



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY
(A Statutory Authority under Government of West Bengal)

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

New Town, Kolkata -700156

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

Memo No. ~~644~~/NKDA-14012(14)/1/2026/EE-E/IT-SEC/2026-27

Date.06/10/2026

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

Name of the work: Non-Comprehensive Annual Maintenance Contract (AMC) for CCTV Surveillance System with Skilled & Unskilled Manpower.

➤ SCHEDULE OF IMPORTANT DATES OF BIDS:

SI No.	Particulars	Date & Time
I	Date of uploading of NleT and other documents	06/10/2026
II	Documents download start date (Online)	07/10/2026 from 11:00 AM
III	Documents download end date (Online)	28/10/2026 at 13:00 PM
IV	Pre-bid meeting in the Conference Board Room of New Town Kolkata Development Authority (NKDA)	13/10/2026 at 12:00 PM
V	Bid submission start date (Online)	07/10/2026 from 18:55 PM
VI	Bid Submission closing	28/10/2026 up to 13:05 PM
VII	Bid opening date for Technical Proposals (Online)	30/10/2026 at 13:05 PM
VIII	Last date of uploading list for Technically qualified Bidder(online)	Will be intimated in due course
IX	Date of opening of Financial Proposal(online)	Will be intimated in due course
X	Last date of intimation to the successful bidder	Will be intimated in due course
XI	Validity of bid.	<u>180 days</u> w.e.f the date of opening of financial bid.
XII	Maintenance Period	2 Years
XIII	Detailed Tender Documents can be downloaded from	NKDA website/ wbtenders.gov.in.

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

FOR

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

Sl. No.	Name of the work	Estimated Amount (Rs.)	Initial Earnest Money (Rs.)	Cost of Bid Documents (Rs.)	Period of Completion
1.	Non-Comprehensive Annual Maintenance Contract (AMC) for CCTV Surveillance System with Skilled & Unskilled Manpower	The bidder has to quote	Rs. 1,00,000.00 (Rupees One Lakh) only	N. A	2 Years

1.	Eligibility Criteria for "Pre-Qualification"	1. Entity Profile: The bidder must be a registered Indian Company under The Company Act 1956/2013 or Partnership firm or Proprietorship firm or LLP. 2. Geographical Baseline: The bidder must have a registered office in Kolkata. 3. The bidder should have successfully completed a CCTV operation & maintenance having a single tender of at least in a single contract i.e. of minimum 400 Camera during the prescribed period from any Government or Semi Government or Undertakings of Autonomous Statutory bodies or Local Bodies. OR 3.1 The bidder should have successfully completed 2(two) Nos. a CCTV operation & maintenance having at of minimum 300 Camera only during the prescribed period from any Government or Semi Government or Undertakings of Autonomous Statutory bodies or Local Bodies. OR 3.2 The bidder should produce credential of one single running work of a CCTV operation & maintenance of which is not less than the of minimum 400 Camera (In case of running works, only those tenderers who will submit the certificate of satisfactory running work from the concerned Executive Engineer Electrical, equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and that no penal action has been initiated against the executing bidder / tenderer), in the last Five Financial years from the
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		date of issue of NIT in any Government or Semi-Government or only during the prescribed period from any Government or Semi Government or Undertakings of Autonomous Statutory bodies or Local Bodies. Credentials/completion certificates/ payment certificates will also be accepted. Any sub-contract work shall not be accepted. N.B.: - Nature of work, estimated amount, Date of Completion of project and detail communicational address of client must be indicated in the credential certificate. 3.3 Joint Ventures/MOU will not be allowed. 4. Average Annual Turn Over from bidding business for the past 3 (Three) Financial Years (2022-23,2023-24,24-25) should be equal to or more than <u>Rs. 1,00,00,000.00 only</u>. 5. Documents to be submitted in technical bid: - Work Completion Certificate as Credential. - Filled up Form-I - Filled up Annexure-I - Copies of registration details of the Name, address, etc of the Firm. - Copy of pan card - Latest Income Tax return - GST Registration No. with relevant document. - Audited Balance Sheet of last 3 Financial years. (2022-23,2023-24,2024-25) - Relevant document in support of annual turnover. - Bank Solvency Certificate of value Rs. 1,00,000.00 only. Respectively amount to be submitted by the bidder. Bank Solvency Certificate not older than 6 months from the date of publication of this NIT shall be furnished for Technical Evaluation - Valid Trade License showing office in Kolkata. - ESI & EPF Registration Certificate.
2.	Earnest Money Deposit	<u>Rs. 1,00,000.00 (Initial)</u> <u>THE EARNEST MONEY SHALL BE DEPOSITED BY THE BIDDER ELECTRONICALLY:</u> The Earnest Money shall be deposited by the bidder online through his net banking-enabled bank account, maintained at any bank or through any bank by generating NEFT /RTGS challan from the e-tender portal. Intending Bidder will get the Beneficiary details from the e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank to the Beneficiary Bank Account No. The name of Beneficiary bank (at present ICICI Bank), Account No. & IFSC Code are given in the e-tender portal. The details of deposition of EMD can be obtained from the following link,

		"wbtenders.gov.in → Home Page → Bidders Manual Kit → Help for on-line receipt and refund of EMD" Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD and Bid can be submitted only after receipt of EMD. NOTE: Earnest money through offline instruments like Bank Draft, Pay Order etc. will not be accepted for e-tender procurement of this office.
3.	Bid document Requisition	Bid Document is available in the NKDA's official website www.nkdamar.org and www.wbtenders.gov.in . Bidders who have registered with National Informatics Centre (NIC) can participate in the tender. Interested bidders shall register with NIC in advance. Necessary assistance can also be obtained from the Office of the EE (E), NKDA. Document requisition shall be done as per instruction given in ITB.
4.	Document download start date	On 07.10.2026 from 11:00 AM
5.	Document download end date & time	On 28.10.2026 at 13:00 PM
6.	Date of Pre-Bid meeting	On 13.10.2026 at 12:00 PM
7.	Bid submission start date	On 07.10.2026 From 13:05 PM through E-portal. It may be reiterated that the bidders shall submit the technical and financial bid only through online by following online bid submission procedure.
8.	Last date of Online submission of Technical Bid and Financial Bid.	On 28.10.2026 at 13:05 PM
9.	Opening of technical bid	On 30.10.2026 at 13:05 PM at the Office of the Executive Engineer Electrical, New Town Kolkata Development Authority, Administrative building Plot No - DG/13, Premises No - 04-3333, Action Area-ID, New Town, Kolkata - 700156
10.	Technical Bid Evaluation	The technical bid will be evaluated by the respective evaluation committee of NKDA.
11.	Date and time of opening of Financial Bid submitted online of only the technically qualified bidders	<u>To be intimated after evaluation of Technical Bid,</u>
12.	Financial Bid	The rate shall be quoted in Item Rate against the tender value
13.	Validity of Bid	180 days from the date of declaration of L1

14.	E-Tender registration and bidding	<u>ONLINE BIDS:</u> The bidders interested to submit the bid Online shall get registered and get a digital signature as per the procedure described below: • Online Tenders can be submitted by logging in www.wbtenders.gov.in • <u>ONLINE BID SUBMISSION:</u> The Bidders are required to submit the Technical and Financial Bid documents ONLINE i.e. uploading of the documents complete in all respect by following the Online Bid submission procedure.
15.	Important Instructions	• Names of the technically qualified bidders as per the bid criteria after verification & evaluation will be displayed in the e-portal, this office notice board and official website. • The financial bid documents of the technically qualified bidders will only be opened. • List of Financial comparison chart of bidders will be published subsequently after opening the financial bid. EE (E), NKDA (TIA) on behalf of the Chief Engineer, NKDA reserves the right to reject or cancel any or all pre-qualification documents and bid document without assigning any reasons whatsoever. • All duties, taxes, royalties, cess, including 1% Cess under W.B. Building and other Construction Workers (Regulation of Employments & Condition of Service) Act, 1996], toll, taxes, and other levies payable by the bidder under the Contract to the State / Central Government for any other cause. 1% Cess under W.B. Building and other Construction Workers (Regulation of Employments & Condition of Service) Welfare Cess Act, 1996 will be deducted from the running bills. • To keep the <u>work</u> in good condition during the operation period if any additional / excess work is required over the stipulated quantity in the schedule for routine maintenance work, the same will be treated as part of defect liability and the bidder must do the maintenance work at his own cost. • The intending bidders are requested to inspect the work site before quoting their rates.

INFORMATION TO THE BIDDERS (ITB)

1. Request for Tender

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

2. Submission of Tender

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

3. Online Bid submission procedure

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

4. Technical Bid:

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

1. Work Completion Certificate as Credential.
2. Filled up Form-I Filled up **Annexure-I**
3. Copies of registration details of the Name, address, etc of the Firm.
4. Copy of pan card
5. Latest Income Tax return
6. GST Registration No. with relevant document.
7. Audited Balance Sheet of last 3 Financial years. (2022-23,2023-24,2024-25)
8. Relevant document in support of annual turnover.
9. Bank Solvency Certificate of value Rs. 1,00,000.00 only. Respectively amount to be submitted by the bidder. Bank Solvency Certificate not older than 6 months from the date of publication of this NIT shall be furnished for Technical Evaluation
10. Valid Trade License showing office in Kolkata.
11. ESI & EPF Registration Certificate.

AND

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

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

B. Financial Bid:

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

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

TECHNICAL BID

a. Mandatory Documents

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

- i) The bidder should be a registered Indian Company under "The Company Act, 1956/2013" / Partnership firm or Proprietorship firm or LLP or bidder license.
- ii) CCTV Maintenance Completion certificate along with details of minimum camera maintenance as per requirement under any Government or Semi Government or Undertakings or Autonomous or Statutory bodies or Local bodies, with requisite single tender value (in accordance with **Clause 3.1.5.1**).
- iii) GST registration No with relevant document
- iv) Audited Balance Sheet of last three Financial Years (2022-23,2023-24,24-25).
- v) PAN Card (Xerox Copy)
- vi) Income Tax return of last financial year.

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

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

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

ii. Minimum Criteria

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

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

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

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

4.4.2 Average Annual Turnover

Average Annual Turnover during last 3 (three) years should be more than **Rs. 1,00,00,000.00**

4.4.3 CREDENTIAL

4.4.3.1 Technical:

The bidder should have successfully completed CCTV operation & maintenance having **single** tender at least minimum **400** Camera Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies. Credential/completion certificate/ payment certificate.

OR

The bidder should have successfully completed **2(two) Nos.** CCTV operation & maintenance, having a **single** tender at least minimum **300** Camera Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies. Credential/completion certificate/ payment certificate.

OR

The bidder should produce credential of one single running work of CCTV operation & maintenance which has been completed of the which is not less than the minimum **400** Camera. (In case of running works, only those tenderers who will certificate of satisfactory running work from the concerned Executive Engineer Electrical, equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executing bidder /tenderer), in the **last 5 (five) financial years** from the date of NIT in any Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies. Credential/completion certificate/ payment certificate of any sub-bidder work shall not be accepted.

The completion certificate to be uploaded shall necessarily mention the Work Order reference and date, date of commencement and date of completion of work, major items executed under the said work and final completed value of work in the technical bid for verification of the credential. Only Work Order or only Payment certificate shall not be treated as credential. After opening the technical bid, the Tender Inviting Authority may

request the bidders to submit any additional documents for any clarification (if necessary) before the opening of the financial bid. The same shall be communicated through email. The Technical Bid may be declared non-responsive if the requisite documents are not furnished by the bidder for ascertaining the Technical Credential.

4.4.3.2 Form - I for fully (100 %) completed works during the last 1 (one) years from the date of NIT will only be accepted. The tenderer should attach the said certificate under their signature along with the tender documents. The similar nature of work is mentioned in the Form-I, therefore agencies who have completion certificate against any of the works mentioned in Form-I shall be eligible for this tender.

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

4.4.3.4 Financial

The average Annual Turn Over from contracting business for the past three financial years of the firm should be more than **Rs. 1,00,00,000.00.** of the aggregate cost of works in which the bidder intends to participate. Annual Turnover statement shall be submitted in the Form-II in addition to the Audited Balance Sheet of the last three financial years authenticated by Chartered Accountant.

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

4.4.5 Penalty for suppression / distortion of facts:

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

4.5 FINANCIAL BID:

1. Item rate shall be quoted in the financial bid.
2. The rate quoted by tenderer shall be inclusive of all elements of taxes (including GST) and duties, demands, etc. The tenderer shall include income tax as applicable, octroi if any, toll, ferry charges, local charges, royalties, turn over tax and all other charges as applicable while quoting the rate.

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

4.6 Taxes & duties to be borne by the bidder:

It may again be reiterated that Income Tax, Royalty, Construction Workers Welfare Cess and similar other statutory levy / cess etc. will have to be borne by the bidder while executing the work.

4.7 Site inspection before submission of tender:

Before submitting any tender, the intending tenderer should make themselves acquainted thoroughly with the local conditions prevailing at site by actual inspection and taking into consideration all factors and difficulties likely to be involved in the execution of work in all respect and no claim whatsoever will be entertained on this account afterwards.

4.7.3 Conditional and incomplete tender:

Conditional and incomplete tenders shall be summarily rejected.

12. Acceptance of Tender:

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

13. Execution of Agreement:

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

14. Contract Period:

- a) 2 Years from the date of issue of Work Order.

15. Deliverables

Following deliverable are to be subsided during 1st quarter billing and last quarter billing.

- a) Switch – Credentials, IP Policy, for all switches.
- b) CCTVs – Credentials, IP Address.
- c) Server – Credential, back up, Patch Cord.
- d) NAS- Credential, back up, policy documents are applicable.

- e) OFC Layout diagram, NTTDICO Pit Mapping, laying of all fiber in all joint box of NTTDICO Pit.
- f) Laying network of CAT6, for CCTV and Racks.

16. Payment Terms:

The payment will be made quarterly on the raising of the invoice by the selected bidder as per the work executed subject to the satisfaction of EIC.

Payment for AMC: will be made quarterly basis on submission of bill along with copy of signed Call Register, Preventive maintenance register, and SLA report and attendance Sheet of manpower.

17. Security Deposit:

10.1 The EMD for successful bidder will be converted as an initial Security Deposit. Balance 2% of quoted price (less initial Security Deposit) will have be submitted during the time of agreement in the form of Demand Draft in favor of "New Town Kolkata Development Authority" payable at Kolkata.

10.2 The Selected bidder shall be required to properly maintain the work including all its components recorded in the MB. 8% / per WB govt order will be deducted from each RA bill as Security Deposit. The EMD shall be adjusted with the Security Deposit. The release of S.D. would be subject to the quality and proper maintenance of the work and its components satisfactorily for the entire security period. Failure to execute proper maintenance of the work will lead to forfeiture of the security deposit.

10.3 An application along with a prescribed format of this office to be submitted for release of S.D. for which the contractor should apply to the authority at least 2 (two) months prior to the last date of defect liability period.

10.4 Security deposit shall be refunded after 90 days from the date of completion.

11 Withdrawal of tender:

A tender once submitted shall not be withdrawn within a period of 180 days from the opening of the financial bid of the tender. If a Bidderr withdraws his tender within this period without any valid reason, the EMD shall be forfeited.

12 Other Terms & Conditions:

12.1 E-Tendering:

ONLINE BIDS:

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

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

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

- **ONLINE BID SUBMISSION:**

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

- 12.2 Bidders / Authorized Representatives are requested to be present in person during the opening of technical and financial bids.
- 12.3 The tender accepting authority may ask any bidder to submit analysis to justify the rate quoted by the tenderer.
- 12.4 The selected bidders shall abide by all the labour welfare laws and their modifications from time to time, if any, within the contract period. Minimum labour wages act, labour facilities, E.S.I, P.F, Bonus facilities etc. should be provided as per latest Govt. order/Circulars. In no case, NKDA shall be held responsible for any eventualities in this regard including payment of wages to personnel deployed by the bidder
- 12.5 Tenderer can approach only the Tender Inviting Authority, NKDA for any clarification with respect to the tender.
- 12.6 The decision of authority with respect to the tender is final and binding.
- 12.7 All corrections in the tender should be signed with date by the Tenderer. Each of the Tender document and drawings must be signed by the Tenderer.
- 12.8 The bidder, whose tender is accepted shall within 15 (fifteen) days of issue of LOI has to submit formal agreement. If the bidder fails to perform the formalities as mentioned within the specified period, acceptance of the tender will be liable to be cancelled and the earnest money will be forfeited.
- 12.9 Tenderers who will sign on Tender on behalf of a company or Firm must submit the relevant documents in respect of their competency to do so, failing which their tender will not be considered.
- 12.10 After receipt of the Work Order, the successful tenderer shall submit the work programme and bar chart of execution of the work, establish site office and deploy Site Engineers/technical supervisors/manpower. He shall also maintain Work Order Copy, Drawings, schedule of work and tools & tackles at site to assists NKDA Engineers to carry out necessary checking and supervision of the work.
- 12.11 If substandard works during the execution of work is detected, then the authority shall have right to direct the bidder to re-do the work once again as per the specifications specified in the contract without claiming any additional cost etc.
- 12.12 The successful Tenderer shall have to start the work at site within 7 days after receipt of the work order failing which work order shall be cancelled with forfeiture of earnest money deposited with NKDA without assigning any reason.
- 12.13 Sub-letting of the job is not permissible, and the Tenderer must submit one undertaking that he will not sub-let the job under any circumstances. If the authority comes to know that the bidder has sub-let the work, then action shall be taken to terminate the contract and the SD money will be forfeited.
- 12.14 All materials & workmanship shall be as per the approved quality and methodology.
- 12.15 An amount equal to 1% of the contract amount will be deducted from the RA bill / final bill on account of "the building and other construction work (regulation of employment and condition

of service) Act, 1996" and "The building and other construction work welfare cess Act, 1996" apart from other statutory deductions from bills/ payment due.

12.16 No mobilization advance will be paid to the bidder.

12.17 Progressive payment will be paid in running account bill after satisfactory completion of work.

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

12.19 No escalation of cost is permissible.

12.20 Penalty for Delay: The bidder shall submit as is report of the entire work before commencement of the work, at each of the various stages during the execution of the work and after completion of the work. All such photographs are to be submitted at the time of submission of the bill. No separate payment will be made to the bidder for such purpose.

12.21 The bidder shall comply with all the rules and regulations regarding safety, security and other statutory obligations of its workers and the Authority will in no way be responsible in any manner in case of any miss-happening with their workers at any place.

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

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

12.24 Provision of blacklisting:

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

12.25 Termination of Contract/ Work Order: The authority may terminate the contract/work order due to the following reasons.

- i) Poor Progress of work.
- ii) Poor Quality of work.
- iii) Adoption of any unfair means during execution of work.
- iv) Violation/Non-compliance of any instructions of the authority.

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

12.26 Discretion of the authority inviting tender - The tender inviting authority reserves the right to accept or to reject any or all applications/tenders without assigning any reason whatsoever. On matters of dispute the decision of the Chief Executive Officer, NKDA with the approval of Chairman NKDA will be final and will be binding upon both the parties (i.e TIA and the bidder)

13 Scope of work:

12.1. Non-Comprehensive Maintenance Scope

1. **Preventive Maintenance (4 Visits/Year):** Quarterly lens cleaning, focus adjustment, housing sealing checks, pole/bracket alignment, rack dust clearance, UPS battery impedance testing, and VMS health logging.
2. **Breakdown & Corrective Support:** The responsibility of deployed manpower will be response with corrective measures along with report against the all calls as per the given timeline of SLA as defined below.
3. **Civil & Cabling Rectifications:** Underground trenching, HDPE pipe laying, OFC fusion splicing, RJ-45 re-crimping, and junction box maintenance.
4. **Scrap & Stock Management:** Maintaining a verified Scrapped/Damaged Material Stock Register and depositing all replaced/damaged hardware at the designated NKDA store.
5. **Attendance Register:** Maintaining the daily attendance of manpower with logbook of deployed vehicle with GPS snapshot of NKDA office (start and end).

12.2. Manpower Requirement & Shift Matrix

The agency must deploy qualified personnel in shifts at the NKDA ICC Control Room to maintain daily call logs, conduct field repairs, and submit daily reports:

Role / Category	Skill Level	Min. Qty	Shift Pattern	Minimum Qualification & Role Responsibility
CCTV & Network Technician	Skilled	2	General	H.S with Diploma in Electrical/Electronic or equivalent from any recognized institute. with 3+ yrs. experience in camera crimping, PoE switch configuration, Server Configuration, VMS support and IP mapping.
OFC Splicer & Cable Technician	Skilled	1	General	Certified Fiber Splicer with OTDR testing experience and cable fault isolation capabilities.
Field Helper / Riggers	Unskilled	2	General	Experience in handling ladders, lift bucket trucks, digging, trenching, pole mounting, and physical cleaning.
TOTAL ONSITE	Vehicle and	1	General	Dedicated tools, ladders, vehicles, and safety gear in

Role / Category	Skill Level	Min. Qty	Shift Pattern	Minimum Qualification & Role Responsibility
TEAM	driver with toolset			contractor's scope.

Note: All the manpower and Vehicle should be reported in ICCC from Monday to Saturday. In case of emergency / during disaster all manpower should be available.

13. SERVICE LEVEL AGREEMENT (SLA) & PENALTY MATRIX

Calculated from the time a fault is registered in the Call Register / Email till complete EIC-certified restoration:

Priority Level	Failure Classification	Target Response Time	Target Resolution Time	Penalty Deduction
Priority A (Critical)	Server failure, VMS crash, total blackout, or ≥ 15 cameras offline in an area.	Within 3 Hours	Within 12 Hours	5% deduction from quarterly AMC bill per instance.
Priority B (Major)	Blackout or non-functioning of < 15 CCTV cameras affecting active surveillance	Within 12 Hours	Within 48 Hours	2% deduction from quarterly AMC bill per instance.
Priority C (Minor)	Poor image quality, hazy/cloudy lens, camera out of focus, alignment or pole issue.	Within 24 Hours	Within 144 Hours (6 Days)	1% deduction from quarterly AMC bill per instance.
Priority D (Minor)	Absent of any manpower without any substitute	NA	NA	Deduction of proportionate payment of the respective manpower.

14. Replace of non-serviceable Hardware and Software Support:

- 14.1.** Replacement of non-serviceable Hardware will be provided by NKDA. Installation of such hardware will be done by deployed manpower the under the scope of this agreement.
- 14.2.** Regarding software support which is beyond control (i.e. patch update of VMS, Slowness of VMS, OS crash due to hardware failure, New VMS license) of the deployed manpower to be done separately by NKDA.



Executive Engineer Electrical
New Town Kolkata Development Authority

Memo No. 6444 /1/(8)/NKDA-14012(14)/1/2026/EE-E/IT-SEC/2026-27

Date.06/10/2026

Copy forwarded for information to:

1. The Chief Executive Officer, NKDA
2. The Chief Engineer, NKDA
3. The Administrative Officer, NKDA
4. The Finance Advisor, NKDA
5. The Finance Officer, NKDA
6. Office Notice Board
7. Official website of NKDA.



Executive Engineer Electrical
New Town Kolkata Development Authority

FORM-I
DETAILS OF THE BIDDER

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

(Signature of the Bidder with date and Seal)

ANNEXURE-I

SAMPLE FORMAT FOR AFFIDAVIT

One affidavit before Notary in Rs. 100.00 in Govt. stamp paper will have to be submitted mentioning the correctness of the documents and declaration of penalty, debarment etc. faced by the declarant under any Govt. / Semi Govt. /Autonomous body / Institution / Local body. Points / Declaration to be furnished in the AFFIDAVIT.

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

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

Place:

Date: