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.7123/NKDA-14022/1/2025/EE-E/IT-SEC/2026-27 **Date. 06/11/2026**

NOTICE INVITING e-QUOTATION
Notice Inviting e- Quotation No: WBNKDA/36/EE(E)/IT-SEC/NKDA/2026–27
SCHEDULE OF IMPORTANT DATES OF BIDS

Name of the work: 24x7 Helpline for one year from 1st January 2027 to 31st December 2027.
Estimated Amount: To be quoted by the bidders.
Time of Completion: 01(one) year
E.M.D: Rs. 30,000.00

Sl No.	Particulars	Date & Time
I	Date of uploading of NIeT and other documents	06/11/2026
II	Documents download start date (Online)	06/11/2026 from 18:00 PM
III	Documents download end date (Online)	21/11/2026 at 12:00 PM
IV	Pre-bid meeting in the Conference Board Room of New Town Kolkata Development Authority (NKDA)	13/11/2026 at 11:00 AM
V	Bid submission start date (Online)	06/11/2026 from 18:55 PM
VI	Bid Submission closing	21/11/2026 up to 12:05 PM
VII	Bid opening date for Technical Proposals (Online)	23/11/2026 at 12:05 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.	180 days w.e.f the date of opening of financial bid.
XII	Maintenance Period	1 Year.
XIII	Detailed Tender Documents can be downloaded from	NKDA website/ wbtenders.gov.in.

NOTICE INVITING ONLINE ITEM RATE TENDER NO.: WBNKDA/36/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 resourceful, reliable, bona-fide and experienced working in Govt. Departments having experience in the similar nature of work to run Helpline / Call center facility with skilled Tele-caller manpower and having requisite financial capability and sufficient technical credential on execution of similar nature of work are requested to submit their offer for the work detailed age given below.

1.	Estimated Cost of work put to Tender	:	**To quoted by the bidder.**
2.	Completion Period	:	**01 (one) year.**
3.	Maintenance Period or the Defect Liability Period	:	**N/A**
4.	Scope of work	:	As mentioned below in the tender notice
5.	Eligibility Criteria for "Pre-Qualification"	:	a) A company or partnership firm or proprietary firm which shall provide evidence that it is a current legal entity in India, with impeccable repute in managing equally large and data-oriented sites, with at least 7 years' experience to run Helpline / Call center facility with skilled Tele-caller manpower in any Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies. b) The bidding company or partnership firm or proprietary firm must warrant that no legal action has been taken or being undertaken against it for any cause in any legal jurisdiction. Declaration to be submitted, c) The bidding company or partnership firm or proprietary firm should have a development office in **Kolkata** along with personnel for Government or Semi Government or Undertakings Autonomous

			Statutory bodies or Local bodies. d) A company or partnership firm or proprietary firm which shall provide evidence of run Helpline / Call center facility with skilled Tele-caller manpower and value of the work is at least Rs 8,00,000/- of one nos in last 7 yrs. from date of issue NIT. Copy of the work order and Completion certificate issued by any Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies to be uploaded. OR A company or partnership firm or proprietary firm which shall provide evidence of run Helpline / Call center facility with skilled Tele-caller manpower and value of the work is at least Rs 6,00,000/- of two nos in last 7 yrs from any Govt. organization. Copy of the work order and Completion certificate issued by any Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies to be uploaded. e) A company/ partnership firm/ proprietary firm should have the minimum turnover of 30,00,000.00 in in last 3 (three) financial year. Copy of the balance sheet for last 3 (three) financial year to be uploaded. f) **Joint Ventures/MOU will not be allowed as credential.**
6.	Initial Earnest Money Deposit **(In case of Item Rate Tender)**		**Rs. 30,000.00**
7.	Bid document	**:**	Bid Document is available in the NKDA's official website 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.
8.	Document download start date	**:**	06/11/2026 from 18:00 P.M

9.	Document download end date & time	:	21/11/2026 up to 12:00 PM
10.	Date of Pre-Bid meeting	:	13/11/2026 at 11:00 AM
11.	Bid submission start date	:	**From 18:55 P.M. on 06/11/2026 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.
12.	Last date of Online submission of Technical Bid and Financial Bid.	:	**On 21/11/2026 up to 12:05 P.M**
13.	Opening of technical bid	:	**On 23/11/2026 at 12:05 P.M**
14.	Technical Bid Evaluation	:	The technical bid will be evaluated by the competent authority of NKDA.
15.	Date and time of opening of Financial Bid of the technically qualified bidders	:	**To be intimated after evaluation of Technical Bid,**
16.	Financial Bid	:	Rate shall be quoted against the BOQ of the Financial Bid
17.	Validity of Bid	:	180 days from the date of declaration of L1
18.	E-Tender registration and bidding	:	**ONLINE BIDS:** The bidders interested to submit the bid Online shall get registered and get a digital signature. Online Tenders can be submitted by logging in www.wbtenders.gov.in 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.
19.	Important Instructions	:	• Names of the technically qualified bidders as per the bid criteria after verification & evaluation will be displayed in the e-portal. • 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. Tender Inviting Authority reserves the right to reject or cancel any or all pre-qualification documents and bid document without assigning any reasons whatsoever.

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. Professional Tax
   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. (2023-24,2024-25,2025-26)
   8. Relevant document in support of annual turnover.
   9. Bank Solvency Certificate of value Rs. 10,00,000.00 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.
   12. Duly Filled in Affidavit as given under Annexure-I

   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

12.1. **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 should be a registered Indian Company under "The Company Act, 1956/2013"/ Partnership firm or Proprietorship firm or LLP or bidder license.
ii) To run Call center facility with skilled Tele-caller manpower. Completion certificate along with details of citizen centric call center setup and running the call center 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) To run 24X7 Call center facility with skilled Tele-caller manpower. Work order or Completion certificate along with details of citizen centric call center setup and running the call center as per requirement under any Government or Semi Government or Undertakings or Autonomous or Statutory bodies or Local bodies.
iv) Professional Tax
v) Copy of PAN card
vi) Latest Income Tax return
vii) GST Registration No. with relevant document.
viii) Audited Balance Sheet of last 3 Financial years. (2023-24,2024-25,2025-26)
ix) Relevant document in support of annual turnover.
x) Bank Solvency Certificate of value Rs. 10,00,000.00 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
xi) Valid Trade License showing office in Kolkata.
xii) ESI & EPF Registration Certificate.

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

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

i) Registration details with any Government or Semi-Government or other organization.

ii) All the disputes arising from the provisions of the said agreement will be selected at kolkata.

iii) Any other information to indicate technical management competence.

12.1.2. **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. 30,00,000.00**

4.4.3 CREDENTIAL

4.4.3.1 Technical:

The bidder should have successfully completed work to run Helpline / Call center facility with skilled Tele-caller manpower having **single** tender at least minimum **Rs. 8,00,000.00** in any 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.** work to run Helpline / Call center facility with skilled Tele-caller manpower, having two tenders at least minimum **Rs.6,00,000.00 in any** Government or Semi Government or Undertakings Autonomous Statutory bodies or Local bodies. Credential/completion certificate/ payment certificate.

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 7 (Seven) 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. Only details of completed works are to be considered 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 at-least **Rs. 30,00,000.00.** 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 debarred from participating in any other tenders on e-Tender platform/or offline mode 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.

13. Acceptance of Tender:

Lowest valid rate may be accepted; however, the NKDA Authority 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.

14. 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.**

15. Contract Period:

1 Year from the date of issue of Work Order.

16. Deliverables

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

16.1. Helpline Availability Report indicating any downtime, interruption of service, telephone failure or other operational issues during the billing period.
16.2. Monthly Attendance report counter signed by the authorized official of NKDA.

16.3. Salary Slip and Deposited PF and ESI submitted documents against the bill.
16.4. Final Bill submitted source code of exiting software (if any) and certificate of as mentioned in the Exit management plan.
16.5. Software uptime report and per employee login uptime report.

17. Payment Terms:

17.1. The payment of manpower will be made on monthly basis with the deliverables.
17.2. Regarding software part, payment will be made on quarterly basis.

18. Security Deposit:

18.1. 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.

18.2. 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.

18.3. 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.

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

19. 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.

20. Other Terms & Conditions:

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.

20.1. Bidders /Authorized Representatives are requested to be present in person during the opening of technical and financial bids.

20.2. The tender accepting authority may ask any bidder to submit analysis to justify the rate quoted by the tenderer.

20.3. 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

20.4. Tenderer can approach only the Tender Inviting Authority, NKDA for any clarification with respect to the tender.

20.5. The decision of authority with respect to the tender is final and binding.

20.6. 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.

20.7. 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.

20.8. 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.

20.9. 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 at site to assists NKDA Engineers to carry out necessary checking and supervision of the work.

20.10. 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.

20.11. 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.

20.12. 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.

20.13. All materials & workmanship shall be as per the approved quality and methodology.

20.14. No mobilization advance will be paid to the bidder.

20.15. 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.

20.16. No escalation of cost is permissible.

20.17. 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 documents are to be submitted at the time of submission of the bill. No separate payment will be made to the bidder for such purpose.

20.18. 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.

20.19. 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.

20.20. Provision of blacklisting:

20.21. Submission of false/ misleading credential or documents during the tender process.

20.22. Inability to maintain the specification as mentioned in the tender document.

20.23. Poor performance in execution of the work.

20.24. Misconduct or noncompliance of the instruction of the authority.

20.25. Negligence /failure to maintain the work within the stipulated time frame during the defect liability period.

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

20.27. Poor Progress of work.

20.28. Poor Quality of work.

20.29. Adoption of any unfair means during execution of work.

20.30. Violation/Non-compliance of any instructions of the authority.

20.31. 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.

20.32. 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)

21. Scope of work:

New Town Helpline (1800 103 7652) is a centralized toll-free grievance redressal and citizen assistance service operated by the New Town Kolkata Development Authority (NKDA), integrated directly with the Integrated Command and Control Centre (ICCC) located at Office of NKDA Administrative Building. Plot No - DG/13, Premises No - 04-3333, Action Area - ID, New Town, Kolkata - 700156. NKDA Helpline is operated on a 24×7 basis. Scope of work under this NIeQ is as given hereunder:

21.1 Round-the-Clock Operation: The selected bidder shall be required to deploy manpower at NKDA ICCC Room for 24X7 in suitable shifts; throughout the contract period, including Sundays and public holidays.

21.2 Deployment of Manpower: Deployment of adequately trained and competent helpline operators shall be deployed at the ICCC Room of NKDA in suitable shifts to ensure uninterrupted service throughout the contract period. Required manpower details are as per the following table.

SL	Position & Qualification	Shift Details
1	Tele Caller (5 nos)	Morning (6AM-2PM) Afternoon (2PM – 10PM) Night (10PM – 6 AM)
2	Supervisor (1 no)	General(10AM-6PM)

*NB – Duty roster for 5 tele caller will be finalized after issuance of the work order.

The Agency shall not change, replace, or deploy any manpower engaged under this work without obtaining prior written approval from the competent authority of NKDA. In case of any proposed change or replacement of manpower, the Agency shall submit a formal request along with the details and qualifications of the proposed personnel for approval.

Any change or replacement of manpower made without prior written permission from NKDA shall be treated as a violation of the contractual terms and conditions and may attract appropriate action, including penalty or other contractual consequences, as deemed fit by NKDA

21.3 Call Handling: Manpower deployed by the selected bidder for NKDA Helpline shall be required to receive incoming telephone calls from citizens / inquirers and recording their queries, complaints, grievances and requests relating to services under NKDA. Recording of the calls to be made through the software. Any License cost or maintenance requirement for the same is under the scope of work for the selected bidder.

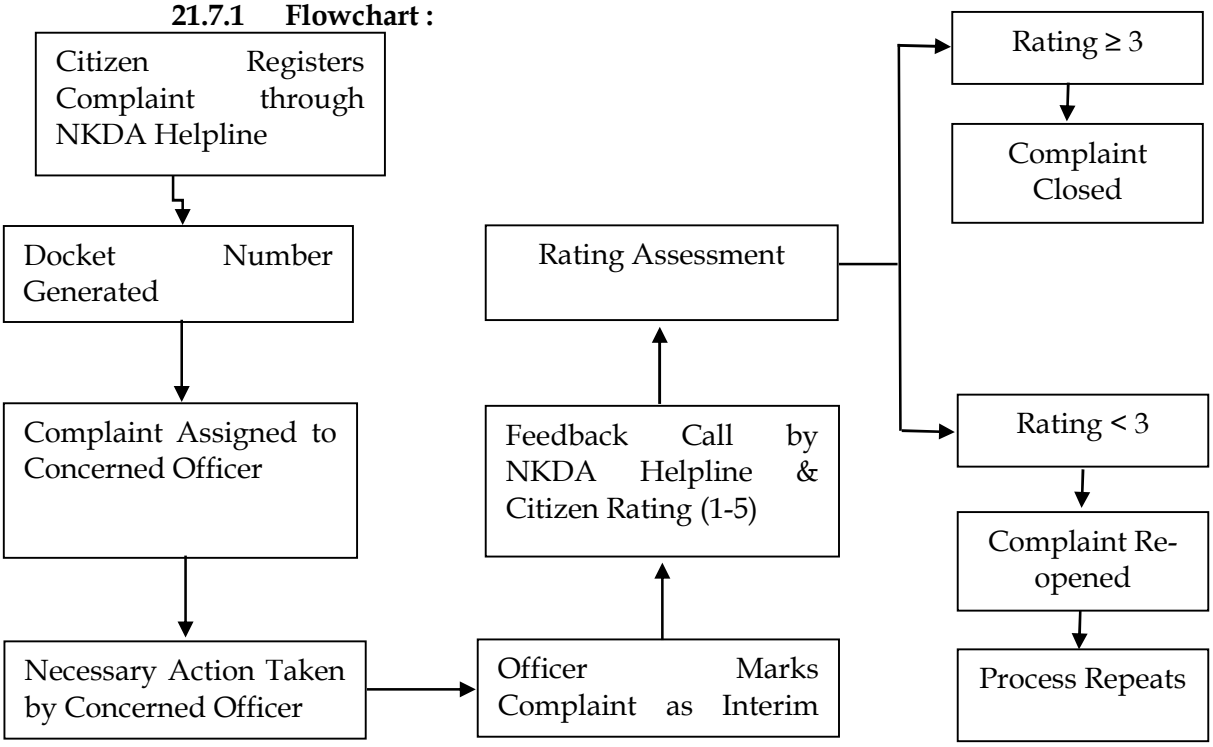
21.4 ICCC application Monitoring – CCTV and other Modules are to be monitored in the ICCC Platform.

21.5 Telephone Facility: NKDA will provide the toll-free connection, SIP Connection for incoming and outgoing call facility to the helpline operators. To run the call centre facility for Call recoding, multiple call handing, call waiting / queue facility.

21.6 Infrastructure Support: In current arrangement, all necessary desktop, printer, and other related IT Setup has been provided by NKDA. The selected agency shall use the existing infrastructure to run the Helpline. Bidders may visit the site before quoting the rate.

21.7 Flow of Complaint redressal:

21.7.1 Flowchart :



21.7.2 Complaint Registration: Registering each complaint in a prescribed digital or electronic format, including the date and time, nature of complaint, location and other relevant details. The existing IGMS (Integrated Grievance Management System) web portal is in place with the following functionality:

21.7.3 To record all Grievances, Enquiry with docket number and necessary details.

21.7.4 Section wise / Department wise dashboard to view the respective assigned calls with action facility.

21.7.5 Caller Dashboard for capturing feedback from citizen with closer of calls or re-open the calls. The selected bidder is required to generate / modify log-in credentials to the portal for NKDA officials and conduct orientation training to the officials as and when required.

21.7.6 Analytics report, MIS for Departmental heads.

Selected agency may continue the existing IGMS Web-portal or provide any alternative solution to address all the scope of work as available in the present IGMS application. In case of new web portal, data migration is under the scope of selected bidder.

21.7.7 Complaint Categorisation and Assigning: Categorising complaints according to their nature and assigning them to the concerned NKDA department, section or authorised official.

21.7.8 Coordination: Coordinating with the relevant officials for necessary action towards the registered complaints.

21.7.9 Complaint Tracking: Maintaining an updated record of the status of each complaint, including complaints received, forwarded, resolved and pending.

21.7.10 Follow-up and Escalation: Following up on pending complaints and escalating urgent or overdue cases to the designated NKDA officials as per the prescribed procedure.

21.7.11 Citizen Communication: Providing callers with complaint reference numbers and available status updates, feedback before closing the call wherever applicable and practicable.

21.7.12 Emergency Call Handling: Promptly identifying calls relating to emergencies or public safety and forwarding them to the appropriate authority in accordance with NKDA-approved procedures.

21.7.13 Maintenance of Call Records: Maintaining accurate records of incoming and outgoing calls, complaints, follow-up actions and other relevant information for verification by NKDA. Regarding old registered calls, necessary action to be taken by the helpline operators to closer the same with feedback from citizen.

21.8 **Preparation of Reports:** Preparing and submitting daily, weekly and monthly reports, as required by NKDA, covering call volume, complaints received, department-wise distribution, disposal status and pending cases.

21.9 Maintenance of Manpower Records: Maintaining shift-wise duty rosters, attendance records and handover registers to ensure proper deployment and continuity of helpline operations.

21.10 Operation of Helpline Facilities: Operating the telephone system, computers, complaint management software and other equipment made available for the helpline. Any additional equipment or software to be supplied by the agency shall be as specified in the tender.

21.11 Service Continuity: Making suitable arrangements for replacement of manpower and reporting any interruption in helpline operations immediately to the designated NKDA official.

21.12 Data Security and Confidentiality: Maintaining confidentiality and security of citizens' personal information, complaint records and official data, and preventing unauthorised access, disclosure or misuse.

21.13 Performance Monitoring: Cooperating with NKDA officials during inspections, performance reviews and verification of call logs, complaint records and manpower deployment.

21.14 Record Handover: Handing over all helpline-related records, reports, complaint databases and other NKDA information to the authorised official upon completion or termination of the contract.

21.15 Compliance with Instruction: Performing all activities in accordance with the tender conditions, work order, prescribed service standards and instructions issued by the competent authority of NKDA from time to time.

21.16 Contract Completion Report: Submitting a consolidated report at the end of the contract period containing the overall call statistics, complaint details, disposal status, pending cases and other relevant operational information.

21.17 Deployment of Manpower:

21.18 Selected bidder is required to commence work for the NKDA Helpline from 01/01/2027. The contract will be for a period of 01(one) year. Before deployment for the Helpline function from 01/01/2027, selected bidder is required to deploy the Helpline Operators 10 days prior for proper knowledge transfer from the existing agency.

21.19 Exit Management:

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 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 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) Complete handover of the Planning documents, user manuals, guides, IPR, change requests if any reports, documents and other relevant items to the support agency.

(ii) 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 agency shall use its best efforts to deliver the services

Note: The agency shall be responsible for receiving, registering, forwarding, tracking and reporting complaints. The actual resolution of complaints shall be the responsibility of the concerned NKDA department or competent authority, unless otherwise specified in the tender.

Executive Engineer Electrical
New Town Kolkata Development Authority

Memo No. 7123/1/(8)/NKDA-14012(14)/1/2026/EE-E/IT-SEC/2026-27 Date.06/11/2026

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

Document to be uploaded in Technical Bid (Online)

(No financials to be mentioned in this)

S.No.	Particulars	Details
1.	**Basic:**	
	a) Firm's Name	
	b) Date of Incorporation	
	c) Corporate Office Address	
	• Contact Person	
	• Phone No.(landline/Mobile)	
	• Fax No.	
	Email address	
	Profile	
2.	**Turnover:**	
	• Turnover for last 3years (In crores) Turnover of the firm Turnover of the website services	**(Total turnover of Minimum Rs.30 Lakhs each for the last three years –2023-24;24-25;25-26)**
	• Balance Sheet	Attach Audited BalanceSheetforlast3years-**2023-24;24-25;25-26**

3.	**Project implementation experience in** run call citizen centric call center setup and running the call center **in Govt. Department**	Work order with completion certificate
4	GST Certificate	
5	PAN Card	
6	Trade License showing office in Kolkata	

7	Confidentiality Undertaking	
8	Run Helpline / Call center facility with skilled Tele-caller manpower Work order and completion certificate	Yes No
4.3	To run 24X7 Call center facility with skilled Tele-caller manpower Work order or completion certificate	Yes No

Yours Sincerely,

_____

Signature of Statutory Auditor (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

FORM-II

Bidder's Annual turnover over last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,

Executive Engineer (E)

New Town Kolkata Development Authority,
Administrative Building. Plot No - DG/13,
Premises No - 04-3333, Action Area - ID,
New Town, Kolkata - 700156

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding Overall turnover over last 3 financial years for our organization.

Sl No	Details	FY 2023-24 (in Lakhs)	FY 2024-25 (in Lakhs)	FY 2025-26 (in Lakhs)
	1 The bidder must have an annual sales turnover of Rs. 30 Lakh during each of the last three financial years (i.e. **2023-24;24-25;25-26)**			

Yours Sincerely,

_____

Signature of Statutory Auditor (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

FORM-III

Ref No:____ Date:--/--/2026

Executive Engineer (E)

New Town Kolkata Development Authority,
Administrative Building. Plot No - DG/13,
Premises No - 04-3333, Action Area - ID,
New Town, Kolkata - 700156

Dear Sir,

Subject: Authorization Letter for submitting bid documents

REF: NIeQ Ref No. _____

This has reference to your above NIeQ for procuring the Solution for a period of 1 year. Mr/Mrs/Miss_____is hereby authorized to submit the bid documents, in sealed format to participate in tender and to sign the contract on behalf of our organization for all the systems/ goods required by this authority's Notice Inviting e-Tender vide NIeQ _____dated_____on behalf of our organization.

Weconfirmthatallthepricesquotedintenderbyhimshallbebindingonus.He/She is also authorized to take decisions on behalf of the company till NIeQ process is completed. Certified Xerox copy of Power of Attorney (P/A) of the person authorizing such person is duly submitted.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered against this NIeQ.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority (Certified Xerox copy of P/A of authorized

Signatory/authority is to be submitted)

Note: This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Service provider in its bid.

FORM-IV

Confidentiality Undertaking

Ref No:_____ Date:--/--/2026

To
The Executive Engineer (E)
New Town Kolkata Development Authority (NKDA)
Administrative Building, Plot No. DG/13,
Premises No. 04-3333, Action Area – ID,
New Town, Kolkata – 700156.

Subject: Confidentiality Undertaking in connection with the work "24x7 Helpline for One Year from 1st January 2027 to 31st December 2027".

Dear Sir,

We hereby acknowledge that, during the bidding process and, if awarded the contract, during the execution of the work named **"24x7 Helpline for One Year from 1st January 2027 to 31st December 2027"** for the New Town Kolkata Development Authority (NKDA), we may have access to or be entrusted with confidential information relating to NKDA, its operations, employees, citizens, callers, complaints, records and other official activities.

For the purpose of this Undertaking, "Confidential Information" shall mean any information, whether oral, written, electronic or in any other form, including personal information, contact details, helpline call records, complaint details, operational information, administrative records, financial information, technical information and any other information relating to NKDA that is disclosed or made available to us in connection with the said work.

In consideration of NKDA providing us with the opportunity to participate in the bidding process and making such Confidential Information available to us for the purpose of the said work, we hereby undertake and agree to the following terms and conditions:

1. Confidentiality: We shall treat all Confidential Information as strictly private and confidential and shall take all necessary and reasonable measures to protect such information against unauthorised access, use, copying, disclosure or dissemination.

2. Purpose of Use: We shall use the Confidential Information solely for the purpose of preparing our bid and, if awarded the contract, for providing 24x7 helpline services to NKDA in accordance with the terms and conditions of the tender and the instructions issued by NKDA.

3. Restriction on Disclosure: We shall not disclose any Confidential Information to any person, firm or organisation except:

- With the prior written consent of NKDA;
- Where disclosure is required under applicable law or by a competent court or authority;
- Where disclosure is required by any applicable rule or lawful requirement of a regulatory authority; or
- To our professional advisers, strictly on a need-to-know basis, subject to appropriate confidentiality obligations.

4. Confidentiality of Helpline Records: We shall maintain strict confidentiality regarding all calls received, complaints registered, caller details, contact numbers, personal information, recordings (if applicable), reports and other records generated or accessed during the execution of the said work. Such information shall not be shared, copied, transferred or used for any purpose other than the authorised performance of the contract.

5. Non-Disclosure to Other Clients or Third Parties: We shall not disclose, divulge or make available any Confidential Information received from NKDA to any other client, customer, third party or unauthorised person associated with **[Name of Service Provider / Agency]**, except as expressly permitted under this Undertaking or with the prior written authorisation of NKDA.

6. Responsibility of Personnel: We shall ensure that all employees, operators, supervisors and other personnel engaged in the execution of the said work are informed of their confidentiality obligations and do not misuse or disclose any confidential information obtained during their duties.

7. Duration and Liability: This Undertaking shall remain effective throughout the bidding process and the entire contractual period from 1st January 2027 to 31st December 2027, and thereafter for as long as the information remains confidential, unless NKDA releases us from these obligations in writing or otherwise as permitted by applicable law. We shall be responsible for any breach attributable to us and shall be liable in accordance with applicable law and the terms of the tender or contract.

8. Governing Law and Jurisdiction: This Undertaking shall be governed by and construed in accordance with the laws of India. Any dispute arising out of or in connection with this Undertaking shall be subject to the jurisdiction of the competent courts at Kolkata, West Bengal, subject to applicable law and the jurisdiction provisions specified in the tender documents.

We hereby confirm that we have read, understood and agreed to abide by the above terms and conditions and undertake to maintain the confidentiality and security of all information entrusted to us in connection with the said work.

Yours faithfully,

For [Name of Company / Service Provider]

Authorised Signatory: _____

Name: _____

Designation: _____

Signature: _____

Company Seal / Stamp: _____

Date: _____

Place: _____

FORM-V

Pre-Bid Queries Form Clarifications required: NKDA shall hold a pre-bid meeting with the prospective Bidders offline at the office of New Town Kolkata Development Authority (NKDA)
4TH Floor Administrative Building, Plot No. DG/13, Premises No. 04-3333, Action Area – ID,
New Town, Kolkata – 700156.

The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to seme@nkda.in as per the below format.

Sl. No.	Clause No. and Page No	Text as per NIeQ	Clarifications and Amendments sought

All the Pre-Bid as per the format should be submitted through email before the pre-bid meeting date.

FORM-VI

Declaration / Undertaking by Bidder for no consortium and sub-contracting

To
The Executive Engineer (E)
New Town Kolkata Development Authority (NKDA)
Administrative Building, Plot No. DG/13,
Premises No. 04-3333, Action Area – ID,
New Town, Kolkata – 700156.

Ref: ……...
Ref: RFE No. ……
Subject: Undertaking for no consortium and no sub-contracting except leasing of nodes for NKDA Help Line.
Dear Sir,
In response to the Tender for "Selection of Agency for Operation & Maintenance of NKDA help line", I/We/M/s. _____declare that neither we will engage any sort of consortium nor subcontracting this work.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

Annexure-I

AFFIDAVIT – Y"

(To be furnished in Non – Judicial Stamp paper of Rs.100.00 (One Hundred only) duly notarized)

1) I, the under-signed do certify that all the information furnished & statements made in the bid documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/claim will be raised by the under-signed.

2) The under-signed also hereby certifies that neither our firm M/S _____ nor any of constituent partner had been debarred to participate in any tender by any Govt. Organization / Undertaking during the last 5 (five) years prior to the date of this NIeQ. No._____.

3) Any departure whatsoever in any form will be considered as breach of contract. In such situation the Department at his liberty may withhold our payment till we rectify the defects or fulfill our contractual obligation. In this connection, authority's decision will be final and binding

4) The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by the Department to verify this statement.

5) The under-signed understands that further qualifying information may be requested and agrees to furnish any such information at the request of the Department.

6) Certified that I have applied in the tender in the capacity of individual/ as a partner of a firm and I have not applied severally for the same job.

.....

Signed by an authorized person of the firm.

.....

Name of the Firm with Seal

Date: ....