

Memo No. 7176/NKDA/Admn-32/2009

Dated: 28/12/2016

Notice Inviting Quotation (N.I.Q) No.: 39/NKDA/2016-17.

Sealed quotations are invited from registered software firm/companies having experience in having experience in software development to undertaking the work of **“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	:	09/01/2017 upto 2:00 PM
Date of Opening of Technical and Financial bid	:	09/01/2017 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.
- 8) Conditional tender will not be entertained and shall be deemed as 'informal'.

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.
4. **Required Documents as a part of Technical Bid & Place of Service**
 - a) Registration or Incorporation Certificate.
 - b) Service tax registration certificate.
 - c) PAN/ TAN.
 - d) Work orders from at least three Government customers regarding creation and maintenance of websites in .net framework. Completion certificate to be enclosed as a supporting document.
 - e) Corresponding work order showing 5 yrs. relevant experience in the domain of web development.

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) The quoted rate is inclusive of all taxes and duties as applicable.
- 3) **Payment terms:**

- a. The payment to the selected Bidder under the AMC shall be paid on half yearly basis. Bidder have to enclosed the detailed of the job undertaken in this period showing the following format:

Details of the work	URL	Date for request sent on	Target date of completion	Actual Date of completion	Remark

- b. Bidder has to submit the separate bill half yearly basis for the showing details of new static page and dynamic pages uploaded in the website.

Page details	URL	Type of page	Date for request sent on	Target date of completion	Actual Date of completion	Remark

- 4) **Contact Period:** The contact period is for 01(one) year.
- 5) 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) The scope includes the NKDA official website (<http://nkdamar.org>), micro site of New Town Business Club (<http://185.73.39.78:8080/nkda>) , Ananda Babu (<http://anandababu.co.in>) and any other included in future during the contact period.
- c) Services covered in Annual Maintenance Packages are:
 - Graphic Design Support Catalog Management.
 - Advertisement.
 - 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).
- d) Bidder have to submit a proposal for design of new page for static and dynamic.
- e) Bidder have provide the detail profile of Project Manager, Team Lead and all the development team to be deployed for the project.
- f) Weekly review to be conduct at the office of this Authority, with Team Lead and developer on each last working day of NKDA (Friday/ Saturday) for :
- a. Review all the work undertaken by the bidder.
 - b. Progress of all the work.
 - c. New work to be undertaken by the bidder.
- g) Proposer documentation of the website to under the scope of the bidder.
- h) After end of the contract bidder have to handover all the documentation (Hardcopy/ softcopy) , source code (DVD) for final payment.
- i) Change in platform (if required) for any micro site is under the scope of the bidder.
- j) Support will be 7 days basis in a week. In case holidays bidder have to complete the job urgency basis. Failure of that necessary penalty will be deducted as per the Service Level Benchmark (SLA).

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 Report Monthly/ Quarterly Using an automated tool with no manual intervention.	Less than 99.7% but more than 95%: penalty 3 % of Equated Annual Installments (EAI) Less than 95%: penalty 15 % of EAI

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
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.
Helpdesk Service Availability (At Agency office) The service should be available all working days of NKDA. If NKDA required, the selected agency	Business Hours (BH)	99%	Measure Daily Report Monthly and Annually	Less than 99% but more than 95%: penalty 1% of EAI Less than 95%: penalty 10% of EAI.

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
have to work holidays also.				
SLA REPORTING				
Generate Monthly Operations and Performance Reports a. Quarterly Report b. Monthly Report	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

Sd/-
Administrative Officer-I

New Town Kolkata Development Authority
Dated: 28/12/2016

Memo No. 7176/1(6)/NKDA/Admn-32/2009

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>)

P. Singh


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

Details to be furnished with specific enclosure		Remark
1.	Name of the applicant firm : (Attach company Profile)	
2.	Address of the Registered Office :	
3.	Telephone Numbers :	
4.	Fax Number :	
5.	E-mail & Website Address :	
6.	Turnover of Previous three Year :	
7.	Check List for Enclosures: <ul style="list-style-type: none"> i. Copy Company Profile ii. Income tax clearing certificate Copy of Service iii. Valid Trade Tax Registration certificate iv. Copy of PAN/TAN/TIN (As applicable) v. Financial Statement for last 3 yrs. 	
8.	Check List for Experience <ul style="list-style-type: none"> i. Work orders from at least three Government customers regarding creation and maintenance of websites in .net framework. Completion certificate to be enclosed as a supporting document. ii. Corresponding work order showing 5 yrs. relevant experience in the domain of web development. 	
9.	Detail profile of Project Manager, Team Lead and all the development team to be deployed for the project.	
10.	Stamp and sign of the NIQ in each page	

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