



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. 6730/NKDA - 14017/5/2020- IT SEC(NKDA)- NKDA

Date. 14/10/2026

NOTICE INVITING ONLINE ITEM RATE TENDER NO.: WBNKDA/29/EE-E/ IT-SEC/NKDA OF 2026-27

➤ **SCHEDULE OF IMPORTANT DATES OF BIDS**

Name of Work: Comprehensive Annual Maintenance Contract for Integrated Command and Control Centre for New Town Kolkata Development Authority (NKDA)for 3 years.

Sl No.	Particulars	Date & Time
I	Date of uploading of NleT and other documents	14.10.2026
II	Documents download start date (Online)	15.10.2026 up to 13:00 PM
III	Documents download end date (Online)	17.11.2026 up to 13:00 PM
IV	Pre-bid meeting in the Conference Board Room of New Town Kolkata Development Authority (NKDA)	28.10.2026 up to 12:00 PM
V	Bid submission start date (Online)	15.10.2026 up to 13:00 PM
VI	Bid Submission closing	17.11.2026 up to 13:00 PM
VII	Bid opening date for Technical Proposals (Online)	19.11.2026 up to 13:00 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 (License validity)	3 Years
XIII	Detailed Tender Documents can be downloaded from	NKDA website/ wbtenders.gov.in .

NOTICE INVITING ONLINE ITEM RATE TENDER NO.: WBNKDA/29/EE-E/ IT-SEC/NKDA OF 2026-27
FOR

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

Sl. No.	Name of the work	Estimated Amount (Rs.)	Initial Earnest Money (Rs.)	Cost of Bid Documents (Rs.)	Period of License
1.	Comprehensive Annual Maintenance Contract for Integrated Command and Control Centre for New Town Kolkata Development Authority (NKDA)for 3 years	The bidder has to quote	Rs. 10,00,000.00(Rupees Ten Lakhs)	NA	3 Years

1.	Earnest Money Deposit	<u>Rs. 10,00,000.00</u> <u>THE EARNEST MONEY SHALL BE DEPOSITED BY THE BIDDER ELECTRONICALLY:</u> The Earnest Money shall be deposited by the bidder online through his net banking-enabled bank account, maintained at any bank or through any bank by generating NEFT /RTGS challan from the e-tender portal. Intending Bidder will get the Beneficiary details from the e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank to the Beneficiary Bank Account No. The name of Beneficiary bank (at present ICICI Bank), Account No. & IFSC Code are given in the e-tender portal. The details of deposition of EMD can be obtained from the following link, “wbtenders.gov.in → Home Page → Bidders Manual Kit →Help for on-line receipt and refund of EMD” Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD and Bid can be submitted only after receipt of EMD. NOTE: Earnest money through offline instruments like Bank Draft, Pay
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		Order etc. will not be accepted for e-tender procurement of this office.
2.	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.
3.	Document download start date	15.10.2026 up to 13:00 PM
4.	Document download end date & time	17.11.2026 up to 13:00 PM
5.	Pre-bid Meeting	On 28/10/2026 at 12:00 noon at the Conference Room of NKDA, Administrative Building. Plot No - DG/13, Premises No - 04-3333, Action Area - ID, New Town, Kolkata - 700156
6.	Bid submission start date	On 15/10/2026 From 13:00 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.
7.	Last date of Online submission of Technical Bid and Financial Bid.	17/11/2026 at 13:00 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.	Opening of technical bid	<u>On 19/11/2026 at 13:00 PM</u> at the Office of the Executive Engineer Electrical, New Town Kolkata Development Authority, Administrative building Plot No – DG/13, Premises No – 04-3333, Action Area-ID, New Town, Kolkata – 700156
9.	Technical Bid Evaluation	The technical bid will be evaluated by the respective evaluation committee of NKDA.
10.	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>
11.	Financial Bid	The rate shall be quoted in Item Rate against the tender value
12.	Validity of Bid	180 days from the date of declaration of L1
13.	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.
14.	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.

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. NIT (Properly upload the same Digitally Signed).
2. Condition of Contract
3. Scanned EMD traction statement documents towards Earnest Money Deposit (EMD) as prescribed in the NIT.
4. Duly Filled in **FORM-I** (Details of bidder)
5. Duly Filled in Affidavit as given under Annexure-I
6. Declaration for not Sub-let the work under any circumstances.
7. Tender Specific OEM Authorization certificate from equipment's and software.
8. Valid Trade License.
9. ESI & EPF Registration Certificate.

10. Professional Tax Payment Certificate.

11. Bank Solvency Certificate of value Rs. 1,00,00,000.00 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

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

4.1 Mandatory Documents

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

- i) The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
- ii) The bidder should have their presence in India with own office, preferably in Kolkata last 10 yrs. Valid proof should be submitted along with the bid / Bidder should submit self-declaration in their letterhead for opening office or support centre at Kolkata, if bidder awarded the contract. Valid Trade license to be uploaded.
- iii) The bidder should have valid GST Registration Certificate & PAN. Bidder shall have to submit photocopy of the documents.
- iv) The bidder should have Technical resources for implementation and support the solution.
- v) The bidder should have an annual turnover of not less than Rs.15 crore in each year in the last three financial years (2022-23,2023-24,2024-25). Bidder shall have to submit Audited Accounts / Auditor Certificate in support of their claim.
- vi) Bidder must have declared profit and must have positive net worth in each year in the last three financial years. Bidder shall have to submit Audited Accounts / Auditor Certificate in support of their claim.
- vii) The bidder must have Quality Certificate -ISO 9001:2015 & ISO/ IEC 27001:2013 Certificate.
- viii) The bidder shall submit Bid Form (Annexure - I) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

- ix) The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.
- x) Tender Specific OEM Authorization certificate from Dell, Cisco, LG, Checkpoint, Vertiv, IMBS, Scanpoint, AVO and Wipro.
- xi) Valid Trade License.
- xii) ESI & EPF Registration Certificate.
- xiii) Bank Solvency Certificate of value Rs. 1,00,00,000.00 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

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

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

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

4.4.1 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,

“wbttenders.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 CREDENTIAL

4.4.3.1 Technical:

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

4.4.3.3 Financial

The average Annual Turn Over from contracting business for the past three financial years (2022-23, 2023-24, 2024-25) of the firm should be more than **Rs. 15 cr.** 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 Consortium / Joint Venture will not be allowed.

4.4.6 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 debarred 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.
3. Tax Invoice need 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.
4. 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:

The quoted rate will be inclusive of all Tax.

4.6.1. Conditional and incomplete tender:

Conditional and incomplete tenders shall be summarily rejected.

5. Technical Evaluation :

SI No.	Parameter	Maximum Marks Allotted
1	Company under The Company Act 1956/2013 or Partnership firm or Proprietorship firm or LLP at least for 10 yrs. • Date of Incorporation >10 yrs and <=15 yrs : 5 marks • Date of Incorporation >15 yrs and <=20 yrs : 10 marks • Date of Incorporation >20yrs : 15 marks	15
2.	The Bidder should have an experience of AMC support / IT Projects for at least last 7 years From Government or Semi Government or Undertakings of Autonomous Statutory bodies. • At least 1 projects having value of Rs. 5 crores: 10 marks • > 2 & <=5 projects having value of Rs. 5 crores or 1 project having value of Rs. 10 crores: 15 marks • > 5 projects having value of Rs. 5 crores: 20 marks	20
3.	Average Annual Turn Over of the Firm for the last 3 Financial Years (2022-23, 2023-24 & 2024- 2025) • 15 Cr <= 25 Cr. : 10 marks • >25 Cr and <= 50 Cr.: 15 marks • >50 Cr.: 20 marks	20
4.	The bidder must have Quality Certificate ISO 9001:2015 & ISO/IEC 27001:2013 • ISO 9001:2015 & ISO/IEC 27001:2013 : 10 marks • ISO 9001:2015 , ISO/IEC 27001:2013 & CMMI Level 3 Certification: 20 marks	20
5.	Technical Presentation about the understanding of work and proposal for AMC	25
		100

Technical qualification Marks: 60.

6. Financial Evaluation:

Financial bid will be opened for all technically qualified bidders will get score minimum 60.

7. Acceptance of Tender:

Lowest valid rate may be accepted; however, NKDA reserves the right to reject any or all the tenders, without assigning any reason.

8. Execution of Agreement:

The selected bidder shall execute a formal agreement in the form of (a) **WBF-2911(ii) along with bids documents in quadruplicate**, (b) **NDA** and (c) **SLA** in non-judicial stamp paper 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**.

9. Contract Period:

Contract period should be valid for 3 Years from the date of Work order.

10. Security Deposit:

- 10.1 10% of quoted price less EMD Amount. The SD will be deducted from RA Bills. It will be returned after successful maintenance of the proper handing over of the asset to NKDA.
- 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. Payment Terms:

Payment will only be made in Indian Rupee (INR). No advance payment shall be made for this project. Payments shall be made on quarterly basis with following deliverables:

- a) Security Audit & VAPT Compliance Reports
- b) Mock Drill & DR Failover Reports
- c) System Logs & Infrastructure Health Reports
- d) Manpower Attendance & Deployment Records
- e) Approval Logs for Hardware/Software Change Requests (CR)
- f) Uptime & Preventive Maintenance (PM) Certificates,

The Final Payment shall be released upon submission above documents along with all passwords, root keys, API documents, network topologies, and firewall access right, for asset validation, documentation audit, credentials, certificate for Exit management plan for takeover the project by NKDA or other party as appointed by NKDA.

Payment shall be released only after satisfactory verification and acceptance of all deliverables by the Department.

12. 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 and the bidder will not be allowed to participate in the next tender, if any, on the same financial year.

13. Other Terms & Conditions:

13.1 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.

13.2 ONLINE BID SUBMISSION:

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

- 13.2.1 Bidders / Authorized Representatives are requested to be present in person during the opening of technical and financial bids.
- 13.2.2 The tender accepting authority may ask any bidder to submit analysis to justify the rate quoted by the tenderer.
- 13.2.3 Tenderer can approach only the Tender Inviting Authority, NKDA for any clarification with respect to the tender.
- 13.2.4 The decision of authority with respect to the tender is final and binding.
- 13.2.5 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.
- 13.2.6 Sub-letting of the work 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.
- 13.2.7 No advance will be paid to the bidder.
- 13.2.8 No escalation of cost is permissible.
- 13.2.9 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.
- 13.2.10 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.
- 13.2.11 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.
- 13.2.12 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

13.2.13 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 will be final and will be binding upon both the parties (i.e TIA and the bidder).

14. Scope of work:

The scope of work for the Comprehensive Annual Maintenance Contract (AMC) shall cover end-to-end maintenance, operation support, and lifecycle management of the Integrated Command and Control Centre (ICCC) and all associated smart city ICT components deployed under the project.

The AMC shall include all hardware, software, network infrastructure, field devices, and integrated systems, ensuring seamless, uninterrupted, and SLA-driven operations.

The selected AMC Vendor shall additionally be responsible for:

- a) Comprehensive maintenance of all hardware and network equipment's with valid OEM-backed extended warranty/support.
- b) Maintaining uptime of all hardware and software systems as per defined SLA with penal provisions.
- c) Arrangement of standby equipment within 24 hours in case of failure of any critical hardware.
- d) Synchronization of ICCC application data with State Data Centre (SDC) within defined timelines.
- e) Ensuring remote backup connectivity between ICCC and designated NKDA backup locations.
- f) Submission of device uptime reports during every billing cycle.
- g) Prior approval from NKDA before implementation of any configuration change, patch update, policy modification, hardware replacement, or access-level modification.
- h) Monthly submission of hardware/system log reports duly countersigned by NKDA.
- i) Ensuring mobile-based CCTV live monitoring and playback access for authorized NKDA officials.
- j) Handover of all administrative credentials for hardware, software, biometric access control systems, applications, firewalls, and integrated platforms within one month from AMC commencement.

14.1 Overall Scope

The selected Bidder shall be responsible for:

- 14.1.1 Comprehensive maintenance of all ICCC components
- 14.1.2 Ensuring uptime and performance as per defined SLAs
- 14.1.3 Supply, replacement, and management of all spares and consumables
- 14.1.4 Deployment of skilled manpower for 24x7 operations
- 14.1.5 Preventive, predictive, and corrective maintenance
- 14.1.6 Software support, upgrades, and cybersecurity compliance

- 14.1.7 Monitoring, reporting, and performance management
- 14.1.8 Maintaining integration and interoperability across systems

14.2 Layer-wise Scope of Work

14.2.1 **Network Infrastructure** Includes communication backbone from NKDA ICCC premises to SDC (Distance; 6.5 Kms):

- Optical Fibre Cable (OFC) network
- Network switches, routers, firewalls
- Wireless communication systems (if deployed)
- Monitoring and maintaining synchronization between ICCC systems and State Data Centre.
- Monitoring connectivity with remote data backup locations.
- Maintaining detailed logs of network changes and configuration updates.
- Prior approval from NKDA before modification of network configurations, firewall rules, routing policies, or access credentials.

Responsibilities:

- Network uptime monitoring and optimization
- OFC fault detection and restoration
- Configuration and firmware management
- Bandwidth and performance monitoring
- Network security management

14.2.2 Data Centre Infrastructure

Includes:

- Servers, storage systems, virtualization platforms
- Backup systems and disaster recovery setup
- Power systems (UPS), cooling systems
- Backup and restoration validation shall include periodic synchronization verification with remote backup repositories.
- Critical server/storage failures shall be restored through standby arrangements within 24 hours.
- Monthly health reports and uptime reports shall be submitted to NKDA.

Responsibilities:

- System health monitoring
- Backup and restore operations
- Patch management and updates
- Performance tuning
- DR drills and failover testing

14.2.3 Application & Software Systems

Includes:

- ICCC platform
- GIS Platform
- Analytics and AI modules
- Dashboards and reporting tools

- Grievance / Incident management systems

14.2.3.1 Dedicated Software Support Requirements

The AMC vendor shall deploy a dedicated onsite software support team for ICCC software, GIS platform, analytics modules, APIs, dashboards, and associated applications.

The software support team shall:

- Remain available from Monday to Saturday including holidays from 10:00 AM to 7:00 PM.
- Provide support on Sundays whenever required by NKDA.
- Ensure no manpower replacement without prior approval from NKDA.
- Inform NKDA at least two months in advance before any proposed replacement of software manpower.
- Handle issue fixing, dashboard/report creation, analytics integration, API preparation, GIS layer updates, GIS database modifications, and software troubleshooting.
- Implement software changes, new modules, analytics, MIS reports, integrations, and enhancements within defined timelines.
- Maintain standby software manpower to address emergency leave or medical contingencies.

Responsibilities:

- Bug fixing and troubleshooting
- Software upgrades and patches
- Performance optimization
- Customization of dashboards/reports
- Ensuring integration across applications

14.2.4 Integration Layer

- APIs and middleware connecting various systems
- Integration with external stakeholders

Responsibilities:

- Ensuring seamless data exchange
- Monitoring integration health
- Troubleshooting interface failures
- Supporting future integrations

14.2.5 Video Wall System

Includes:

- Video wall panels (LED)
- Video wall controllers
- Display processors and input/output systems

Responsibilities:

- Ensuring continuous uptime of video wall display
- Calibration (brightness, color uniformity, alignment)
- Troubleshooting of controllers and signal issues
- Replacement of faulty panels/modules

- Preventive maintenance and health checks

14.2.6 **Audio System (ICCC Control Room)**

Includes:

- Speakers, amplifiers, microphones
- Audio mixers/processors

Responsibilities:

- Ensuring clear and uninterrupted audio communication
- Periodic testing and calibration
- Fault diagnosis and rectification
- Integration with ICCC communication and VC systems

14.2.7 **IBMS (Integrated Building Management System)**

Includes:

- HVAC control systems
- CCTV
- Rodent Repellant Systems
- Power monitoring systems
- Fire detection and alarm systems
- Access control systems

Responsibilities:

- Monitoring and maintaining building infrastructure systems
- Ensuring integration with ICCC dashboard
- Preventive and corrective maintenance
- Fault resolution and system optimization

The AMC vendor shall additionally maintain:

- Biometric access control systems including administrative credential management.
- CCTV monitoring integration including mobile-based access for NKDA officials.
- Fire safety systems of ICCC UPS Room and associated critical infrastructure.

14.2.8 **Video Conferencing (VC) System**

Includes:

- VC endpoints, codecs
- Cameras, microphones, display units
- Projector

Responsibilities:

- Ensuring seamless VC operations
- Network connectivity support
- Firmware/software updates
- Troubleshooting hardware/software issues

14.2.9 **ICCC Furniture & Control Room Infrastructure**

Includes:

- Operator consoles
- Control room seating and fixtures
- Rack systems and cable management
- Floor Carpets
- Wall Panels

Responsibilities:

- Maintenance and upkeep of furniture
- Minor repairs and replacements
- Ensuring ergonomic and operational readiness
- Coordination with electrical/network infrastructure

14.3 Operations & Maintenance**14.3.1 Preventive Maintenance**

- Scheduled monthly/quarterly maintenance
- Health checks and inspections
- Compliance with OEM guidelines

14.3.2 Corrective Maintenance

- Breakdown handling
- Fault rectification within SLA timelines

14.3.3 Predictive Maintenance

- Failure trend analysis
- Proactive issue identification

14.3.4 Mock Drill & Security Audit Requirements

- Quarterly mock drills for ICCC hardware and software systems shall be conducted.
- Quarterly cybersecurity audits shall be conducted through STQC/CERT-In empanelled agencies.
- Non-compliance shall attract SLA-linked penalties.
- Security audit observations and compliance closure reports shall be submitted to NKDA.

14.4 Spares & Inventory Management

- Maintain adequate stock of critical spares
- Ensure immediate replacement of faulty components
- No additional cost for replacements
- Maintain inventory records and logs

14.5 Manpower Deployment

- One dedicated Team Lead/Project Lead shall remain deployed throughout the AMC tenure.
- Hardware and Cybersecurity support teams shall remain available on a 24×7 basis.
- During disaster/emergency situations, manpower deployment shall continue until restoration of normal operations.
- Attendance registers and shift records shall be maintained under NKDA supervision.

- Absenteeism and late attendance shall attract proportional deductions.
- Daily reporting of deployed manpower shall be submitted to authorized NKDA officials.
- Educational qualifications and relevant experience of all deployed manpower shall be submitted and approved by NKDA.

The AMC vendor shall deploy:

- Network Engineer (1 no per shift)
 - Qualification: Bachelor's degree or Diploma in relevant certificate / IT / Electronics & Communication / Electrical Engineering OR MCA / equivalent technical degree – 4-7 years of work experience
 - Preferred Certifications • CCNA / CCNP / CCIE (Cisco) • Fortinet NSE / Checkpoint Certification • Network Security Certifications preferred • ITIL Certification preferred
- Field Technician (1 no per shift)
 - Qualification: Diploma / ITI in Electronics / Electrical / IT / Telecommunications OR BSc / BCA / equivalent technical degree – 4-6 years of experience.
- ICCS Specialist – 2 nos in General Shift
 - Qualification: Bachelor's degree in Computer Science / IT / Electronics & Communication / Electrical Engineering OR MCA / equivalent technical degree – 4-7 years of work experience in Software Development.
- Specialized/on-call resources

Responsibilities:

- 24x7 operations support
- Incident management
- Coordination with stakeholders

14.6 Monitoring, Reporting & MI

- Real-time monitoring through dashboards
- Daily, weekly, and monthly reports
- SLA compliance reporting
- Incident and root cause analysis (RCA)

14.7 Cybersecurity & Compliance

- Regular patching and updates
- Vulnerability Assessment & Penetration Testing (VAPT)
- Log monitoring and audit
- Compliance with government IT standards

14.8 Testing & Performance Management

The AMC vendor shall conduct:

- Periodic system testing
- Integration testing
- Load and stress testing
- Security testing

14.9 Change Management

- Impact analysis before any change
- Approval-based implementation
- Rollback planning
- Documentation updates

14.10 Documentation & Knowledge Management

- Maintain updated:
- SOP manuals
- As-built drawings
- System configurations
- Asset inventory

14.11 Training & Capacity Building

- Conduct periodic training sessions
- Refresher training for operators
- Update training manuals

14.12 Transition & Handover Support

- Takeover from existing vendor
- Asset verification
- Knowledge transfer
- Smooth transition without service disruption

14.13 Software & License Management

- Manage all software licenses
- Ensure renewals and compliance
- Implement updates and patches

14.14 Reporting & Dashboard Customization

- Generate operational reports
- Customize dashboards as per NKDA requirements
- Enable data export and analytics

15.SERVICE LEVEL AGREEMENT (SLA) & PENALTY STRUCTURE

15.1 SLA Coverage – For Hardware, Software and other Services

The SLA shall apply to **all components of the ICCC ecosystem**, including:

- Network infrastructure (OFC, switches, routers)
- Data centre systems (servers, storage)
- ICCC applications and software
- Integration layer (APIs, middleware)
- Control room systems (video wall, workstations, VC, audio)
- IBMS and support infrastructure

15.2 System Availability (Uptime SLA)

- Device uptime reports shall be submitted during every billing cycle.
- SLA calculations shall include hardware uptime, software uptime, manpower availability, and cyber security compliance.
- Any unauthorized change in configuration, device access, or software version shall be treated as SLA non-compliance.

15.2.1 Uptime Definition

$$\text{Uptime (\%)} = (\text{Total Time} - \text{Downtime}) / \text{Total Time} \times 100$$

Downtime excludes:

- Scheduled maintenance (approved in advance)
- Force majeure events

15.2.2 Component-wise Uptime SLA

Component	SLA Target
ICCC Core System (Apps + DC)	≥ 99. %
Network Backbone	≥ 99%
Video Wall	≥ 99%
Work Stations	≥ 98%
VC & Audio Systems	≥ 98%
IBMS	≥ 97%

15.3 Incident Classification

Severity	Description	Example
Critical	Complete system failure	ICCC down, DC failure
High	Major functionality affected	Network outage, video wall failure

Severity	Description	Example
Medium	Partial system issue	Integration Error , Sync Failure , Network Issue
Low	Minor issue	Single device failure

15.4 Response & Resolution SLA

Severity	Response Time	Resolution Time
Critical	≤ 15 min	≤ 2–4 hrs
High	≤ 30 min	≤ 6 hrs
Medium	≤ 2 hrs	≤ 24 hrs
Low	≤ 6 hrs	≤ 48 hrs

15.5 Preventive Maintenance SLA

Parameter	Requirement
PM Compliance	100%
Network/DC PM	Quarterly
Control Room Systems PM	Monthly

15.6 Mean Time Metrics

KPI	Target
MTTR (Mean Time to Repair)	≤ 4 hrs (critical)
MTBF (Mean Time Between Failures)	Continuous improvement
First-Time Fix Rate	≥ 90%

15.7 SLA Monitoring Mechanism

- Centralized ticketing system
- Auto time-stamped incidents
- SLA clock tracking
- Dashboard-based monitoring

- Monthly SLA compliance report

15.8 Penalty Framework

Non-Compliance	Penalty
Failure to provide standby equipment within 24 hrs	As per SLA deduction
Failure to conduct quarterly mock drill	SLA-linked deduction
Failure to conduct quarterly security audit	SLA-linked deduction
Unauthorized configuration change	Penalty + restoration liability
Failure to submit logs/reports	Applicable deduction

15.8.1 Uptime-Based Penalty

Deviation	Penalty
ICCC uptime < 99.5%	2% from the quarterly invoice per 0.5% drop
Network uptime < 99%	1.5% from the quarterly invoice per 1% drop

15.8.2 Response Delay Penalty

Delay	Penalty
Critical delay	₹2000 per incident
High delay	₹1000 per incident
Medium delay	₹500 per incident

15.8.3 PM Non-Compliance

- ₹25,000 per missed PM activity

15.8.4 Repeated Failures

- 3+ failures of same asset/month → ₹5,000 penalty

15.8.5 Maximum Penalty Cap

- Maximum penalty capped at **10% of quarterly invoice**

15.9 Escalation Matrix

Level	Role	Response Time
L1	Field Technician	Immediate
L2	N/W & System Engineer	30 min
L3	Project In-charge	1 hr
L4	Director/ Partner	2 hrs

15.10 Reporting Requirements

- Daily incident report
- Weekly performance summary
- Monthly SLA compliance report
- Quarterly review presentation

15.11 Exclusions

SLA shall not apply in case of:

- Force majeure events
- Planned shutdown (approved)
- Third-party dependency failures (documented)

15.12 SERVICE LEVEL AGREEMENT (SLA) – Manpower

15.12.1 Objective

To ensure **timely availability, accountability, and performance** of deployed manpower for ICCC operations through defined reporting timelines, attendance norms, and SLA-linked compliance mechanisms.

15.12.2 Scope:

This SLA applies to all deployed personnel including:

- Network Engineer (1 no per shift)
- Field Technicians(1 no per shift)
- ICCC Specialist – 2 nos in General Shift
- Specialized/on-call resources

15.12.3 Reporting & Attendance SLA

15.12.3.1 Shift Reporting Compliance

Parameter	Requirement
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Parameter	Requirement
Reporting Time	At least 15 minutes before shift start
Grace Period	Maximum 10 minutes
Late Reporting	Considered SLA breach

15.12.3.2 Absenteeism Management

- No without replacement.
- Immediate replacement required within **2 hours**
- Backup personnel must be available

15.12.4 Response SLA (Manpower-Based)

Activity	SLA Requirement
Ticket Acknowledgement	≤ 10 minutes
On-site Technician Dispatch	≤ 30 minutes (ICCC)
Critical Issue Escalation	≤ 15 minutes
L2/L3 Intervention	≤ 30 minutes

15.12.5 On-Site Availability SLA

Role	Requirement
Network Engineers (L2/L3)	Minimum 1 per shift
System Engineer	Minimum 1 per shift
Field Technicians	Minimum 1 per shift
ICCC Specialist	2 Nos - Available during working hours – (10:00 am to 7:00 pm)
GIS Specialist	1 No - Available during working hours – (10:00 am to 7:00 pm)

15.12.6 Leave & Replacement SLA

Condition	Requirement
Planned Leave	Prior approval with substitute of manpower
Emergency Leave	Immediate replacement within 2 hours
Long Absence (>2 days)	Replacement resource mandatory

15.12.7 Reporting Deliverables SLA

Report	Frequency	SLA
Daily Attendance Report	Daily	Before 10 AM
Shift Handover Report	Every shift	Mandatory
Incident Report	Per incident	Within 4 hours
Monthly Manpower Report	Monthly	By 5 th of next month

15.12.8 Performance Monitoring Metrics

KPI	Target
Attendance Compliance	≥ 98%
Shift Coverage	100%
Response Compliance	≥ 95%
Replacement Compliance	100%

15.12.9 Penalty Framework (Manpower SLA)

Penalty for manpower-related non-compliance shall be deducted proportionately based on the monthly salary/cost of the respective deployed manpower resource

The deduction mechanism shall include, but not be limited to, the following:

Condition	Penalty Mechanism
Unauthorized absence	Proportionate deduction based on per-day salary cost
Late reporting / shift delay	Half day salary deduction

Condition	Penalty Mechanism
Failure to provide replacement manpower	Deduction equivalent to the absent period plus applicable 0.5% from the quarterly invoice impact
Incomplete shift coverage	Deduction based on actual uncovered shift duration
Repeated non-compliance	Additional SLA-linked penalty as decided by NKDA

15.12.10 Maximum Penalty Cap

- Total manpower-related penalties capped at **5% of quarterly invoice**

15.12.11 Escalation Mechanism

Level	Role	Action Time
L1	Field Technician	Immediate
L2	N/W & Syst. Engineer	15-30 min
L3	Project in-charge	1 hour
L4	Director / Partner	2 hours

15.12.12 Monitoring Mechanism

- Biometric / attendance system
- Shift-wise log tracking
- Ticketing system integration

15.12.13 Compliance & Audit

- Monthly audit of attendance and reporting
- Random checks by authority
- Performance review meetings

16.Exit Management Plan

- a) An Exit Management plan shall be furnished before completion of the contract period or termination of the contract, which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the audit.
 - (i) A detailed program of the transfer process that could be used in conjunction with a replacement of master support agency including details of the means to be used to ensure

- continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- (ii) Plans for provision of contingent support to Project and Replacement master support agency for a reasonable period after transfer.
 - (iii) Exit Management plan in case of normal termination of Contract period
 - (iv) Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
 - (v) Exit Management plan in case of termination of contract.

b) Exit Management plan at the minimum adhere to the following:

- (i) Three (3) months of the support to Replacement support agency post termination of the Contract
- (ii) Complete handover of the Planning documents, user manuals, guides, IPR, change requests if any reports, documents and other relevant items to the support agency.
- (iii) Certificate of Acceptance from authorized representative of support agency issued on successful completion of handover and knowledge transfer or any other party as appointed by NKDA authority

In the event of termination or expiry of the contract, implementation work, shall comply with the Exit Management Plan. During the exit management period, the master support agency shall use its best efforts to deliver the services

Detailed Bill of material with make, Model and Serial Number of existing set-up

Sl. No	Item Description	Quantity	Units	Make	Model	Serial No.
Hardware Components						
1.00	Local Application Aggregating Device					
1.01	Local Application Aggregating Device	1	Nos.	Dell	PowerEdge R640	4N9XRN3
1.02	Local Application Aggregating Device	1	Nos.	Dell	PowerEdge R640	3N9XRN3
1.03	Local Application Aggregating Device	1	Nos.	Dell	PowerEdge R640	1N9XRN3
1.04	Local Application Aggregating Device	1	Nos.	Dell	PowerEdge R640	2N9XRN3
1.05	Local Application Aggregating Device	1	Nos.	Dell	PowerEdge R640	JM9XRN3
2.00	Local Application Buffer NAS	1	Nos.	Dell	PowerEdge R740XD	2XN2KN3
3.00	Local Area Networking & Routing					

3.01	Redundant L3 Switch	1	Nos.	Cisco	N9K-C93180YC-FX3	FDO26531447
3.02	Redundant L3 Switch	1	Nos.	Cisco	N9K-C93180YC-FX3	FDO26531A24
3.03	Routing Devices	1	Nos.	Cisco	NCS-5508	FGE2611ZHC1
3.04	Routing Devices	1	Nos.	Cisco	NCS-5508	FGE2611ZHEJ
3.05	LAN Distribution Switch	1	Nos.	Cisco	C1000-48P-4G-L	PSZ26512461
3.06	LAN Distribution Switch	1	Nos.	Cisco	C1000-48P-4G-L	PSZ2651241X
3.07	Access Point	1	Nos.	Quantum	QN-I-270	1211730152A8
3.08	Access Point	1	Nos.	Quantum	QN-I-270	1211730154CE
3.09	Access Point	1	Nos.	Quantum	QN-I-270	121173015703
3.10	Access Point	1	Nos.	Quantum	QN-I-270	1211730155F0
3.11	Access Point	1	Nos.	Quantum	QN-I-270	121173015587
3.12	Access Point	1	Nos.	Quantum	QN-I-270	1211730156AE
4.00	55 inch Video Wall With Controller & Accessories					
4.01	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	105INFR9R763
4.02	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INAR73960
4.03	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INDP74026
4.04	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INFK74035
4.05	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INJL74012
4.06	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INQU73948
4.07	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INTX73953
4.08	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INWA74009
4.09	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INXJ74010
4.10	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INAR2M632
4.11	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INKH2M629
4.12	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INPT2M640
4.13	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INTX2M649
4.14	55 inch Video Wall	1	Nos.	LG	55SVH7F-A	108INZY2M645

	Display					
4.15	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	105INMF9R803
4.16	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INAR74032
4.17	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INEW74028
4.18	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INGQ73951
4.19	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INKH74029
4.20	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INRC74014
4.21	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INUB74030
4.22	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INWA74033
4.23	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INXJ74034
4.24	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INGQ2M647
4.25	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INLV2M648
4.26	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INRC7F174
4.27	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	108INUB2M630
4.28	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	105INTX9R777
4.29	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INBS74013
4.30	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INFK74011
4.31	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INH73945
4.32	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INPT74016
4.33	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INTX73929
4.34	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INVM74015
4.35	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INXJ73962
4.36	55 inch Video Wall Display	1	Nos.	LG	55SVH7F-A	106INYD73946
4.37	65" Full HD LED screen	1	Nos.	LG	65UP771C0TZ	203PLVC163663

4.38	Video Wall Display	1	Nos.	LG	55SVH7F-A	108INH2M641
4.39	Video Wall Display	1	Nos.	LG	55SVH7F-A	108INNG2M631
4.40	Video Wall Display	1	Nos.	LG	55SVH7F-A	108INSE2M646
4.41	Video Wall Display	1	Nos.	LG	55SVH7F-A	108INYD7F178
4.42	Video Wall Controller	1	Nos.	NVU System	Vista 2020+Wall Brix	YSPL/WEBEL/VIS TA2020/220605
4.43	Video Wall Controller	1	Nos.	NVU System	Concert41+Wa ll Brix	YSPL/WEBEL/CO NCERT41/220625

5.00	Call Centre and Support System Hardware per person					
5.01	Voice Router (Primary Gateway)	1	Nos.	Neox	Neox Voice Gateway	MGG000065351
5.02	Voice Router (Secondary Gateway)	1	Nos.	Neox	Neox Voice Gateway	MGG000065367
5.03	Call Center Primary Advance Appliance	1	Nos.	Neox	Neox Advance	SGH126YHBL
5.04	Call Center Secondary Advance Appliance	1	Nos.	Neox	Neox Advance	SGH126YHBY
5.05	IP Phones	1	Nos.	DCNET	X3U	JYD4209005217
5.06	IP Phones	1	Nos.	DCNET	X3U	JYD4209005221
5.07	IP Phones	1	Nos.	DCNET	X3U	JYD4209005223
5.08	IP Phones	1	Nos.	DCNET	X3U	JYD4209005226
5.09	IP Phones	1	Nos.	DCNET	X3U	JYD4209005229
5.10	IP Phones	1	Nos.	DCNET	X3U	JYD4209005230
5.11	IP Phones	1	Nos.	DCNET	X3U	JYD4209006587
5.12	IP Phones	1	Nos.	DCNET	X3U	JYD4209006678
5.13	IP Phones	1	Nos.	DCNET	X3U	JYD4209006763
5.14	IP Phones	1	Nos.	DCNET	X3U	JYD4209006774
5.15	IP Phones	1	Nos.	DCNET	X3U	JYD4209006775
5.16	IP Phones	1	Nos.	DCNET	X3U	JYD4209006776
5.17	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0428
5.18	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0429
5.19	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0430
5.20	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0431
5.21	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0432
5.22	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0433
5.23	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0434
5.24	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0435
5.25	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0436
5.26	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0437
5.27	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0438
5.28	USB Headset	1	Nos.	DCNET	UB-300	DCNET/2021/0441
6.00	Smart Server Rack					
6.01	Smart Server Rack	1	Nos.	Vertiv	SC-13	202206SMC0054
6.02	Smart Server Rack	1	Nos.	Vertiv	SC-13	202206SMC0055
7.00	Precision Aircon for UPS Room					
7.01	Precision Aircon for UPS Room	1	Nos.	Vertiv	SRC-04	2223PRSRC04ESF029
7.02	Precision Aircon for UPS Room	1	Nos.	Vertiv	SRC-04	2223PRSRC04ESF030
8.00	UPS And Power Regulation Equipment					
8.01	UPS And Power Regulation Equipment	1	Nos.	Vertiv	ITA-2 (20 KVA)	21012017402224020032
8.02	UPS And Power Regulation Equipment	1	Nos.	Vertiv	ITA-2 (20 KVA)	21012017402224020029
9.00	Security Systems and Firewall					

9.01	Security Systems and Firewall	1	Nos.	Checkpoint	QUANTUM 16200 SECURITY GATEWAY	LR202107011102
9.02	Security Systems and Firewall	1	Nos.	Checkpoint	QUANTUM 16200 SECURITY GATEWAY	LR202106012449
9.03	Firewall management controller	1	Nos.	Checkpoint	1600-S	2127BA6305
10.00	Fire, IBMS, Biometric, CCTV					
10.01	Workstation	1	Nos.	HP	HP 280 Pro G6 Microtower PC	4CE151CV31
10.02	Workstation	1	Nos.	HP	HP 280 Pro G6 Microtower PC	1N12100GZS
10.03	Biometric FingerPrint Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015186
10.04	Biometric FingerPrint Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015187
10.05	Biometric FingerPrint Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015184
10.06	Biometric Finger Print Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015121
10.07	Biometric Finger Print Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015120
10.08	Biometric Finger Print Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015178
10.09	Biometric Finger Print Reader cum Single Door Controller (Access Controller)	1	Nos.	Siemens :Matrix	Cosec Pat h DCFE	10015194
10.10	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006600
10.11	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006590
10.12	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006919

10.13	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006918
10.14	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006915
10.15	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006901
10.16	RF Reader for Exit	1	Nos.	Siemens :Matrix	Cosec Pat h RDFE	10006886
10.17	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2202012012001830
10.18	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2202012012001653
10.19	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2202012012001881
10.20	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2202012012000295
10.21	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2203011874004094
10.22	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2202011874000264
10.23	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2203011874004716
10.24	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2203011874004794
10.25	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2203011874005450
10.26	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2203011874005460
10.27	2MP CCTV Dome Camera	1	Nos.	Siemens :CP Plus	CP-UNC- VB41L3-MDS	2203011874004771
10.28	1080p 16ch NVR (CCTV NVR)	1	Nos.	Siemens :CP Plus	CP- UNR- 216F2-I2	2111012410000670
10.29	Addressable fire alarm control panel (FACP)	1	Nos.	Siemens	FC2025-US	S54400-A55-A1
10.30	Conventional 4 Zone Water Leak detection panel	1	Nos.	Siemens	JE-3523	14296
10.31	Public Address System Amplifier cum Mixer Controller-Amplifier	1	Nos.	Siemens :Bosch	LBB1925 + LBB1965	1220205185
10.32	Rodent repellent system	1	Nos.	Siemens :R-Scat	LCD 24	14404
10.33	Rodent repellent system	1	Nos.	Siemens :R-Scat	LCD 24	14405
10.34	BMS system (main controller)	1	Nos.	Siemens	PXC Series	2111012410000670

10.35	BMS system software	1	Nos.	Siemens	Design™ CC Version 4	-
11.00	Anti-APT Platform					
11.01	Anti-APT device	1	Nos.	FireEye	2550 NX- HW WEB MPS	FZ2152QA87N
12.00	10KVA UPS					
12.01	10KVA UPS	1	Nos.	AVO	10 KVA	900122207050217
12.02	10KVA UPS	1	Nos.	AVO	10 KVA	900122207050238
13.00	Electrical equipment	1	LS	NA	NA	NA
14.00	Software Components					
14.01	GIS- Scanpoint	1	LS	Scanpoint	NA	NA
14.02	ICCC Platform	1	LS	Wipro	NA	NA
14.03	Liferay	1	LS	Liferay	NA	NA
14.04	All 3rd Party License Cost for existing software	1	LS	NA	NA	NA
Manpower & FMS & Other Components						
15.00	Quarterly Audit & Certification per year	1	LS	NA	NA	NA
16.00	Room Infrastructure & Passive items Support	1	LS	NA	NA	NA

Executive Engineer Electrical
New Town Kolkata Development Authority

Memo No. 6730/NKDA - 14017/5/2020- IT SEC(NKDA)- NKDA

Date. 14/10/2026

Copy forwarded for information to:

1. The Chief Executive Officer, NKDA
2. The Chief Engineer, NKDA
3. The Administrative Officer EM, 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	Bid Specification OEM authorization	
10	Experience Customer Completion Certificates are to be submitted along with.	
11	The bidder must have Quality Certificate -ISO 9001:2015 & CMMI level 3 Certificate.	
12	The bidder shall submit Bid Form (Annexure - I) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.	

13	The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted	
14	Average Annual Turnover during last 3 (three) years (2023-24, 2024-25, 2025-26) should be more than Rs. 150 Cr. Bidder shall have to submit Audited Accounts / Auditor Certificate in support of their claim.	
15	Cover letter with Check List showing the page number of all the document and information with are uploaded for Tender participation	

(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 “_____(Name of Work)” Nle-T No.- _____of NKDA dated _____ 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:

FINANCIAL BID FORMAT (BOQ BILL OF MATERIALS)

Sl	Item Description	Qty	Units	Rate
1	Local Application Aggregating Device Dell PowerEdge R640	5	Nos.	
2	Local Application Buffer NAS Dell PowerEdge R740XD	1	Nos.	
3	Redundant L3 Switch Cisco N9K-C93180YC-FX3	2	Nos.	
4	Core Routing Devices Cisco NCS-5508	2	Nos.	
5	LAN Distribution Switch Cisco C1000-48P-4G-L	2	Nos.	
6	Wireless Access Points Quantum QN-I-270	6	Nos.	
7	55" Video Wall Displays LG 55SVH7F-A	40	Nos.	
8	Video Wall Controllers NVU System (Vista 2020+Wall Brix and Concert41+Wall Brix)	2	Nos.	
9	65" Full HD LED screen LG - 65UP771C0TZ	1	No.	
10	Call Centre Voice System & IP Phones Neox Gateway & DCNET IP Phones	1	Job	
11	Smart Server Racks Vertiv SC-13	2	Nos.	
12	Precision Air Conditioner (UPS Room) Vertiv Liebert SRC04	2	Nos.	
13	UPS & Power Regulation Equipment Vertiv ITA2 (20 KVA)	2	Nos.	
14	Security Firewall & Gateway Checkpoint Quantum 16200	2	Nos.	
15	Firewall management controller Checkpoint 1600-S	1	No	
16	IBMS, Biometric Access, Workstation, RF Reader, NVR & CCTV Systems, fire alarm, Water Leak	1	Job	

S1	Item Description	Qty	Units	Rate
	detection panel, Public Address System Amplifier cum Controller-Mixer Amplifier, Rodent repellent, BMS system software			
17	Anti-APT Cyber Security Platform FireEye 2550 NX-HW	1	Nos.	
18	10 KVA Online UPS AVO 10 KVA	2	Nos.	
19	GIS Platform License & Support	1	Job	
20	ICCC Core Application Platform	1	Job	
21	Portal & Middleware Software	1	Job	
22	12 Core OFC Connectivity between NKDA & SDC with comprehensive maintenance for data synchronization	36	months	
23	Quarterly Security Audit & CERT-In Compliance	1	Job	
24. a	Facility Management Services (FMS Manpower) Network Engineers (L2/L3) – one per shift	36	months	
25. c	Field Technicians – one per shift	36	months	
26. d	ICCC Specialist – 2 nos General Shift	36	months	