



**NEWTOWN KOLKATA**  
**GREEN SMART CITY CORPORATION LTD**

**Memo No.: 594/NKGSCCL-13013(11)/1/2020-IT SEC(NKGSCCL)-NKGSCCL**

**Date: 13/10/2020**

**REQUEST FOR PROPOSAL FOR ENGAGEMENT OF SYSTEM INTEGRATOR (SI) FOR FASTAG  
BASED VEHICLE PARKING SOLUTIONS IN NEW TOWN KOLKATA**

**Notice Inviting e-Tender No: 05/CTO/NKGSCCL of 2020-21**

**A. BACKGROUND**

New Town Kolkata is a planned newly developed greenfield satellite city on the north-eastern fringes of Kolkata in the district of North 24 Parganas in West Bengal. The city has a coverage area of 30 km<sup>2</sup> and with a planned population of 10,00,000.

Being a planned and "green" city, the existing settlements have been kept undisturbed and suitably integrated into the proposed land use as wet lands and low lying areas have been designated as open spaces. One of the key USPs towards the development is the flexible planning approach. New Town has been developed in three planning units for phased Implementation of the plan, referred to as Action Area-I, II, III. There are three action areas where the development is planned. Additionally there is designated Central Business District (CBD). Main administrative and commercial functions have been placed at CBD located at the center of the city.

The land use breakup of the whole New Town Planning Area shows that residential area covers maximum 40.17% followed by commercial area of 10.14%. IT and ITES has been allotted 4.73%. Social infrastructure areas have been allocated 10.07% and open spaces 14.06%. Commercial, IT and ITES land use has been placed in the centre of the city around which residential land use is distributed.

The city provides best in class urban infrastructure facility and government service delivery to its citizens while preserving the cultural heritage of West Bengal. Over the last few years, the city has achieved world class basic / core infrastructure facilities.

New Town is a Smart City under the Smart City Mission of Government of India.

With increasing commercial and cultural activities in the town parking of vehicles is becoming an important issue calling for immediate attention of the authorities and smart intervention as soon as possible.

**B. OBJECTIVE**

In its endeavor to become a state of the art modern town, New Town Kolkata Green Smart City Corporation Limited (NKGSCCL) intends to have a smart parking system for all the managed vehicle parking sites which will operate in a cashless and contactless system with provision for cash payment also to break through the digital divide.

Hence, NKGSCCL intends to engage a System Integrator (SI) agency for Development, deployment, and testing of a Smart interoperable Parking Solution based on FASTag based payment through integration of the smart parking system with the payment platform of the acquiring bank and National Payments Corporation of India (NPCI) platform.

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**NEW TOWN KOLKATA GREEN SMART CITY CORPORATION LTD.**

**Regd. Office : "Utility Building", 5th Floor, Plot No. AI/154/1, Premises No. 09/1-0024, Action Area-1A  
New Town, Kolkata - 700156**

**Telephone : (033) 2324 2276, Website : newtowngreencity.in**

The system will be deployed for managing vehicle parking with the following features:

- a. Web based system accessible to the NKDA administration from the ICCC for monitoring physical and financial aspects of parking
- b. Automatic debit of parking fees from Fastag affixed to the vehicle and credit to the appropriate account of NKDA
- c. Parking receipt to be sent electronically to the vehicle owner
- d. Monitoring of the parking site and display the availability of slots on a dashboard available at the site for public viewing refreshed automatically
- e. Automated drop gate for protected parking
- f. Provision for payment of parking fees against system generated parking tokens through cash also. In case of cash payment also, the same system shall be updated although through manual entry at gate
- g. The parking system should store the entire data in a central server (cloud or physical)

### **C. SCOPE OF WORK**

New Town Kolkata proposes to onboard a system integrator for implementation of FASTag parking solution at parking lots including but not limited to – Tata Cancer, Eco Park, Axis Mall, Central Mall, City Centre II, Parking near Coal India, Parking near Nazrul Tirtha and Mother's Wax Museum and other upcoming locations.

The solution designed will enable FASTag based parking Fee collection and also cash payment based parking at all the locations. The key objectives include:-

#### **A. Objective:**

- a. Implementation of FASTag parking fees collection solution at parking lots of NKDA/ HIDCO.
- b. Design, develop, maintenance of a Solution (web based & Mobile App) for Parking Fees collection through FASTag based & cash collection.
- c. Integration FASTag based collection with existing Parking Solution(s) of NKDA/HIDCO and upcoming One City One App.
- d. Provide hardware specification for procurement of necessary hardware in all parking lots for FASTag based collection.
- e. Integration with acquiring bank of NKDA/HIDCO payment collection.
- f. Integration with ICCC for real time monitoring.

#### **B. Key activities envisaged under this initiative are as represented below:**

##### **1. Site Inspection and Hardware Specification**

- a. Conduct site visit and assess the detailed hardware requirement at each site. Hardware scoping (including detailed specifications) for each site based on the envisaged solution and within the regulatory framework of the NPCI
- b. Based on the detailed hardware specification provide a realistic budget and procurement schedule for purchase of hardware by NKDA/HIDCO/ or any agency which will procure the hardware
- c. Post procurement, verification and acceptance of hardware as per specification and confirmation of the same.
- d. Integration with the hardware for FASTag based Payment collection.
- e. Hardware not essential under FASTag based payment but required for on-site monitoring like Onsite PCs and printers and net connectivity devices will be supplied by the SI.

2. **Development of Functional Requirement Specification and System Requirement Specifications:**
3.
  - a. **Functional Requirement Specification :**
    - i. Development of the Functional Requirement Specification for the solution to enable both FASTag based parking and cash collection based parking at all the proposed locations
    - ii. The system should be capable of deducting charges automatically from FASTag fitted in the vehicles and also accept cash entered manually through access controlled system.
    - iii. FRS should contain site survey report, AS-IS system study report, milestone.
  - b. **System Requirement Specifications :**
    - i. Development of the System Requirement Specifications compliant with the requirements of NKGSC/ NKGSHIDCO and regulations of NPCI. The SRS should include software scoping, license requirement, server requirement, security requirement, Integration with existing & upcoming parking solutions, system Architecture, System design diagram
    - ii. SRS should include the requirements of the acquiring bank of NKDA/HIDCO for FASTag based collection.
  - c. Presentation of the FRS and SRS before the client and obtaining sign off on the same
  - d. The solution is to be developed with the basic premise of scalability, replicability and interoperability
  - e. Integration with upcoming ICC and One City one App
    - i. The system should be integrated in real time basis with the upcoming ICC (Integrated Command & Control Centre) and One City one App.
    - ii. Open API to be provided for integration with any systems.
4. **Software Development and Testing**
  - a. Based on the specifications approved, development of a solution
  - b. Testing of the solution prior to going live. Conduct functional and technical UAT and ensure sign off from client
  - c. Preference should be laid on open source customizable and secured platform
5. **Audit**
  - a. Getting the prototype audited by a CERT-IN certified auditor (Cost of audit to be borne by the SI)
  - b. Addressing the audit issues
  - c. Getting final audit certification
6. **Deployment**
  - a. Deployment of the system for selected sites as indicated by the client
  - b. Internet connectivity to the onsite PCs and hardware as necessary to be arranged by the Vendor.
  - c. Trial run of the system for two week
  - d. Second round of testing post live trial
  - e. Addressing glitches

- f. Go live
- g. Scale up and replication at all sites
- h. Tanning of users/ administrators

## 7. Maintenance

Maintenance of the entire system software for three years post deployment including minor customizations as may be required and mutually agreed upon. During maintenance period the system should be up for 99.9% time and there will be a Service Level Agreement (SLA) with provision for penalty of 1% of annual maintenance cost for each hour of unscheduled downtime if not addressed within 1 hour of intimation. However, the system should cover manual entry in case of unforeseen down time.

In the post deployment maintenance phase, preventive maintenance should be done by the SI for which a quarterly schedule should be prepared and submitted to the client in advance.

## 8. Hosting of Application

Application to be hosted in in appropriate Ministry of Electronics approved cloud server with approval of the client. Cost of hosting for 45 days in the development phase followed by three years in the maintenance phase to be included in the amount quoted in the bid. The hosting facility will be in the name of NKGSCCL

## C. Deliverables

FRS, SRS, High Level Design Diagram, Preventive maintenance schedule, Source Code, Internet Connectivity at site, Security Audit Report, Training Manual.

## D. PAYMENT MILESTONE

| Sl. No.                  | Action Item                                                          | Payment                                          | Timeline                                                                                |
|--------------------------|----------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>DEVELOPMENT PHASE</b> |                                                                      |                                                  |                                                                                         |
| 1.                       | Development and sign off SRS including hardware and software scoping | 1%                                               | T+30 days                                                                               |
| 2                        | Full scale Deployment and operation with completion of UAT and Audit | 75%                                              | T+75 days                                                                               |
| 3.                       | Satisfactory operation for sixty days                                | 24%                                              | T+135 days                                                                              |
| <b>MAINTENANCE PHASE</b> |                                                                      |                                                  |                                                                                         |
| 4                        | Maintenance                                                          | One third of the total maintenance amount quoted | At the end of each of the three years of maintenance to the satisfaction of the client. |

\*T is the starting date of the project

\*\* Payment will be released based on successful completion of all events as mentioned in the scope of work and documented and raising of invoice subject to statutory deductions as applicable.

\*\*\* There will be a penalty of 1% of the Development Phase cost per day beyond 80 days after start date if not deployed full scale.

#### **E. ELIGIBILITY**

- a) The bidder should be empaneled with NPCI as system integrator to be proved through submission of record of empanelment with NPCI
- b) Should have office in Kolkata region to be substantiated with submission of copy of address proof like electricity bill/trade license/postpaid telephone bill
- c) Should have demonstrated experience in development and commissioning RFID tag based IOT enabled secured payment solutions for vehicles
  - i. Credential certificate issued by the Executive Engineer or equivalent or competent authority of a state/central Government, state/ central Government undertaking statutory/ Autonomous bodies constituted under the central/ state statute, will be taken as credential.
  - ii. In case of a corporate client this credential should be issued by a member of the board of directors/partner of the client on his letterhead.
    - a. In case of experience with a corporate client, the work order/agreement bearing the payment terms along with a full and final payment certificate issued by a Chartered Accountant on his Letter head will be accepted as a certificate of credential.
- d) Intending Tenderer must be financially sound with a minimum average turnover of Rs.50 lakh (Rupees fifty lakh only) during the last three financial years (FY 2016-17, 2017-18, 2018-19) and having a trade license, G.S.T Registration certificate and Profession Tax certificate.
- e) PAN Card, Income Tax Return Acknowledgement Receipt for the last 03 (Three) Assessment years, P.T. Deposit Challan for the year 2019-20
- f) Registered Partnership Deed for Partnership Firms only along with Power of Attorney since executed under any Judicial Magistrate/First Class Magistrate is to be submitted. The company shall furnish the Article of Association and Memorandum as on-statutory documents.
- g) Joint Venture or consortium is not allowed in this tender.
- h) Three consecutive years' (2016-17, 2017-18, 2018-19) Audited Accounts to be submitted along with Tender documents.

#### **F. EVALUATION METHOD**

1. The technical eligibility will be determined by the tender inviting authority and their decision is final
2. Final selection will be best on least cost method. That is the technically eligible bidder offering the lowest financial quote will be selected as the System Integrator subject to fulfillment of all other terms and conditions.

## G. GENERAL TERMS AND CONDITIONS

List of Schemes :-

| Name of work                                                                                        | Earnest Money (Rs.)                     | Period of engagement                                                             |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------|
| ENGAGEMENT OF SYSTEM INTEGRATOR (SI) FOR FASTAG BASED VEHICLE PARKING SOLUTIONS IN NEW TOWN KOLKATA | Rs.1,00,000/-<br>(Rupees one Lakh only) | 75 (seventy five) days plus 3 years of post - deployment maintenance of software |

1. The details of the scope of work is provided in the section of Scope of Work of this tender document.
2. In the event of e-bidding, intending bidder should download the tender documents from the website <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate.
3. All the bidder shall have to submit earnest money & necessary earnest money will be deposited by the bidder through the following payment mode as finance dept. order no-3975-F (Y) dated 28th July 2016
  - a) Net banking (any of the banks listed in the ICICI Bank payment gateway in case of payment through ICICI payment gateway).
  - b) RTGS/NEFT through bank account in any bank. The EMD shall be deposited in favour of "New Town Kolkata Green Smart City Corporation Limited" payable at Kolkata.
4. Technical and Financial bids are to be submitted duly digitally signed in the website <https://wbtenders.gov.in>. The acceptance of bid is not obligatory.
5. Corrigendum, further notices and responses to queries if any will be published in the website <https://wbtenders.gov.in> at the appropriate section.
6. Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule of this NIT.
7. The selection will be through a least cost based system among eligible bidders
8. In term of Finance Department, Audit Branch, Govt. of West Bengal's Notification no.4374-F(Y) dated 13th July, 2017, the bidder has to upload valid 15-digit Goods and Service Taxpayer Identification Number (GSTIN) under GST Act, 2017, along with his bid. The bidder should note that bid submitted without GSTIN will be summarily rejected
9. The Earnest Money Deposit of Rs.1,00,000 (Rupees one lakh Only) will be converted to Security Deposit for the selected agency.
10. Intending Tenderer must be financially sound with a minimum average turnover of Rs.50 Lakh, (Rupees Fifty Lakh only) during the last three financial years (FY 2016-17, 2017-18, 2018-19) and having a trade license, G.S.T Registration certificate and Profession Tax certificate.
11. PAN Card, Income Tax Return Acknowledgement Receipt for the last 03 (Three) Assessment years, P.T. Deposit Challan for the year 2019-20
12. Registered Partnership Deed for Partnership Firms only along with Power of Attorney since executed under any Judicial Magistrate/First Class Magistrate is to be submitted. The company shall furnish the Article of Association and Memorandum as on-statutory documents.

13. Joint Venture or consortium is not allowed in this tender.
14. Three consecutive years' (2016-17, 2017-18, 2018-19) Audited Accounts to be submitted along with Tender documents.
15. Fund for this project will be made available from the Smart City Mission by the New Town Kolkata Green Smart City Corporation Limited.
16. No claim for interest or compensation will be entertained in respect to any money or balance of payment which may be due or alleged to be due to the agency owing to any dispute between the contractor and NKDA or in respect to any delay in making payment of progressive or final bill of the work, to the contractor.
17. No advance and secured advance will be considered.
18. Idle labour, idle rent and hire charges etc.:  
No claim of any category and type, on this ground shall be entertained. The contractor and NKGSCCL shall make every effort that such situation does not arise.
19. Security Deposit:  
Earnest Money for the successful tenderer will be retained and converted to Initial Security deposit.
20. Income Tax & G.S.T will be deducted as per Govt. orders issued from time to time and would be applicable on the date of making payment of the bills.
21. The Bidder, at his own responsibility and risk is encouraged to visit and examine the town and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting Tender, before submitting offer with full satisfaction. The cost of visiting the site, shall be at his own expenses.
22. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the Department. New Town Kolkata Development Authority reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any reimbursement of any cost that might have been incurred by any Tenderer at any stage of Bidding.
23. Prospective applicants are advised to note carefully the minimum qualification criteria before tendering the bids.
24. Conditional / Incomplete tender will not be accepted under any circumstances.
25. During scrutiny, if it comes to the notice of the tender inviting authority that the credential or any other paper found incorrect / manufactured / fabricated, that bidder would not be allowed to participate in the tender and that application will be rejected without any prejudice.
26. Before engagement, Tender Inviting Authority may verify the credential and other documents of the qualified tenderer if found necessary. After verification if it is found that the documents submitted by the tenderer is either manufactured or false in that case the said Tenderer will not be empanelled under any circumstances and his/their offer will be treated as cancelled.
27. If any discrepancy arises between two similar clauses on different notification, the clause superseding others will be solely as per the discretion of the Tender inviting authority
28. The successful Tenderer whose tender is accepted shall make formal agreement along with bid documents in triplicate, within 7 (seven) days from the date of issue of work order by Chief Technical Officer, New Town Kolkata Development Authority on payment of usual charges which is non-refundable under any circumstances and submit the same duly signed by him/them to this office. If the contractor fails to perform the formalities within the specified period the Tender is liable to be cancelled and the Earnest Money will be forfeited as per relevant clauses of WBFR.

29. Qualification criteria:
- i. The tender inviting and Accepting Authority will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria as stipulated in relevant clauses of this NleT.
  - ii. The eligibility of a bidder will be ascertained on the basis of the document(s) submitted in support of the minimum criteria. If any document submitted by a bidder is either manufactured or false, in such cases the eligibility of the bidder / tenderer will be rejected at any stage without any prejudice to take any penal action against him/them as may be deemed fit by the Tender Accepting Authority.
30. The agency must have the capacity to engage professionals as directed by the CTO, NKGSCCL.
31. Agencies are required to give a work programme preferably in the form of a bar- chart and to get it approved by the CTO, NKGSCCL before commencement of work and if progress of work abruptly differs from such work programme, the undersigned may terminate the work order at any point of time and penal action as per Tender Terms and conditions will be imposed.
32. Intending tenderer should note that he may have to work simultaneously with other contractors already entrusted with other work or with contractors to be entrusted with other work in future in the same function. The contractor will have to work in close co-operation and harmony with all the contractors engaged in the project. Any claim for idle labour, for any reason whatsoever, will not be entertained under any circumstances.
33. NKGSCCL will not be held responsible for making payment against any anticipated profit and/or compensation for any losses or price escalation whatsoever for the works as stated in the annexure of this NleT. Rates should be quoted accordingly.
34. The address as furnished by the contractor shall be deemed as the postal address of this office. Any notice or instruction to be given to the contractor under the terms of contract shall be deemed to have been served if it has been delivered to his authorized agent (on the strength of authorization) or representative or sent by registered letter to his official address as furnished.
35. NKGSCCL Authority have the right to accept, reject or modify the tender at any point of time without assigning any reason
36. Arbitration clause of WBF 2911(ii) stands deleted.
37. Participation in this tender deems that the applicant is fully agreeable to abide all terms and conditions as stated in this Notice Inviting e tender.
38. Mobilization advance, time / cost overrun and consequent cost escalation for any material, labour, etc. will not be allowed.
39. The offer shall remain valid for 180 days from the date of opening of the tender.

#### H. DATE AND TIME SCHEDULE

| Sl. No. | Particulars                                                               | Date & Time                                             |
|---------|---------------------------------------------------------------------------|---------------------------------------------------------|
| 1       | Date of uploading of NleT and other documents (online ) (Publishing Date) | 13/10/2020                                              |
| 2       | Date, time and venue of pre bid meeting                                   | 03/11/2020 on 04:00 pm<br>at NKGSCCL<br>Conference Room |
| 3       | Documents download start date (Online)                                    | 14/10/2020 on 10:00 am                                  |
| 4       | Documents download end date (Online)                                      | 11/11/2020 on 03:00 pm                                  |
| 5       | Bid submission start date (On line)                                       | 14/10/2020 on 10:00 am                                  |
| 6       | Bid Submission closing (On line)                                          | 11/11/2020 on 03:00 pm                                  |
| 7       | Bid opening date for Technical Proposals (Online)                         | 13/11/2020 on 04:00 pm                                  |
| 8       | Date and time for technical presentation (online)                         | 13/11/2020 on 05:00 pm                                  |
| 9       | Last date of uploading list for Technically qualified Bidder(online)      | To be Notified Later                                    |
| 10      | Date for opening of Financial Proposal (Online)                           | To be Notified Later                                    |

#### I. SERVICE LEVEL TO BE MAINTAINED

| Service                | Level to be maintained                                                                                                                                                                                                                                                                          | Deviation definition                                                                                                                                                                                             | Penalty                                                                                                                                                                                                                      |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application uptime     | Should be available 99.9% of time in a 24x7 manner                                                                                                                                                                                                                                              | Application is not available at any point of time outside pre intimated scheduled maintenance time and the internet service is running.                                                                          | 1% of annual cost towards operation and maintenance for each hour of non-availability or part thereof.                                                                                                                       |
| Preventive Maintenance | i. Should be done in strict adherence to the schedule submitted by the agency.<br>ii. Planned Downtime should be intimated to the designated officer of the client at least 7 clear working days in advance by e mail to official e mail ID.<br>iii. Planned downtime to be outside operational | i. Non adherence to schedule of maintenance<br>ii. Planned downtime not intimated 7 days in advance.<br>iii. Preventive maintenance downtime falls within operational hour or not adhered to approval of NKGSCCL | i. One day's operation and maintenance cost for each day of delayed adherence to schedule of maintenance. Each day's cost to be calculated as 1/360 the part of annual cost of maintenance.<br>ii. One week's operation cost |

| Service | Level to be maintained                      | Deviation definition | Penalty                                                                                                                                                                                                                  |
|---------|---------------------------------------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | time to be decided with approval of NKGSCCL |                      | for each instance. One week's cost of maintenance to be calculated as 1/52 part of annual cost of maintenance.<br>iii. Penalty will be same as ii above. Also lost revenue will be recovered from the payment to the SI. |

N.B. Repeat occurrence of the same deviation may lead to cancellation of engagement with blacklisting of the SI and forfeiture of Security Deposit.

*S. mulchay* 13/10/2020  
Chief Technical Officer

New Town Kolkata Green and Smart City Corporation Limited

Memo No.: 594/NKGSCCL-13013(11)/1/2020-IT SEC(NKGSCCL)-NKGSCCL

Date: 13/10/2020

**Copy forwarded for information to:-**

1. Chief Information Officer, New Town Kolkata Green and Smart City Corporation Limited
2. Chief Finance officer, New Town Kolkata Green and Smart City Corporation Limited
3. Technical Officer, New Town Kolkata Green and Smart City Corporation Limited
4. EA to Chief Executive Officer, New Town Kolkata Green and Smart City Corporation Limited
5. The Finance Officer, New Town Kolkata Development Authority
6. Executive Engineer-II, Executive Engineer III, Executive Engineer IV & ME New Town Kolkata Development Authority
7. The Estimator/ Sr. Accountant / Cashier, New Town Kolkata Development Authority.
8. Office Notice Board.
9. Official Website of New Town Kolkata Green Smart City Corporation Limited (<https://www.newtowngreencity.in/>)

*S. mulchay* 13/10/2020  
Chief Technical Officer

New Town Kolkata Green and Smart City Corporation Limited

Signature Not Verified

Digitally signed by SUBRATA  
MUKHERJEE  
Date: 2020.10.13 16:43:13 IST  
Location: West Bengal-WB