



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

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

Memo No. 07/NKDA/Admn-32/2009

Dated: 04/01/2016

(2nd Call)

Sealed quotations are invited from registered software firm/companies having experience in having experience in software development to undertaking annual operation maintenance and up-gradation of existing Website of New Town Kolkata Development Authority, New Town , Kolkata – 700 156.

1. Important Dates:

Last date of Application	:	11/01/2016 upto 2:00 PM
Date of Opening of Technical and Financial bid	:	11/01/2016 at 03:00 PM

2. Bidding Procedure

The prescribed tender documents consisting of

- (i) Technical Bid and
- (ii) Financial Bid

2.1. Technical Bid

Technical bid should contain all the technical specifications, recommendations and other details as deem fit by the developer to evaluate their capability of undertaking the complete design / development / operation and maintenance work. The bidder will be first assessed based on the Company Profile having various factors related to their organization, manpower, area of expertise, similar developments and mainly technical proposal and their understanding of the work and demonstrating their capability to successfully execute the work. Bidder who may not be able to demonstrate their understanding / capability will be rejected from the process of further evaluation.

2.2. Financial Bid

For successfully selected bidder, the financial bid shall be opened and compared for financial proposals.

3. Instructions to Bidders

- 1) Registered Companies / firms having experience in software development are eligible to submit bid.
- 2) The tender documents can be downloaded from NKDA website (<http://www.nkdamar.org>) .

- 3) Only enclosed formats as provided in original should be used. All sheets need to be submitted after affixing seal of the Company/firm and signature of the authorized signatory conveying acceptance of all terms and conditions of this tender.
- 4) The prescribed tender document consisting of (i) Technical Bid and (ii) Financial Bid, sealed separately in two different envelopes, superscribing "Technical Bid" and "Financial Bid", and placed in a duly sealed big single envelope superscribing "**N.I.Q. for Notice Inviting Quotation for repair, renovation and up-gradation of existing Website of New Town Kolkata Development Authority**", may be submitted by hand/by Speed Post to office of "**New Town Kolkata Development Authority, 03 MAR, New Town Kolkata-700156**" so as to reach within the scheduled date and time.
- 5) Financial bid will be opened only for those bidders who will qualify on the basis of technical Bids.
- 6) The bidder shall quote the price of the complete project inclusive of all taxes and duties.
- 7) No price escalation will be allowed.

4. General Terms and Condition :

1. Tender Document can be downloaded from the website (www.nkdamar.org).
2. Bid Security :
All bidders have to submit a Demand Draft of Rs. 10,000/- in favor of New Town Kolkata Development Authority payable at Kolkata.
3. Eligibility / Qualification Criteria:
 - a) The bidder shall preferably be a Government Department / organization / Society (registered and or established under relevant central Acts) or those who have been approved by / served to any Government Department / organization.
 - b) The bidder shall have 5 years experience, preferably in website creation / development, maintenance & other related matters.

4. Required Documents as a part of Technical Bid & Place of Service

- a) Registration or Incorporation Certificate.
- b) Service tax registration certificate.
- c) PAN Card.
- d) Purchase/Work orders from at least two Government customers regarding creation and maintenance of websites.
- e) Detailed project profiles for at least two Government portals/websites created and maintained by the bidder.

5. Other Conditions of Contract

- 1) To assist the examination, evaluation and comparison of bids, NKDA, may at its discretion ask the bidder for clarification of its bid including price. The request for clarification and the response shall be in writing.

- 2) **Delivery and hosting period:** Within Time frame given for the date of work order. The testing report should be signed by the Competent Authority of NKDA.
- 3) Taxes and duties as applicable will be deducted from the bill.
- 4) **Payment terms:** The payment to the selected Bidder under the AMC shall be paid on half yearly basis. Bidder have to submit the a separate bill for the showing details of new static page and dynamic pages uploaded in the website.
- 5) **Contact Period:** The contact period is for 01(one) year.
- 6) NKDA reserves the right to accept or reject any offers without assigning any reason thereof, and to amend the terms and conditions before award of the work.

6. Scope of Work

- a) Website maintenance contract cover alterations, updates and repairs, In addition to completing all maintenance requests, your contract includes internal and external links, on- line Forms, search facilities, site maps and any dynamic functionality.
- b) Services covered in Annual Maintenance Packages are:
 - Graphic Design Support Catalog Management.
 - Advertisement,
 - Email Campaigns and Newsletters Management.
 - Flash Advertisements & Presentation Updates Content Management Graphic updates or New Designs Altering the usability of website.
 - Search Engine Optimization
 - SMS integration & E-mail alerts.
 - Incorporation of audio & video gallery in the website and conversion and uploading of videos in suitable format Maintaining of web-based applications.
 - Deployment of technical staff –the firm shall deploy technical staff at the premise of the Directorate for speedier update/maintenance of websites (if and when required).
- c) Bidder have to submit a proposal for design of new page for static and dynamic.

7. Service Level Benchmark (SLA)

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
PORTAL APPLICATIONS & SERVICES				
Portal Availability	24 X 7 X 365	99.7%	Measure Daily	Less than 99.7% but more than

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
			Report Monthly/ Quarterly Using an automated tool with no manual intervention.	95%: penalty 3 % of Equated Annual Installments (EAI) Less than 95%: penalty 15 % of EAI
Performance	24 X 7 X 365	99.7%	Measure Daily Report Monthly/ Quarterly	Less than 99.7% but more than 95%: penalty 3% of EAI Less than 95%: penalty 15% of EAI
Security	24 X 7 X 365	0	Measure Daily Report Monthly/ Quarterly	More than 0 and Less than 3 Security Breaches: penalty 10% of EAI for each Security Breach More than 3 Security Breaches: penalty 25% of EAI for each additional Security Breach
System Backup	24 X 7 X 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<p>Helpdesk Service Availability (At Agency office)</p> <p>The service should be available all working days of NKDA. If NKDA required, the selected agency have to work holidays also.</p>	Business Hours (BH)	99%	Measure Daily Report Monthly and Annually	<p>Less than 99% but more than 95%: penalty 1% of EAI</p> <p>Less than 95%: penalty 10% of EAI.</p>
SLA REPORTING				
<p>Generate Monthly Operations and Performance Reports</p> <p>a. Quarterly Report b. Monthly Report</p>	Business Hours (BH)	2nd business working day of respective subsequent week or/ month	Measured Weekly & Monthly	Penalty of 1% of EAI for each non-compliance


Administrative Officer-I
New Town Kolkata Development Authority

Memo No. / (6) /NKDA/Admn-32/2009

Dated: 04/01/ 2016

Copy forwarded to kind information of

1. The Finance Officer, New Town Kolkata Development Authority
2. PA to Chairman, New Town Kolkata Development Authority
3. PA to Member Secretary, New Town Kolkata Development Authority
4. PA to Chief Executive Officer, New Town Kolkata Development Authority
5. Notice Board, New Town Kolkata Development Authority for displaying
6. Official website on New Town Kolkata Development Authority (NKDA)
(<http://www.nkdamar.org>)


Administrative Officer- I
New Town Kolkata Development Authority

TECHNICAL BID

Name of Work: Notice Inviting Quotation for annual operation maintenance and up-gradation of existing Website of New Town Kolkata Development Authority, New Town , Kolkata – 700 156

DETAILS OF THE APPLICANT

1.	Name of the applicant firm : (Attach company Profile)	
	Address of the Registered Office :	
	Telephone Numbers :	
	Fax Number :	
	E-mail & Website Address :	
	Turnover of Previous three Year :	
	Check List for Enclosures: i. Company Profile ii. Copy of work orders of similar work done. iii. Copy of audited balance sheet of the previous year. iv. Income tax clearing certificate Copy of Service v. Trade Tax Registration certificate vi. Copy of PAN/TAN/TIN (As applicable)	

FINANCIAL BID

Name of Work: Notice Inviting Quotation for annual operation maintenance and up-gradation of existing Website of New Town Kolkata Development Authority, New Town , Kolkata – 700 156

SL No	Description of Work	Quoted Rate (In Figures)	Quoted Rate (In Words)
1.	Design, Development, Up gradation of official Website of NKDA with one year maintenance and up gradation.		
2.	Charges for add a New Static Page		
3.	Charges for adding New Dynamic Page		

N.B. – The above quoted rate is inclusive of all taxes and duties as applicable.

Total Bid Price in Rs. _____

In words _____

Signature of Bidder with seal _____

Name _____

Business address _____

Tel. No. & Mobile No. _____

Email: _____

Place: Date