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 - 700 156

Memo No. 6992 /NKDA – 14017/5/2020- IT SEC(NKDA)- NKDA Date: 03/11/2026

NOTICE

Reference Tender Notice No.: Notice Inviting e-Tender No.: WBNKDA/29/EE-E/ IT-SEC/NKDA OF 2026-27

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

This is to notify that, after the pre-bid meeting, the following responses are prepared with reference to the above-mentioned NIeT.

A. **Responses to the Pre-bid queries:**

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
1	Clause 4.1 (v) (Pg. 6) & Form -I Sl. 14 – Financial Turnover (Pg. 34-35)	Clause 4.1 (v) specifies an annual turnover of not less than Rs. 15 crore. However, Form-I Sl. 14 states the average annual turnover should be more than Rs. 150 Cr.	**Form I Sl. No. 14:** Written as "Average Annual Turnover during last 3 (three) years (2023-24, 2024-25, 2025-26) should be more than Rs. 150 Cr." **Should be read as** "Average Annual Turnover during last 3 (three) years (2022-23, 2023-24, 2024-25) should be more than and equal to Rs. 15 Cr."
2	--	Please allow us for site visit before Tender submission, please share the date and time for the same	A site visit will be held. The date and time of the visit is mentioned below (Sl. B).

Phone : 033-3505-0000 / 0001 / 0002 / 0004 and 18001037652
Website : www.nkdamar.org

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
		In view of the above, we request that the eligibility condition be suitably interpreted to accept an established office anywhere in India, along with an existing operational office in Kolkata, as fulfilment of the requirement, without insisting on 10 years of continuous presence specifically in Kolkata.	
4	Clauses 4.4.3.2 (Pg. 7-8) and Form -I (Pg. 34-35)	We request to consider ongoing projects of similar nature, as specified in Form-I. It is submitted that ongoing projects may demonstrate relevant execution experience, technical capability, resource deployment and project management expertise. We therefore request that projects which are ongoing and are in progress, supported by client-issued work orders/ payment certificates, be considered for eligibility assessment.	**Clause 4.4.3.2.:** **Should be read as** "i. Form - I for fully (100 %) completed works during the last 7 (seven) years from the date of NIT will only be accepted. The tenderer should upload Completion Certificate issued by not the rank below Executive Engineer from Government or Semi Government or Undertakings of Autonomous Statutory bodies. 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, as per Clause No. 5. **Or,** ii. The bidder should produce credential of single running work of similar nature which has been completed to the extent of 80% or more and value of which is not

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
			less than the desired value of Rs. 5,00,00,000 only as mentioned in (i) above. Payment certificate must be issued by not the rank below Executive Engineer from Government or Semi Government or Undertakings of Autonomous Statutory bodies."
5	Clause 4.1(x) (Pg. 7)	Request to please check on IMBS. Maybe it is meant for IBMS vendor.	**Clause 4.1 (x)** Written as "Tender Specific OEM Authorization certificate from Dell, Cisco, LG, Checkpoint, Vertiv, IMBS, Scanpoint, AVO and Wipro." **Should be read as** "Tender Specific OEM Authorization certificate from Dell, Cisco, LG, Checkpoint, Vertiv, IBMS - Siemens, Scanpoint, AVO and Wipro."
6	Clause 5- Technical Evaluation, Point 4 (Pg. 9)	ISO / Technical scoring / Page 9, Clause 5	As per tender document
7	Clause 14.1 and Clauses 14.2 (Pg. 12- 16)	Kindly clarify whether replacement of failed equipment is limited to repairable components and like-for-like replacements, or includes complete replacement of end-of-life/obsolete equipment. Please define the treatment of upgrades, capacity additions and new equipment introduced during the contract.	As per tender document. Regarding replacement/ upgradation, necessary downtime will be calculated as per SLA in the Clause 15.
8	Clause 14.4 (Pg. 16)	Kindly provide the minimum/indicative critical-spares list and clarify whether high-value items such as servers, storage, switches, firewalls, video-wall panels/controllers, UPS and other	As per the BOQ of the comprehensive tender document

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
		major assemblies are included in the no-extra-cost replacement obligation.	
9	Clauses 14.5 (Pg. 17- 18) and 15.12 (Pg. 22 onwards)	Kindly issue a consolidated manpower deployment matrix stating each role, number of persons per shift, shift duration, weekly off/reliever requirements, working days, leave replacement, qualification and whether GIS Specialist and System Engineer are mandatory full-time onsite resources.	As per tender document
10	Clause 14.2.1 (Pg. 13)	Please clarify the if there is any ROW cost associated for OFC backbone maintenance and operation. Whether the cost will be borne by NKDA or by us.	The cost of ROW rental charges to different Government entities (NTTIDCO, BMC & NDITA) shall be borne by NKDA. Apart from ROW rental charges, other changes shall be borne by the selected bidder.
11	Clause 11 (Pg. 10)	Kindly confirm the quarterly billing cycle, invoice submission and certification timelines, and the period within which payment will be released after acceptance of the prescribed reports and deliverables.	As per tender document
12	Clause 10 (Pg. 10)	Kindly clarify the applicable security-deposit rate and calculation method, whether the 10% and 8% provisions are alternatives or cumulative, the treatment of EMD, and the exact refund/defect-liability timeline.	**Clause 10.1** Written as "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." **Should be read as** "2% of quoted price less EMD Amount to be submitted during the agreement. The remaining 8% SD will be deducted from RA Bills. It will be returned after successful maintenance of the work

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
			(for a period of 3 years) and proper handing over of the asset to NKDA after completion of defect liability period."
13	Important Dates, Item XI and ITB 12 (Pg. 1 & 3)	Kindly confirm the applicable bid-validity commencement date and harmonise the wording throughout the tender. We request that validity be counted from the date of opening of the financial bid, with any extension sought only with the bidder's consent.	As per tender document. **Pg. 3 Item No. 12- Validity of Bid:** Written as "180 days from the date of declaration of L1" **Should be read as** "180 days from the date of opening of financial bid."
14	Clause 4.1(ii), 4.1(vii), 4.1(x) (Pg. 6 & 7); Technical Evaluation (Pg. 9)	Kindly confirm that bidders having the required India-wide technical capability and undertaking to establish a Kolkata support office/centre within a defined period after award will be eligible, and clarify whether the 10-year Kolkata presence is mandatory or only preferred.	As per tender document
15	Clause 4.4.5 (Pg. 7); Clause 13.2.6 (Pg. 11)	Kindly clarify whether the successful bidder may engage OEM-authorised service partners, specialist support agencies and certified audit agencies for OEM warranty, software support, OFC restoration and STQC/CERT-In empanelled audits, while retaining single-point contractual responsibility and without assigning/subletting the contract.	As per tender document
16	Clause 4.1(x) and 4.1(xi) (Pg. 7); Pg. 26 onward, existing asset inventory	Kindly provide a component-wise mapping of each required OEM authorisation to the relevant asset/software item and clarify whether authorisation from the listed OEMs is required for every bidder or only for the components for which OEM-backed support is included. Please confirm the treatment of unlisted makes and discontinued/end-of-support models.	As per tender document, comprehensive warranty for OEM will be considered.
17	Clauses 14 and 14.1 (Pg. 12); Pg. 26–38, detailed existing setup/BOQ	Kindly provide a jointly verified baseline asset register stating quantity, location, make/model, serial number, age, working condition, existing defects, warranty/AMC status, end-of-support status and current license/subscription validity	List of assets is already mentioned in the tender. A site visit shall be conducted for verification.

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
		for every covered asset. We request a joint takeover/condition survey and signed exception list before commencement of SLA liability.	
18	Clauses 14.1–14.14 (Pg. 12-18); Pg.26–38, BOQ	Kindly issue a scope-to-BOQ matrix identifying each included component, quantity, location, service boundary, support activity, spares/consumables coverage, OEM dependency and exclusions. Please confirm that no unlisted new asset or newly introduced system will be added to the fixed-price AMC without a formal change order and agreed commercial treatment.	Detailed BOQ as per the tender document
19	Clause 14(a)–(c) (Pg. 12); Clause 14.2.1 (Pg. 14); Clause 15.8 (Pg. 21)	Kindly define 'standby equipment' and 'critical hardware', including minimum specifications, new/refurbished status, ownership, deployment location, acceptance/testing and whether equivalent or higher-specification equipment is acceptable. Please confirm the assets for which 24-hour replacement is mandatory and the treatment of OEM lead-time or end-of-life constraints.	Under the scope of the bidder, SLA will be deducted as per tender clause
21	Clause 15.2.2 (Pg. 19); Clause 15.8.1 (Pg. 21)	Kindly correct the ICCC Core System uptime target and confirm the exact monthly/quarterly measurement basis. Please clarify whether the target is 99%, 99.5% or another value and align the SLA table and penalty threshold accordingly.	**Clause 15.8.1** Written as "ICCC uptime < 99.5%" **Should be read as** "ICCC uptime < 99.00%."
22	Clauses 15.2–15.8 (Pg. 19–22)	Kindly define the SLA calculation method for each component, including whether downtime is measured per device or service, how partial degradation and dependent-system outages are treated, the official monitoring source, planned maintenance windows, third-party dependencies and the method for attributing root cause. Please confirm that penalties for the same incident will not be duplicated across overlapping SLA heads.	SLA will be monitored through a system which will be under the scope of the selected bidder.
23	Clauses 15.8 (Pg. 21) and 15.12.9–15.12.10 (Pg. 24-25)	Kindly clarify whether the 5% manpower cap is included within or additional to the 10% overall quarterly cap, and confirm the aggregate maximum deduction across all SLA/penalty provisions. Please define the calculation and application of the additional 0.5% invoice impact and replace discretionary repeated non-compliance penalties with a defined schedule.	As per the tender document

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
24	Clauses 14.5 and 15.12 (Pg. 16-17)	Kindly define which roles must be physically stationed at ICCC 24×7, which may be on-call/remote, the expected response and arrival time for specialist teams, and the minimum disaster/emergency staffing duration and relief arrangements.	As per tender document
25	Clauses 14.2.1–14.2.3 (Pg. 13–15); Pg. 38- BOQ OFC item	Kindly provide the OFC route/as-built drawing, termination points, fibre allocation, existing fault history, ownership and demarcation with the carrier/SDC. Please clarify whether the AMC includes civil excavation/duct repair, road reinstatement, splicing, joint closures, replacement of cable sections and statutory permissions, or only maintenance of existing installed infrastructure.	OFC route shall be shared post onboarding of the selected bidder. As per Clause 14.2., fibre network is already laid between NKDA ICCC and State Data Centre. Maintenance, which includes civil work is under the scope of the bidder.
26	Clauses 14.2.3, 14.2.4, 14.7, 14.13 (Pg. 14–18) and BOQ software/license items	Kindly provide a software/license register showing product, OEM, edition/version, license metric and quantity, current expiry date, support status, renewal/subscription amount and upgrade entitlement. Please clarify whether new modules, additional user/device licenses, major-version upgrades and license replacements are included in the AMC price or will be handled through approved change orders.	The matter shall be taken up during site visit.
27	Clause 14.2.3.1 (Pg. 14); Clauses 14.7–14.8 (Pg. 17–18)	Kindly define the boundary between corrective maintenance and new development/enhancement. Please specify expected monthly/annual limits or effort bands for dashboard/report changes, API integrations, GIS updates, new modules and analytics, along with requirement approval, UAT, acceptance and change-request pricing procedures.	As per tender document
28	Clauses 10.1–10.4 (Pg. 12)	Kindly clarify the applicable security deposit rate and method of recovery, reconciling clauses 10.1 and 10.2. Please confirm whether the 10% total security deposit includes the EMD, whether the 8% deduction is the only running-bill deduction, and the exact release conditions/date after completion of the three-year AMC and applicable defect/security period.	Refer to Pre-bid Response under Sl. No. 12, above.
29	Clauses 12 and	Kindly clarify the grounds and procedure for	As per tender document

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
	13.2.12 (Pg. 10–11); Clause 16 (Pg. 26)	termination, the cure period for each category of breach, the circumstances in which EMD/security deposit may be forfeited, and whether termination-related deductions are subject to the stated penalty caps. Please specify the commercial terms and payment for the mandatory three-month post-termination transition support.	clause 13.2.12
30	Clause 11 (Pg. 10); Clause 14(j) (Pg. 12); Clause 16 (Pg. 26)	Kindly define the secure credential takeover/handover protocol, approved vault or sealed-transfer method, access logging, privileged-account rotation, confidentiality obligations and sign-off process. Please confirm that credentials will be transferred only to authorised NKDA personnel through an auditable secure process and that credential handover will not require disclosure of the contractor's unrelated proprietary accounts or tools.	The matter shall be taken up during site visit.
31	Clauses 14.1–14.14 (Pg. 12–18); Pg. 26 onward, existing setup/BOQ	Kindly define the transition-in period, joint asset verification process, availability of the outgoing vendor, handover of configuration backups/source code or administrator documentation (where contractually available), pending incidents and open security findings. Please confirm the date from which SLA/penalties begin for each component and how inherited defects or unavailable documentation will be recorded.	The matter shall be taken up during site visit.
32	Technical Evaluation table (Pg. 9); Clauses 4.1(vii) and 4.1(x) (Pg. 6–7)	Kindly confirm the acceptable certification scope, issuing/accreditation requirements and validity date for ISO 9001:2015 and ISO/IEC 27001:2013. Please clarify whether CMMI Level 3 is only an additional scoring criterion and whether a valid certification held by the bidder's relevant delivery entity is acceptable.	As per tender document
33	Technical Evaluation items 1–5 (Pg. 9)	Kindly publish the presentation agenda, time limit, required demonstration/evidence, evaluation sub-criteria for the 25 marks, presentation schedule and rules for clarification questions. Please confirm the scoring method and minimum qualifying score for each criterion, if any.	For presentation agenda, refer to tender document. The presentation time is 10 mins.
34	Technical	Kindly clarify the eligible definition of 'similar	As per tender document

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
	Evaluation item 2 (Pg. 9); Clause 4.4.3.2 (Pg. 7-8)	nature of work', whether ICCC/command-centre, data-centre, network, cybersecurity, GIS and integrated ICT AMC projects qualify, and how project value and experience period will be counted where a multi-year AMC is completed or ongoing. Please align the scoring window with the completion-certificate requirement.	
35	Clause 11 (Pg. 10); Clauses 14.2.1–14.2.2 (Pg. 13–14)	Kindly specify the required RPO/RTO, backup frequency and retention, restoration-test frequency, data volumes, connectivity bandwidth and responsibility matrix between NKDA, SDC, existing application vendors and the AMC vendor. Please identify whether cloud/storage/SDC charges and new backup capacity are included or separately provided by NKDA.	Shall be shared post onboarding of the selected bidder.
36	Clauses 14.2.7, 14.7, 14.10 and 14.11 (Pg. 12–18)	Kindly provide quantities and current configuration for CCTV cameras, biometric doors/readers, fire detection devices, IBMS points, operator accounts and all related interfaces. Please define required as-built/documentation formats, update frequency, training hours and number of operator sessions included in the AMC.	Refer to the Bill of Material wherein necessary information are given.
37	Clauses 4.5–4.6 (Pg. 8); Clause 11 (Pg. 10)	Kindly confirm the BOQ price entry and GST treatment: whether the bidder should quote the base value inclusive of GST or show GST separately where the portal permits, and how changes in statutory tax rates after the bid date will be treated under the no-escalation clause.	As per tender document-Clause 4.6
38	Clauses 14 and 14.1 (Pg. 12); SLA clauses (Pg. 19–25)	Kindly define the procedure and evidence required to classify downtime as an approved exclusion, including notification deadline, incident logs, root-cause report, approval authority and treatment of partial responsibility where multiple systems/vendors are involved.	As per the tender document SLA clause
39	Clauses 14 and 14.2.3 (Pg. 12); existing software inventory	Kindly confirm whether a bidder may propose and implement replacement of the existing ICCC core platform with a modern interoperable solution at the bidder's own cost, including software licences, implementation, data migration, integration, testing, commissioning and training, without additional cost to NKDA. If permitted, kindly specify the implementation	Shall be subjected to approval from the Competent Authority

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
		period NKDA will allow from written approval/work order, approval process, minimum functionality and acceptance criteria.	
40	Clauses 14.2.3–14.2.4 (Pg. 12–18); Payment terms (Pg. 10)	Please provide current application architecture, interface/API catalogue, database schemas, data formats, integration dependencies, user/role matrix, reporting requirements and data export/ownership conditions. Please clarify the responsibilities of NKDA, the incumbent vendor and OEMs for providing lawful access, configuration information and migration assistance.	Shall be shared post onboarding of the selected bidder.
41	Clauses 14.2.3, 14.2.4, 14.7, 14.13 (Pg.14–18)	Kindly define the included monthly/annual effort or deliverable limits for dashboard/report creation, API development, GIS updates, analytics integration, new modules and major upgrades. Please distinguish corrective maintenance from new development/change requests and define approval, UAT and acceptance procedures.	As per tender document
42	Clauses 14.2.1–14.2.2; SLA (Pg. 14–18)	Kindly provide current network topology, OFC route/as-built drawings, bandwidth and utilisation, server/storage capacity, virtualisation architecture, backup volumes, UPS/cooling condition reports and known single points of failure. Clarify responsibilities controlled by SDC, telecom carriers and other third parties.	Shall be shared post onboarding of the selected bidder.
43	Clause 14.2.2 (Pg. 14); Clauses 14.7–14.8 (Pg. 17–18)	Kindly specify system-wise RTO/RPO, backup frequency and retention, DR location/capacity, failover test scenarios and restoration acceptance criteria. Please identify who provides storage, connectivity and SDC/DR infrastructure.	Shall be shared post onboarding of the selected bidder.
44	Clause 14.2.3 (Pg. 14); Clauses 14.7 (Pg. 17)	Kindly provide the current security baseline, open VAPT findings, known vulnerabilities, patch status and security-tool licence inventory. Define severity-wise remediation timelines, retesting responsibility and exception handling where OEM patches require compatibility testing or downtime.	Shall be shared post onboarding of the selected bidder.
45	Technical evaluation (Pg. 9); Eligibility (Pg. 6-7)	Kindly clarify whether experience in ICCC implementation, platform migration, command-centre integration, data migration, cybersecurity and commissioning will be considered. Publish the presentation/demo rubric and confirm	As per tender document

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
		whether a replacement proposal may be submitted as an optional technical alternative.	
46	Clauses 14(a)-(c) (Pg. 12); Pg. 14- 18	Kindly distinguish (a) failed component/spare replacement under AMC, (b) end-of-life asset replacement, and (c) bidder-proposed replacement of the entire ICCC core platform. Clarify cost, approval, warranty, ownership and acceptance responsibilities for each category.	As per tender document
47	BOQ (Pg. 33)	Please specify the "Electrical Equipment" which is mentioned as LS.	The matter shall be taken up during site visit.
48	Clause 4. 1 (x), (Pg. 7)	Kindly confirm whether there is any specific MAF/Authorization format prescribed by the Department. If no specific format is prescribed, we understand that OEMs may issue the MAF/Authorization Letter in their standard format. Please confirm.	OEM may issue the MAF/ Authorization Letter in the prescribed format mentioning the tender no. and details Regarding SSL, Domain name, SMS gateway, and Antivirus no OEM is required.
49	Clause 4. 1 (x), (Pg. 7)	Please confirm whether the bidder is required to obtain back-to-back OEM support for all devices covered under the scope, including OEMs such as Dell, Cisco, LG, Check Point, Vertiv, IBM, Scanpoint, AVO, Wipro, etc.	As per tender document
50	Clause 4.1 (x), (Pg. 7)	If not, kindly provide the list and serial numbers of only those critical devices for which OEM back-to-back support is mandatory.	As per tender document
51	Clause 4.1 (x), (Pg. 7)	We understand that all IT assets/devices covered under the scope are located at a single site/location. Kindly confirm.	All IT assets/ devices are located at the ICCC of NKDA.
52	Clause 14.5 (Pg. 16)	We understand that the Network Engineer and Field Technician resources are required to provide support on a 24x7 basis. Accordingly, bidders will provision resources considering round-the-clock operations. Kindly confirm.	As per tender document
53	Clause 14.5 (Pg. 16)	Kindly clarify whether the cost associated with night-shift operations/resources is to be borne by the bidder or reimbursed separately by the customer.	As per tender document
54	Clause 14.5 (Pg. 16)	Kindly provide the list of locations where on-call support services are required.	The on-call support services are required at the ICCC and SDC, Webel Bhawan (for network connectivity

Sl. No.	Tender Reference- Clause (Page No.)	Pre-bid Queries	Response
			and data synchronization)
55	Clause 14.5 (Pg. 16)	Please clarify whether the same deployed resources are expected to support the on-call locations within the quoted contract value.	The same deployed resources are expected to support the on-call locations within the quoted contract value.
56	Clause 14.5 (Pg. 16)	Alternatively, will support provided at on-call locations be compensated separately on an actual basis?	Shall be within the quoted contract value.
57	Clause 11 (a) (Pg. 10)	Please confirm whether the bidder is responsible for conducting Security Audits and Vulnerability Assessment & Penetration Testing (VAPT) activities under the scope of work.	As per tender document
58	Clause 11 (a) (Pg. 10)	Request you to please help us with the Audit frequency	As per tender document

B. **The site visit to ICCC, NKDA shall be held on 05/11/2026 at 12 noon**

C. **Clause 15.12.5-**

Written as:

Role	Requirement
Network Engineers (L1/ L2)	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)

Should be read as:

Role	Requirement
Network Engineers (L1/ L2)	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)

Executive Engineer Electrical
New Town Kolkata Development Authority

Memo No. 6992 /NKDA – 14017/5/2020- IT SEC(NKDA)- NKDA Date 03/11/2026

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	

Sl. No.	Particulars	Details
	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 (2022-23, 2023-24, 2024-25) should be more than Rs. 15 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)

FORM- II

TECHNICAL COMPLIANCE SHEET

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

SL No.	Description	Submitted YES / NO	Page No.
1	Date of Incorporation of the Company		
2	Documentary evidence of experience in Completion Certificate of AMC support / IT Projects for at least last 7 years From Government or Semi Government or Undertakings of Autonomous Statutory bodies.		
3	Average Annual Turnover Certificate of the Firm for the last 3 Financial Years (2022-23, 2023-24 & 2024- 2025), audited by CA firm		
4	Quality Certificate ISO 9001:2015 & ISO/IEC 27001:2013 CMM Level 3 Certificate (if any)		
5	Copies of GST Registration and PAN of the bidder.		
6	Valid Trade License showing office in Kolkata and TAN.		
7	Professional Tax Payment Certificate		
8	Scanned EMD traction statement documents towards Earnest Money Deposit (EMD) as prescribed in the NIT.		
9	Bank Solvency Certificate of value Rs. 1,00,00,000.00 only, not older than 6 months from the date of publication of this NIT.		
10	Duly Filled in Affidavit as given under Annexure-I		
11	Duly Filled in FORM-I (Details of bidder)		
12	Tender Specific OEM Authorization certificate from Dell, Cisco, LG, Checkpoint, Vertiv, IBMS- Seimens, Scanpoint,		

SL No.	Description	Submitted YES / NO	Page No.
	AVO and Wipro.		
13	Registration Certificate of ESI & PF		
14	Self-certificate regarding non-blacklisting / non-penal action as required.		
15	Declaration for not sub-letting the work under any circumstances.		
16	Bidder must have a fully operational / functional office in Kolkata, with complete contact address along with copy of registration.		
17	Any other document specified by NKDA in the NIeT.		

(Signature of the Bidder with date and Seal)