

New Town Kolkata Development Authority

INVITES TENDERS

from

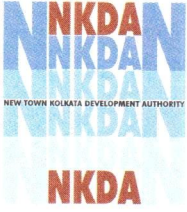
Software Development Companies

for

**Designing, Developing and maintenance of club management
software for New Town Business Club**

TENDER No: 33 / NKDA /ADMN of 2017 (2nd)

Telephone No: 033-02324-2324
NKDA Website: www.nkdamar.org



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)
3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No. 427 /NKDA/Admn- 581 /2015 (Pt.III)

Dated: 19/01/2018

NOTICE INVITING TENDER

NIT NO: 33 / NKDA / Admn of 2017(2nd)

Sealed tenders are invited for the following works from the reputed Software Development Companies having sufficient experience and credentials for Designing, Developing and maintenance of Club Management Software for New Town Business Club, New Town, Kolkata.

Name of Work : **Designing, Developing and maintenance of club management software for New Town Business Club**

Important Dates	
Pre-Bid Meeting :	: 02/02/2018 at 3:00 PM at Conference room of 01, New Town Kolkata Development Authority, New Town Kolkata
Last date & time of Bid Submission	: 15/02/2018 upto 2:00 pm.
Date of opening of Bid	: 15/02/2018 on 3:00 pm.

1.0 Eligible Bidder

An individual organization shall submit the bid. **No consortium or sub vending is allowed.**

The bidder shall meet the following criteria for eligibility:

- The bidder should be reputed software Developer Company.
- The bidder should have valid Trade License, PAN, GST Registration and should possess all licenses required to perform the works mentioned in the scope of work.
- Experience in development of Club Management software.
- The local presence of the bidder in Kolkata is mandatory.

2.0 Documents to accompany the Bids:

1. Bidders should note that non-compliance of the following instructions may render the tender liable for rejection. **Sealed envelope** should be submitted in tender box placed in the office of the New Town Kolkata Development Authority, 03 MAR, New Town, Kolkata-700156 superscribing NIT No and name of work on the envelope. The **sealed envelope** must contain the “**Technical Proposal**” and “**Financial Proposal**” in separate envelopes.

2. EMD (Bid Security)

Each bid must accompany an **A/c. Payee Bank Draft of Rs. 50,000 (Rupees Fifty Thousand) only** in favour of “**New Town Kolkata Development Authority**” payable at Kolkata issued by a nationalized / scheduled bank as EMD.

The EMD instrument of the successful bidder will be retained by NKDA as security deposit till completion of the work.

EMD submitted during 1st Call may be carry forwarded on application along with the Bids in 2nd Call.

3.0 Organizational Capability

1. The audited financial statement / audited annual report of the last three financial years.
2. Trade License.
3. PAN.
4. GST registration.
5. Details of projects executed.

4.0 Technical Proposal

Document to be submitted:

1. No deviation to the technical specification is acceptable.
2. Original NIT document duly signed on all pages indicating acceptance of all term and conditions.
3. Copy of Valid “Certificate of Incorporation”.
4. Copy of Valid “Trade License” showing local registered office in Kolkata.
5. Copy of PAN/TAN.
6. Copy of Valid GST Registration number.
7. Copy of Income Tax Return / Trading A/c, Profit & Loss A/c and Balance Sheet / any other form of Final Accounts of the bidder for last 03 (three) year.
8. Copy of work orders for work related to Club Management or ERP or CRM catering to more than 2000+ users. The said Club Management or ERP or CRM should have modules of Client Management, Purchase, Inventory Management, Billing Management, Front Office Management and Finance Management. Copy of work order(s) along with completion certificate showing successful running during the last 02(two) years.

Competition certificate should also clearly highlight the number of users handling the ERP/ CRM is more than 2000+.

9. Technical Proposal covering all the scope of work mentioned in the Tender Document.

5.0 Evaluation of Tender:-

- i) NKDA will evaluate and compare the tenders found to be satisfactorily responsive based on:-
 - a) Submission of EMD as required.
 - b) The Bids are properly signed,
 - c) The bids which conform to the terms and conditions as mentioned in the tender document.
 - d) Must fulfill the minimum eligibility criteria.
 - e) Previous experience supported with work orders and completion certificate.
 - f) Technical proposal submitted as per Annexure – B.
- ii) The tenders would be evaluated separately for each item.

6.0 Language of Bid

The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid should be in English.

7.0 Validity of Offer

The proposals shall remain valid for a period of one year after the last date of submission of the offer.

8.0 Completion period i.e. GO-LIVE should be done with in 03(three) months from the date of issue of work order.

9.0 Maintenance Period

One (01) Year from the date of GO-LIVE.

10.0 Payment Terms

- a) On Go-Live of entire application: 50%
- b) After 03(three) Months from the Date of Go-LIVE: 20%.
- c) On completion of 01(one) year from the date of Go-Live: 30%

11.0 Taxes & Duties

The prices shall be exclusive of all taxes and levies. Tax & duties will be paid as and where applicable.

12.0 Discrepancies in Bid

In case of discrepancies in bids, the following will be adopted to correct the arithmetical errors for the purpose of evaluation. In case of discrepancy between the original and copies of bid, the original bid will be considered correct.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the Grand total price, the unit price or sub total price shall prevail and the total price shall be corrected.

13.0 Authorized Representatives

Any action required or permitted to be taken and any document required or permitted to be executed under this contract by the NKDA or the Bidder may be taken or executed by the officials authorized for the purpose.

14.0 Late submission of Bid

Any bid received by the New Town Kolkata Development Authority after the last date and time of bid submission as prescribed in NIT will be rejected. It would be the sole decision of NKDA to accept or reject a "Late Bid".

15.0 Opening of Bids by New Town Kolkata Development Authority

The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid security and such other details as New Town Kolkata Development Authority at its discretion, may consider appropriate, shall be announced at the time of opening of the bids.

Immediately after the closing time the authorized person of New Town Kolkata Development Authority shall open the bids for scrutiny.

16.0 Conditional tender will not be entertained and shall be deemed as 'informal'. In case any conditional bid is submitted the Earnest Money will be forfeited.

17.0 New Town Kolkata Development Authority's Right to Reject any or All Bids at any point of time.

New Town Kolkata Development Authority reserves the right to reject any bid and to annual the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

18.0 The copyright of SRS, Source code will belong to NKDA. Selected bidder has to submit the hard & Softcopy (in DVD) of Source Code in each milestone of payment

19.0 Scope of Work :

The indicative scope of the Club Management software is as follows. Actual scope of work will be identified and covered at the time of preparation of SRS.

- Software Requirements Specification (SRS): Selected bidder have to made a complete study of the Scope of work with actual requirement on discussion with Club Authority and NKDA. SRS should include all the modules, user role, MIS with Data base design, process map, Use Case Table, all Use Case, Input Form deign etc. Selected Bidder has to provide demonstration with SRS in presence of Club Authority & NKDA. On approval of SRS development process will be start.
- NTBC/NKDA has no specific choice of platform & database. In case of any license software bidder have to provide the license of the software. NTBC/NKDA will provide only the deployment platform. Details of the server as follows :
Processor : E5 2609 V3(1.9 GHz, 6 Core, 15 MB Cache)
Memory : 8 GB.
HDD : 5 X 500 GB.
Operating System : Windows 2012 R2.
- The application should provide different levels of access to identified stakeholders on role based access rights. Respective access and control should be available only to authorized users. Indicative users are : General Manager, Finance Officer, Assistant General Manager, Banquet Executive, Accountant, Receptionist, Data Entry operator, Restaurant Manager, Purchase Manager, Billing personal (Restaurant, Bar and other Services) etc.
- The Club Management software should have following modules
 - Membership.
 - Finance Module.
 - Front office, Housekeeping.
 - Bar & Restaurant, Kitchen.
 - Store, POS.
 - Master Data Module
 - Add/ Update/ Delete Facility.
 - Add/ Update/ Delete Fess.
 - Add/ Update/ Delete User.
 - Booking of different Facilities (Add/ Cancel/ Change).
 - Purchase & Assets.
 - Report.
 - Membership related report
 - Customized report for Membership.
 - Daily visitor report.
 - Guest Report.
 - Birthday/ Anniversary and other similar report.
 - Different dues report.
 - Others as per the requirement
 - Finance Report
 - Date range wise collection report.
 - Tax report.

- Expenditure report.
- Income & revenue report.
- Others as per the requirement.
- Facility wise report
 - Booking.
 - Payment.
 - Others as per the requirement
- Other modules generally used for this Club Management system.
- Administration.

All modules should be Role Base Access.

- System should have provision of allowing any members & guests from the Reception (Front office) point to availing the service. Billing related to Restaurant, bar and other facility will be start after allowing from Reception.
- Membership Module :
 - System will capture all the details about the different categories of members with their family details including photographs.
 - Capturing payment details, pending payment.
- Booking Module :
 - System should have provision of booking of different facility like room booking, banquet hall etc.
 - System should have provision for cancellation and re-booking of any facility.
- Report :
 - The software should provide different types of reports as required by the Club management. These reports should be available in PDF, DOC, MS Excel format.
 - The software should be able to send Emails/ SMS to the Club Members with facility to create Templates for Email-Header, Body and Footer for various purposes with NKDA logo.
- SMS/ Email Service :
 - SMS should be delivered to the all Members of New Town Business Club included DND activated numbers.
 - Event/ News update and other communication with be sent to the all members of New Town Business Club.
 - Systems generated Birthday/ Anniversary wish will be sent members of New Town Business Club.
 - Any other information related to any information/ bills/ dues to be sent to members of New Town Business Club.
- The application will be required to be installed on local machine/ LAN of the Club and can be accessed through outside.
- System should be self sufficient/ able to take care of all statutory tax reports and compliance.
- The application should be user friendly and easy to be operated with data security and backup feature to avoid loss of information due to hardware or software failure.
- The software should provide customized reports for better customer relationship management.
- The Administrators must have access to logs in the backend where they can monitor changes that have been made to the database.
- The bidder should provide dedicated support to attend software related complaints of NKDA properties and all complaints must be attended within 24 hours.

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- **The bidder must agree to maintain the software with all up-gradations/ modifications for a period of maintenances from the date of installation free of cost. The support will be provided through email, telephone, remote login and visit to Club premises as per demands.**
- **The work for installation of software, customization must be completed as well as training must be imparted within a period of three (03) months from the date of issue of work order.**
- The vendor must provide minimum 20 days' training to all Club Officials / Staff for operation of this software.
- The successful bidder will provide detailed user manual of the software to Club Officials / Staff.
- Each page of tender documents and enclosures must be duly signed and stamped as a token of acceptance of tender conditions.
- **After successful bid, during first year after the date of installation of application, the applicant will have to customize the application/reports free of cost as per requirements of New Town Business Club.**

P.F.


Administrative Officer
 New Town Kolkata Development Authority

Memo No. 427 /1(4)/NKDA/Admn- 581 /2015 (Pt.III)

Dated: 19/01/2018

Copy forwarded to kind information of

- 1) The General Manager , NTBC.
- 2) The Finance Officer, New Town Kolkata Development Authority
- 3) PA to Chairman, New Town Kolkata Development Authority
- 4) Notice Board, New Town Kolkata Development Authority for displaying
- 5) Official website on New Town Kolkata Development Authority

P.F.


Administrative Officer
 New Town Kolkata Development Authority

TECHNICAL BID**FORMAT & REQUIREMENTS**

1. Tender Ref. No:
2. Name of Tenderer:
3. Complete office address of Tendere
.....
.....
4. Contact details of authorized person of tenderer who have signed the tender.
 - a. Name.....
 - b. Designation.....
 - c. Phone (Office).....
 - d. Phone (Mobile).....
 - e. E mail.....
5. Due date & Time of submission of bid:
6. EMD payment details (DD No. & Bank detail)
7. Other document to be submitted in the envelop of Technical Bid:

1. Contact Person(s) Name with 2. Mob Nos. 3. Email ID	
4. Demand Draft of Earnest Money of Rs 50,000/- in favour of New Town Kolkata Development Authority Payable at Kolkata. N.B : EMD submitted during 1 st Call may be carry forwarded on application along with the Bids in 2 nd Call.	
5. Declaration of No deviation to the technical specification is acceptable.	
6. Original NIT document duly signed on all pages indicating acceptance of all term and conditions.	
7. Copy of Valid "Certificate of Incorporation".	
8. Copy of Valid "Trade License" showing registered office in Kolkata.	
9. Copy of PAN	
10. Copy of Valid GST Registration number.	
11. Copy of Income Tax Return / Trading A/c, Profit & Loss A/c and Balance Sheet / any other form of Final Accounts of the bidder for last 03 (three) year.	
12. Copy of work orders for work related to Club Management or ERP or CRM catering to more then 2000+ users. The said	

<p>Club Management or ERP or CRM should have modules of Client Management, Purchase, Inventory Management, Billing Management, Front Office Management and Finance Management. Copy of work order(s) along with completion certificate showing successful running during the last 02(two) years.</p> <p>Competition certificate should also clearly highlight the number of users handling the ERP/ CRM is more than 2000+.</p>	
<p>13. Technical Proposal covering all the scope of work mentioned in the Tender Document.</p>	

N.B. – Please attached seal & sign copy of all statutory documents.

TECHNICAL BID

Please furnished the detail Technical proposal of the work as per the Scope of work.

FINANCIAL BID DOCUMENT
[In Bidders Letter head]
(To be submitted separately in sealed envelope)

Sl. No.	Name of work	Quoted Rate in figure	Quoted Rate in Word
01.	Designing, Developing and maintenance of club management software for New Town Business Club		

NB : The rate is exclusive of all taxes and other levies.

(Name and Signature with stamp of the Bidder)