA) to the Preferred Bidder. The selected Bidder must sign the contract agreement within a specified period, furnish the Performance Security, and commence mobilization.

11.2. Contract Duration

The initial contract period will be [Specify Duration, e.g., 7 or 10] years from the commercial operation date. The contract may be considered for extension based on mutual agreement and satisfactory performance of the Operator.

11.3. Exit Management

The contract will include detailed clauses on exit management, covering scenarios of contract expiry or termination. This will include procedures for smooth handover of operations, transfer of assets (as applicable), data migration, and final settlement of accounts, ensuring continuity of service where possible.

11.4. Governing Law and Dispute Resolution

The contract shall be governed by the laws of India. Disputes shall be resolved through mutual consultation, failing which through arbitration as per the Arbitration and Conciliation Act, 1996, with the seat of arbitration in Kolkata.

Section 12: Annexures

Annexure 1: Proposal Submission Forms Details for proposal submission.

Annexure 2: Format for Power of Attorney

Format to be used for submitting power of attorney.

Annexure 3: Format for Financial Capacity Certificate

To be submitted to demonstrate the financial capacity of the bidder.

Annexure 4: Format for Affidavit (Non-Blacklisting)

To be submitted by the bidder declaring non-blacklisting. Annexure 5: Format for Technical Experience Documentation

To provide evidence of relevant technical experience.

Annexure 6: Draft Service Level Agreement Details

Draft of the Service Level Agreement (SLA).

Annexure 7: Draft Contract Agreement

A draft of the contract to be signed.

Annexure 8: Bill of Materials (BOM) Format for Financial Bid

The financial bid submission format.

Annexure 9: Indicative Map of Service Area / Potential Station Zones

A map showing the potential areas and zones for bicycle station installations.

Chief Executive Officer
New Town Kolkata Development Authority

ADDITIONAL SCOPE OF WORK

1. Minimum Hours of Operation

The system will run for a period of at least 16 hours every day. The hours of operations should be 6am to 10:00 pm. If the operator decides to expand the number of operating hours beyond 16 hours, then it is mandatory that the time period 6 am to 10 pm falls within the operating hours of the system. If the operator has any suggestions on change in time of operations, such a request will be put forth to NKDA, who will have the final authority to decide.

2.Number of Stations

500 numbers of Stations (in two phases) is to be installed by the concessionaire as per defined in section 3.1.2. Each station should comply with the technical standards as specified in section 4. However if Concessionaire wants to increase the number of Stations, same can be done at the cost of concessionaire with a written approval from NKDA subject to availability of space. The location for the Bike stations will be determined by concessionaire in consultation with NKDA. The number of units required for some of the essential station components/ infrastructure is detailed below in sections 3.3.4. to 3.3.5.

Number of Docks/ Locking posts

The number of docks at each station should be more than the number of authorized bikes at each station, to ensure availability of excess docking space, to accommodate peak hour demand. There will be two type of docking stations having provision of 12 and 16 bikes as per design shown in the Annexure K. The exact number of each type of such stations will be decided based on the demand in particular area and in consultation with NKDA. The size of the docking station will be in multiple of the standard design given in Annexure K.

Number of Devices for Card verification

The hardware requirement is such that the station attendants should be able to validate the user into the system and out of the system at maximum in 5 minutes. This system will be connected to the central control system. Functionalities of the equipment are listed in the Technical specifications given in Section 4. There will be at least one device/ station to be handled by station attendants. High priority stations where a higher demand is expected, the Concessionaire may decide to provide more attendants and devices. The Concessionaire may also decide to procure a few extra devices to act as back up.

Central Control System

The concessionaire should provide for a Central Control System which can on a real time basis monitor the operations of the system (all its components). The central control system provides the back bone of the PBS system. The Control Centre will constitute NKDA's single point of contact to enable NKDA to coordinate with the Concessionaire in the course of the day-to-day operation and management of the Bike Sharing System by NKDA. The Concessionaire shall ensure that the Control Centre is staffed by an adequate number of appropriately qualified personnel.

Redistribution

The Concessionaire shall ensure that the bikes are redistributed on a regular basis between stations to ensure that no station is either empty (without any bikes) or full (with no free dock available) for an extended period of time. The concessionaire should provide adequate number of vehicles which are used only for the purpose of redistribution of bikes across stations.

Depots/ Workshops

NKDA shall provide the adequate space for one Depot/Workshop space for spare Bikes, Stations, bikes repair, equipment and Parking space for redistribution. The Concessionaire shall source and install the maintenance equipment as necessary. Major repairs of the Bikes and Stations which cannot be carried out on the site shall be carried out at the depot/ workshop space developed by the Concessionaire or arranged special vehicles for the purpose. Such location should be accessible and appropriately equipped to manage the Bike Sharing System. The expenditure on the maintenance/repair of equipment's & bikes shall be exclusively borne by the concessionaire & NKDA will no way responsible for it.

Registration of Users

Registration is a necessary pre-condition to gain access to the PBS system. All users are required to register with the system using a valid ID proof. Each user then will be issued a personalized card which will have their name printed on it. Each card is linked to a person's Id in the system making it easy for the operator to track the system usage of each user. Linking of individuals to smart cards is necessary for the system to identify and track the user who has borrowed the bikes from the system, thus reducing the probability of theft and vandalism. 64 registration centre, i.e., one in each sectors at one of the docking station around the city will be identified by concessionaire along with the NKDA, where registration will be undertaken. Registration can also be done at sampark centre and the concessionaire has to integrate the central control system with sampark centres to get notification of registration, etc. on the display Board. The users will have to go to these notified centres with valid id proof and the required security deposit (security deposit along with the fare structure is detailed out in Annexure C) to register

with the system and be issued a smart card. The system should allow both offline and online registrations, in case of online registration user will carry the profiled form to registration centre and get the smart card issued

Fare Collection System

A hybrid fare collection system using different payment gateways like internet banking/credit/debit cards/mobile wallets/cash etc and across different platforms like web, mobile app, on-site terminal and smart card should be deployed. A PBS card holder will be able to recharge the card using digital means or by cash at any points where common smart cards can be recharged. This would include making payments for memberships / subscriptions and topping up smart cards. PBS registration centres will also be equipped to handle these transactions. The Fare structure (Subscription Fees, Usage fees, etc.) have been determined by NKDA and is detailed out in Annexure C. No additional fees may be collected by the Concessionaire or their staff. Tipping or any exchange of money for preferential service are prohibited and any staff engaging in such a practice should be disciplined accordingly.

User Information System

Concessionaire needs to develop an Integrated Website and Smart phone app for PBS system please refer to section 4.9, to enable the users to have access both static and real time information and content about the system, examples of such aspects include, but are not limited to:- information about PBS system, map of bike tracks in New Town Kolkata along with route planner to integrate other modes of transport (eg. Tomtom maps), real time bike availability in stations, fare calculator, user account dashboard that shows previous trips along with account balance with integration of payment gateway, New users can signup and download their filled forms to carry to registration centre for further processing, help and support with emergency features, admin dashboard to allow remote access to monitoring agency, Frequently asked questions (FAQ). Also, if such information is to be integrated with any other system of NKDA Concessionaire will provide support for same without any extra cost.

Marketing and User Education

The Concessionaire will be fully responsible for carrying out on-going marketing activities to promote use of the Bike Sharing System and user education of the system to make it popular amongs the citizens. Before and after the Commencement Date, the Concessionaire will carry out marketing activities to promote the system and increase membership.

Data Reporting During the Operation Period: •

The Concessionaire shall make available all the data pertaining to the Operation & Maintenance of the Project real-time that can be access by the NKDA or its representative. The real-time data shall be in such a format that the NKDA shall be able to evaluate the performance of the Concessionaire against the Service Levels set forth in this Agreement. • The Concessionaire shall no later than 7 (seven) days after the close of each month, furnish to the NKDA a monthly report stating in reasonable detail the condition of the Project including its compliance with Service Level Benchmarks. In particular, such report shall separately identify and state in reasonable detail the defects and deficiencies that require rectification. This report will help NKDA to understand how much service charge accrues to the Concessionaire for that month's operation standards. • The concessionaire shall no later than 10 (ten) days after the close of each quarter furnish to NKDA a Quarterly report stating in reasonable detail the compliance with Service level benchmarks and other details which will aid in making expansion plans of the system. This will include details of stations with maximum and lowest demand, time of the day when there is maximum demand, steps that can be taken to improve user experience and quality of service including potential location where the Bike share can be expanded to. • NKDA may request the Concessionaire for any additional information other than the realtime data if the need arises. NKDA will have complete ownership on the data.

Maintenance

The Concessionaire needs to ensure that the bikes and all other assets of the system are maintained on a regular basis. The Concessionaire is required to do a maintenance check on every station of the system at least once a week to ensure the quality of the station infrastructure and the bikes of the system. as far as possible the Maintenance checks are not to be conducted during hours of operation of the system. However, if some maintenance checks are to be conducted during operation hours it should not hinder the operation of the system. Bikes which are not repairable on-station should be taken to the Depot/Workshop for repairs and be replaced with bikes from the stand by fleet to ensure that the maintenance do not clash with regular operations of the system. Information of the problems that were addressed at each station with regard to bikes and other infrastructure needs to be properly recorded and entered into the central data base. The exact maintenance schedule will be finalized by NKDA after consultation with the concessionaire and the concessionaire will be bound to follow it.

Legal/tax/fees

The Concessionaire shall bear all applicable National, State and local taxes on purchase of equipment. • Bear all the risks incurred on vandalism of the system- bikes, docks, terminals and other components within the station premises & vandalism and loss of Bike which has been rented out. • Bear all applicable insurance, including vehicle insurance of other components of the system and passenger insurance as required under: • Any financing agreement required under the of Laws of India. • Such Insurances as may be necessary in accordance with the Prudent Utility Practices. • All statutory taxes/fees as applicable has to paid by the Concessionaire to the concerned Department and New Town Kolkata Smart City Ltd. (NKDA) will not be responsible on this account. • The agency will submit the No Dues Certificate from M.C.New Town Kolkata alongwith the License fee at the start of each year. • No advertisement fee shall be charged separately on account of displaying advertisement on Docking Station and Bicycles.

Minimum Technical Specifications

Bike- Minimum Specifications

- 1 One-Size Fits all with Step Through Frame
- 2 Visible difference of the Bike from regular bikes in the market through design
- 3 Seat Adjustable without any tools
- 4 Light weight Frame
- 5 Integrated Lock + Kick Stand
- 6 Front mounted Basket with a capacity up to 10kg
- 7 Ad Space on basket and the sides of the Bike
- 8 Simple reliable braking system
- 9 Rust and Graffiti Resistant
- 10 Front and Rear mud guards with fenders
- 11 Enclosed mechanisms
- 12 Lighting System in the front and back
- 13 Bell
- 14 Blinker at rear and Reflective Tape (ACM 12) on front, sides and back
- 15 Tubeless tyres
- 16 RFID tag enable identification of Bike while check-in and check out

Device for Check in and check out/ card verification

Minimum specifications

- 1 Simple and non-bulky design
- 2 The device should be RFID enabled and connected to Central control room to transmit and receive real time information with the latter.
- 3 Reads Smart cards and indicates validity of the card and availability of minimum balance within 5 seconds
- 4 Transmits information about user ID and time of check in and check out to the Central Control Room

Redistribution vehicles

Minimum Specifications

- 1 Designed to ensure transfer of bikes with minimal damage.
- 2 Follows the same brand guidelines for the entire system. Should look like a part of the rest of the system

Depots/ Workshop

Minimum Specifications

- 1 Space to store extra/ back up bikes for the system
- 2 Space to store back up check in/ check out devices and other equipment
- 3 Space to undertake repair of bikes of the system
- 4 Space to store the required tools for repairs and maintenance

Registration Centers

Minimum Specifications

- 1 Enabled to collect ID proofs and other required documents to register a user to the system
- 2 Enabled with the required equipment or technology to issue a new user id to new customer
- 3 Enabled to issue personalised cards with user id and information for ID proofs linked to the card.
- 4 Enabled to collect and return security deposits
- 5 Enabled to handle card and cash transactions for subscription fees and top up of smart cards.
- 6 Enabled to link the transactions to the relevant user id.

User Information System

Minimum qualification

- 1 Integrated website and Smart Phone apps are provided for at least the Android and Apple operating system should be developed and maintained throughout the project, the apps developed should not be of hybrid nature and are supposed to be developed natively for the operating system.
- 2 Should be easy to access and able to provide information about the system- static and real time for the ease of the user
- 3 Should be linked to Google maps and user should be able to locate himself and find nearby docking stations along with real time status of bike and docks available in the stations.
- 4 Should have a user dashboard that allows new users to sign up and get filled forms for further processing at registration centers, also the existing users should be able to access information about their previous trips, smart card balance, top-up their smart card balance and other details.
5. Should have feature of route planner to help users integrate their trips with other modes of transportation.

Revision of User Charge

The User Charge shall be reviewed after every 2 years. The charges may be revised keeping in view the prevailing inflation and market conditions subject to an increase of max 10%.

Service Level Agreements

In the event of acceptance of EOI, the Concessionaire would be required to execute an Agreement. The Service Provider Agreement shall be signed with the CEO, New Town Kolkata Development Authority within one (1) month of the issuance of the Letter of Acceptance to the Concessionaire or within such extended time frame as extended by NKDA in its sole discretion. The Concessionaire will launch the Public Bike Sharing System complete in all respects as given in this RFP.

Summary of Responsibilities

The following list is a representative but not exhaustive summary of the respective responsibilities of the Concessionaire and NKDA.

NKDA

- Finalization of Station locations and sizes proposed by concessionaire.
- Review of Concessionaire plans for station siting.
- Provision of Land for Stations.
- Provision of space required for the Central Control system.
- Assisting concessionaire for getting clearance and approval from all the required authorities for installation and operation of the system.
- Approval of System branding and naming/ advertisements on the system.
- Review of Concessionaire plans operation and maintenance including plan for redistribution of bikes.
- Provision of rights to the NKDA to conduct an annual cycling event in New Town Kolkata along with Concessionaire.

Concessionaire

Procurement of Hardware: Bikes + Stations (Terminals + Docks/ locking posts + Device for card verification)

- Establishment of Central Control System: Software and Equipment to manage & monitor the system operations
- Planning of Stations: Location of stations and Station siting Plans
- Installation of stations.
- Procurement of Dedicated Vehicles for redistribution and Daily redistribution of bikes
- Regular Maintenance of Stations and Bikes.
- Establishing and Operating Depots & Workshop for repair of bikes and other system parts and storage of spare parts and back up bikes.
- Registration of Users at notified registration centers.
- Collecting fare box revenue.
- Selling advertisement space on the system/ sponsorship rights to the system.
- Co organizing an annual cycling event in New Town Kolkata along with NKDA to promote cycling.

- Provision of Website and Smart Phone App for the system
- Marketing & User Information- Before Launch and during operations
- Planning and hiring adequate staff with the right capabilities.
- Data Reporting- Real time transfer of data + Monthly Reports (Performance Indicators)
- + Quarterly Reports (System Planning)
- Legal – Insurance of Bikes, Stations and Public Liability Insurance Policy (all risk of vandalism on operator)
- Ensure clearance and approval from all the required authorities for installation and operation of the system
- Replacement of Bike if it becomes unserviceable during operation period or as per the decision of NKDA.
- The concessionaire has to follow the traffic laws as per laws applicable in New Town Kolkata.

Clarification to RFP Documents

In the event that any Bidder requires any clarification on the RFP, such Bidder are expected to send their queries to NKDA in writing by post, email, courier, or by fax to the following addresses / fax number in order to enable NKDA to have adequate notice of the said queries so that the same may be addressed at the Pre Bid Meeting: Contact for questions about RFP submission procedures, Technical Specifications and Terms and Conditions at Administrative Building New Town Kolkata Development Authority NKDA reserves the right to not respond to questions it perceives as non-relevant which may be raised by a Bidder or not to provide clarifications if NKDA in its sole discretion considers that no reply is necessary. No extension of Deadline for Submission of Bids will be granted on the basis or grounds that NKDA has not responded to any question or provided any clarification to a query.

**Executive Engineer
(Roads & Building)
New Town Kolkata Development Authority**