

Memo No: 308 /NKDA/Admn – 106/2019

Dated: 08/08/2019

NIT No:04/CIO/NKGSCL of 2019-20

Name of Work: Supply, Installation, Annual Operation & Maintenance Support for “Toilet Feedback Monitoring System” for New Town Kolkata

Bids are invited by New Town Kolkata Green Smart City Corporation Limited from experienced resourceful agencies having proven experience in successful supply, installation and implementation of at least three similar nature solutions in the last two calendar years where number of devices installed were more than 5 in each case in the “ Supply and Installation of Feedback Device” category and “Cloud Backup to server”, “Data Visualisation in Web Dashboard”, “Data Visualisation in Mobile App” system for Annual Operation & Maintenance Support for “Toilet Feedback Monitoring System” for New Town Kolkata.

1. About the proposed work:

Toilet Feedback Monitoring System for public toilets under the jurisdiction of New Town Kolkata Development Authority, to monitor user feedback on toilet status and to ensure remedial action based on the feedback received from users. Toilet Feedback Monitoring System is identified as a tool to achieve the above mentioned objective.

The Advantage of the system is as follows:-

1. Tracking of all User Feedback inputs from public toilets.
2. Real Time Monitoring of service quality available in public toilets.
3. Tracking inputs from different toilets on an individual basis.
4. Wireless Data Transmission without human intervention.
5. Cloud storage of data and historical data monitoring. Accessing data through App and web anytime from anywhere.
6. Undertaking toilet cleanup activities based on inputs received.

2. Qualifications of the bidder

For each eligible assignment, bidder(s) should provide copy of work order/ invoice (including complete scope of work, contract value as applicable), wherever applicable issued by the appropriate authority.

Technical Criteria:

The bidder should have experience on “Installation of Feedback Device”, “Cloud Backup to server”, “Data Visualisation in Web Dashboard”, “Data Visualisation in Mobile App” right from identifying the exact user requirements to successful implementation of the system including identification of optimum specification of computer hardware (server, network etc.) and other devices/ gadgets, development of appropriate software.

- The bidder shall have a local representative in Kolkata to oversee installation and monthly maintenance. A self-declaration is required to be submitted in Non- Judicial stamp paper stating the bidder will make the local representative available after acceptance of work order.
- The bidder should provide end to end solution which includes hardware, software and connectivity and API exposure (as required)
- At least three project experiences in supplying and installing such devices and software development/ integration for corporate bodies/ private entities/ municipalities / urban development authorities in India.

Financial Criteria

- Average annual Turnover of Rs 5 lakhs during the last 02 (two) financial years 2016-17 & 2017-18.
- The bidders shall attach with the bid the audited financial statements for the corresponding years mentioned above.

3. Bidding Process and Submissions

- a) The bid should be submitted as per two-part bid system; i.e. 'Technical Bid' and 'Financial Bid'. The 03(three) envelopes shall be clearly marked "EMD", "Technical Bid" and "Financial Bid" and contain the respective proposals. The 03(three) envelopes must be enclosed in a single covering sealed envelope, which shall be clearly marked as "**Supply, Installation, Annual Operation & Maintenance Support for "Toilet Feedback Monitoring System" for New Town Kolkata for a period of 3 years**": this main envelope shall be submitted at the address and within the stipulated date. The details of the bidder, including full name, office address, name of authorized person and his/her contact details (telephone numbers of both office and personal cell phone and email address) shall also be written on each envelope.
- b) **Document to be submitted:** bid should contain all documents required as proof of fulfilment of pre-qualifying criteria. Such documents will include but not limited to following -
 - i. Seal and sign copy of NIT.
 - ii. EMD in the form of DD for Rs 5,000 (Rupees Five thousand only) in favour of "New Town Kolkata Green Smart City Corporation Ltd." payable at "Kolkata".
 - iii. Certificate of Registration under Indian Companies Act. / Proprietor / Sole
 - iv. Proof of being manufacturer or dealer or solution provider of Toilet/Customer Feedback Monitoring System, Tracking System, Cloud Backup, Mobile App & Feedback Data Visualisation.
 - v. Proof of having in-house software development and / or maintenance facility.
 - vi. Proof of turnover as per financial criteria.
 - vii. Company Profile.

- viii. Authorization on company letter head for the person signing the bid documents
 - ix. Copy of valid Trade License, PAN and GST.
 - x. Work orders showing experience of similar work.
- c) Technical Bid should comprise of following documents.
- i. Understanding of requirements for the “Supply, Installation, Annual Operation & Maintenance Support for *Toilet Feedback Monitoring System for New Town Kolkata* for a period of 3 years”
 - ii. Technical Proposal - Technical description, Features & Screenshots of the device and Web Dashboard & Mobile App of the system offered

The solution sought is as below.

Toilet Feedback Device has to be installed at NKDA public toilets in New Town Kolkata. The Feedback Device must send data wirelessly to a server. The data so collected must be trackable in real time through a web dashboard and mobile app. An approach paper must be enclosed indicating how the deployed solution will work.

- i) Specification of hardware proposed along with catalogue(s).
 - ii) Implementation schedule
 - iii) Detailed MIS reports will be required to help NKGSCCL/NKDA staff at various levels on monitoring the toilet user feedback.
 - iv) Photos of the device to be installed and indicative screenshots of web/mobile dashboard
 - v) Provision for API integration with the city’s Integrated Command and Control Centre and other upcoming application.
 - vi) Maintenance of the device and the software (total solutions supplied).
 - vii) Connectivity to be provided by the bidder during the entire period of contract.
- c) **Financial Bid** should contain the ‘price bid’ as per the price bid format attached herewith in the tender document. The validity of the bid should be minimum 180 days from the due date mentioned on bid document or any extension thereof or date of negotiation, whichever is later.
- d) **Signing of tender documents:** Authorization letter/any other supporting document indicating that the person signing the bid has the required authority to sign on behalf of the bidder.
- 4. Other Terms & conditions:**
- a. Late bids not accepted. NKGSCCL shall not entertain any reason for delay in submitting the bids.
 - b. The bids will be opened in the order of Technical Bid & Financial bid.

- c. The bids not meeting the Technical specifications may be rejected immediately.
- d. The bids not submitted in the manner explained in the tender document are liable for rejection. Bids submitted without EMD will be rejected out rightly.
- e. NKGSCCL reserves the right to accept/reject any or all bids submitted.
- f. The decision regarding finally selected bidder will be communicated to the respective bidder.
- g. The EMD for the unsuccessful bidders' shall be returned immediately after completion of the tender process and the opening of the tender. No interest shall be paid on EMD. EMD for successful bidder will be kept as the Security Deposit (SD) for three years
- h. The offered rate is inclusive of all tax and other duties.
- i. The bidder must provide a full replacement of defective equipment for at least one year. (except for willful tampering)

5. Scope of Work

The following modules to be maintained and further development to be done as required.

A. TOILET FEEDBACK DEVICE

- The device to be installed at the toilet. Indicative, 22 devices to be installed.

B. MONITORING TOOL

- Design and development of a portal to access the dashboard
- The portal should provide up-to-date information on the data collected
- System should show the Graphical view of the statistical data
- Provision of various customize MIS reports showcasing the data collected
- Data monitoring of toilets individually must be possible

C. API EXPOSURE FOR INTEGRATION

- API should be shared with NKGSCCL for integration with the Integrated Command and Control Centre & other upcoming projects .

D. REPLACEMENT OF HARDWARE AND MAINTENANCE

- Replacement of the device (all parts included) in the event of malfunction
- Maintenance of the hardware and the software for a period of 3 years from the date of Go-Live of this Application.

E. OTHER ASPECTS OF THE APPLICATION

- The solution, developed, shall be operated in a production environment.
- System should have built in security for data capturing and transfer including devices used i.e. restricting to the authenticated devices only.
- All time availability of historical data and the same must be downloadable in excel or csv or pdf or txt formats.
- The server space and hosting must be provided by the vendor himself and not NKGSCCL.
- Providing GSM/GPRS/internet connectivity required for the system.
- Testing of required hardware. If the hardware does not work as desired upon delivery then it should be replaceable without charge.
- Designing and generating reports as per requirement of NKGSCCL.
- Providing training to the staff for using the device & walkthrough of supervisory staff for efficient utilization of the system for monitoring.

7. Technical Specifications of the device and application:

a) Hardware Specification.

i. Wall mounted device with GSM/GPRS connectivity.

- Minimum 5 buttons to signify Very Good, Good, Medium, Bad, Very Bad.
- In-built GPRS Modem.
- Built-in Battery backup for at least 6 hours for power outage disconnection.
- Replaceable battery.
- LED indicator to indicate if the device is working.
- Some indication to user that feedback received. (buzzer, led etc.)
- Adaptor to connect to power source must be made available.
- Dust proof and water proof.
- Wall Mounted Facility.
- Built in memory for network outage, for storing at least 10 records.
- Device replacement for defects and warranty clauses to be specified by vendor.

8. Security Deposit:

EMD of successful bidder will be kept as a Security Deposit for the entire period contract. After successful completion of the contract period Security Deposit will be refunded to Agency.

9. Payment Terms:

- 70% of the payment to be made post 15 days of “Go-Live” based on successful installation and operation of the system
- 30% payment to be made annually in three equal installments

10. Important Timeline

- Pre Bid Meeting: 14/08/2019 at 2:00 PM
- Last Date of Submission: 22/08/2019 up to 2:00 PM
- Opening of Technical Proposals: 22/08/2019 at 03:00 PM

11. Confidentiality:

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to data, wherever applicable. NKGSCCL shall retain exclusive intellectual property rights to all data collected.

12. Software Maintenance

For any software required during the maintenance period for the maintenance and support purpose, the software license procurement/ renewal cost must be borne by the selected bidder.

Chief Information Officer

New Town Kolkata Green Smart City Corporation Limited

Memo No: 308/1(5) /NKDA/Admn – 106/2019

Dated: 08/08/2019

Copy forward for information and necessary action to:

1. Chief Executive Officer, NKDA.
2. Chief Technical Officer, NKGSCCL.
3. PA to Hon’ble Chairman, NKGSCCL.
4. EA to Chief Executive Officer, NKGSCCL.
5. Official Website of NKGSCCL and NKDA.

Chief Information Officer

New Town Kolkata Green Smart City Corporation Limited

Format for Financial Bid

[In company Letter head]

The financial proposal will be submitted in the following format printed on the official letter head of the bidder and signed, sealed by a competent official of the bidder.

To
The Chief Information Officer
New Town Kolkata Green Smart City Development Corp. Ltd.

Date: 8th August 2019

Sub: Financial Bid for Supply, Installation, Annual Operation & Maintenance Support for “Toilet Feedback Monitoring System” for New Town Kolkata for a period of three years

This amount is valid for the whole period of the contract for the work. Details of cost break-up as follows:

SI No	Name of Electronic Device/Gadget and Application	Quantity	Unit Rate* (in Rs.)
01	Toilet Feedback Device	22	
02	Annual Maintenance Cost/ per year	3	
03	API Integration / Exposure Cost	1	
03	Others (Please specify)		
04	Total		

**** N. B: Bidder will quote rate for a single make for each item inclusive of GST.**

Yours faithfully

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Signature Name:

Designation:

Office Address: