

NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority under Government of West Bengal)

3, Major Arterial Road • New Town • Kolkata – 700156

Ph. No. (033) 2324-2148 Ext. 262 Email Id: ao1@nkda.in

Memo No. 1902/NKDA/Admn-581/2015

Date: 17.04.2018

NOTICE INVITING e-TENDER Notice Inviting e-Tender No. 12/NKDA/ADMN OF 2018 (2nd)

Administrative Officer – I, New Town Kolkata Development Authority (NKDA) invites tender from the reputed Software Development Companies having sufficient experience and credentials for Designing, Developing and maintenance of Club Management Software or similar software for the work of Club management software for New Town Business Club, New Town, Kolkata.

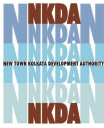
(Submission of Bid through online)

Sl. No	Name of the work	Earnest Money (Rs.)	Period of Completion
1	Designing, Development and Maintenance of Club Management Software for New Town Business Club	Rs.15,000/- (Rupees Fifteen Thousand only)	15 months

- In the event of e-filling, intending bidder should download the tender documents from the web site <http://wbtenders.gov.in>. Directly with the help of Digital Signature Certificate. All the bidder shall have to submit Earnest Money for **Rs.15,000/- (Rupees Fifteen Thousand only)**, & necessary Earnest Money will be deposited by the bidder through the following payment mode as per Finance Department Order No.3975-F(Y) dated 28th July, 2016 (Annexure – A):
 - Net banking** (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway.
 - RTGS/NEFT** in case of offline payment through bank account in any bank. The EMD shall be deposited in favour of “**New Town Kolkata Development Authority**” payable at “**Kolkata**”
- Both **Technical Bid** and **Financial Bid** are to be submitted concurrently duly digitally signed in the website <http://wbtender.gov.in>
- Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule.
- The **FINANCIAL OFFER** of the prospective qualified tenderer(s) will be considered only if the **TECHNICAL BID** of the tenderer(s) is found qualified by competent authority of New Town Kolkata Development Authority. The decision of the competent authority of New Town Kolkata Development Authority will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website. No financial offer to be quoted in Technical documents. If found, the Bid will be cancelled.
- 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 bidders have to make 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 and Input Form design etc. Selected Bidder has to provide demonstration with SRS in presence of Club Authority & NKDA. On approval of SRS development process will be start.



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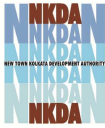
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- NTBC/NKDA has no specific choice of platform & database. In case of any license software bidder have to provide the license of the software. NTBC/NKDA will provide only the deployment platform. Details of the server as follows :
 - Processor: E5 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



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- 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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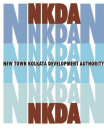
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- The bidder must agree to maintain the software with all up-gradations/ modifications for a period of maintenances from the date of installation free of cost. The support will be provided through email, telephone, remote login and visit to Club premises 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.

6. Performance Requirements (SLA):

The purpose of this Service Level Agreement (herein after referred to as SLA) to clearly define the performance criteria that shall be adhered to by the bidder for the duration of the project:

Sl. No.	Major Area	Parameter	Requirements	Penalty
1	Application System Development and Implementation	Major milestone during Development and implementation as per Project plan document.	Delay of no more than 1 Days of the delivery milestone	Beyond 1 days delay, .5% of Development cost
2	Availability of application	Web portal Covering all the features	98% availability round the clock and Computation will be done on monthly basis.	Rs1000 per hour
3	Resolution Time (Only for Bug Fixing and support)	Time taken by the Bidder to fix the problem	Within 2 hours of reporting	Rs1000 per hour



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7. Eligibility and document to be uploaded :

1. Contact Person(s) Name with
2. Mob Nos.
3. Email ID
4. Declaration of No deviation to the technical specification is acceptable.
5. Copy of Valid “Certificate of Incorporation”.
6. Copy of Valid “Trade License” showing registered office in Kolkata.
7. Copy of PAN
8. Copy of Valid GST Registration number.
9. 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.
10. 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+.
11. Technical Proposal covering all the scope of work mentioned in the Tender Document.

8. Earnest Money Deposit (EMD)

All the bidder shall have to submit Earnest Money for **Rs.50,000/- (Rupees Fifty Thousand only)**, & necessary Earnest Money will be deposited by the bidder through the following payment mode as per Finance Department Order No.3975-F(Y) dated 28th July, 2016 (Annexure – A):

(i) **Net banking** (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway.

(ii) **RTGS/NEFT** in case of offline payment through bank account in any bank. The EMD shall be deposited in favour of “**New Town Kolkata Development Authority**” payable at “**Kolkata**”.

EMD shall be converted into the Security Deposit and to be refunded on expiry of contract period. The said Security Deposit will be forfeited if the contractor fails to perform his contractual duties satisfactorily.

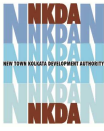
9. Terms and Condition

9.1. The bids received without prescribed performance certificate shall be rejected.

9.2. Conditional tender will not be entertained and shall be deemed as ‘informal’.

9.3. The quoted rates should include the cost of pesticides and related manpower and transportation charges. No other charges except the quoted rate will be paid.

9.4. The rates should be mentioned in figures as well as in words inclusive of taxes and levies.



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- 9.5. The Tender Inviting Authority reserves the right to deny or accept or reject any or all the applications and even to annul the tendering process at any point of time without prejudice to further action and without assigning reason thereof.
- 9.6. The undersigned reserves the right to terminate the Contract at any point of time during the currency of the Contract without assigning any reason, whatsoever.
- 9.7. Further details, if required, may be obtained from the office of Administrative Officer-I, New Town Kolkata Development Authority at 03, Major Arterial Road, New Town, Kolkata – 700156.

10. MODE OF SELECTION

The evaluation of the Technical bids will be carried out in the following manner:

- (i) Technical Bids will be evaluated of only those bidders who fulfil the eligibility Criteria.
- (ii) Required document list.
- (iii) Past experiences.

11. BID PRICES

The bidder shall quote bid Prices on the appropriate format for “Schedule of Rates” enclosed as part of bidding document.

12. MODE OF PAYMENT

Sl. No.	Deliverables	Payment
1	On Go-Live i.e. after hosting in the SDC	50%
2	After successful running of application 2 months from the date of Go-Live	20%
3	On completion of maintenance period	30%

13. Opening of Tender:

Tender shall be opened as per Date and Time Schedule. In case Tender opening date is declared HOLIDAY, Tender shall be received and opened on next working day at the same time specified in the NIT (Notice Inviting e-Tender).

14. The successful bidder whose bid is accepted shall make formal agreement along with bid documents in triplicate, within 7 (seven) days from the date of issue of LOI by Administrative Officer-I, New Town Kolkata Development Authority. If the successful bidder fails to perform the formalities within the specified period the Tender is liable to be cancelled and the Bid Security will be forfeited.

15. The offer shall remain valid for 180 days from the date of opening of the tender.

16. Security Deposit:

The Earnest Money will be converted as Security Deposit for successful bidder. The Security Deposit will be refunded after successful completion of entire work.



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17. Date and Time Schedule:

Sl. No.	Particulars	Date & Time
1	Date of uploading of NIeT (online) (Publishing Date)	17.04.2018 at 05:00 pm
2	Documents download start date (Online)	17.04.2018 at 05:00 pm
3	Documents download end date (Online)	24.04.2018 up to 03:00 pm
4	Bid submission start date (Online)	17.04.2018 at 05:00 pm
5	Bid submission closing date (Online)	24.04.2018 up to 03:00 pm
6	Bid opening date for Technical Proposals (Online)	26.04.2018 at 03:00 pm
7	Last Date of uploading list for Technically Qualified Bidder(online)	To be Notified Later
8	Date for opening of Financial Proposal (Online).	To be Notified Later

18. The bidder are bound by the terms & conditions of NIeT document, Instruction to Bidders, scope of work etc, which forms a part and parcel of this contract.

19. Prospective applicants are advised to note carefully the eligibility criteria before bidder the bids.

20. Conditional / Incomplete bid will not be accepted under any circumstances.

21. Any Corrigendum, notification in connection to this NIeT will be published in the official website of New Town Kolkata Development Authority (www.nkdamar.org) as well as <https://wbenders.gov.in>. The applicants are requested to please follow the websites for such notifications, corrigendum etc.

22. Other Terms & Conditions

The Contract Agreement for this engagement would contain the following key clauses:-

22.1. Term of Contract

This will include the period required to deliver the deliverables and other services specified in the Scope of Work, including the duration of the support period (as may be applicable to this engagement).

22.2. Termination

- I. Mature termination of the contract would happen at the end of the tenure.
- II. In case of insolvency of bidder or due to breach of any conditions as prescribed in the Tender.

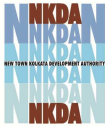
22.3. Effects of Termination

In the event of a pre-mature termination of this agreement by NKDA, the compensation payable to bidder will be decided in accordance with the Terms of Payment Schedule for the milestones completed services and accepted deliverables.

22.4. Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the Tender document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or such measurable criteria. The Tentative deliverables as follows:

- Timeline.



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- SRS.
 - Database Design and detailed table structure.
 - Design diagram for all input forms.
 - Source code with detailed comments.
 - Different credential (Web, Mobile, databases, hosting environments etc).
 - Security Audit report.
 - Training Manual (10 nos hard and soft).
 - SLA report.

22.5. Fees and Payments

- (a) The total fees payable to the bidder including a milestone based payment as specified in the terms of reference would be specified. Such payments shall be inclusive of all taxes / levies.
- (b) Payments for additional services in case of change in scope will also be specified.

22.6. Ownership and Audit

Software including source code, licenses, technical documents, Test plan, Test cases & report, SSL certification, Security Audit report and services obtained for the purpose of this engagement shall be copyright of NKDA. Hard & softcopy of the same to be submitted in each milestone.

22.7. Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to data, wherever applicable. NKDA shall retain exclusive **intellectual property rights** to all artifacts to which Department has sovereign rights or **right to use** on a formalized agreement with another party if any cots software has been used in the application.

22.8. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

22.9. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee for such purpose and abide by the decisions thereon.

22.10. Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India with the Courts at Kolkata (High Court) having jurisdiction.

22.11. Scope Changes

Looking into the length of the project implementation period it is very usual to find changes in business logic frameworks. In such scenarios there may be a need of modification of the software modules beyond FRS/SRS/Scope document mentioned in this NIEt. It may also be required to develop new software modules beyond the



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coverage of FRS/SRS/Scope document. In above mentioned scenarios implementing agency should follow a well-defined procedure to manage the various change requests identified during the implementation of the application. Cost for man months are provisioned for such additional software enhancement services. The agency can raise claims under this head as per actual consumption of service duly approved by the client.

22.12. Limitation of Bidder liability towards NKDA

- a) Except in case of gross negligence or wilful misconduct on the part of the Bidder Team in executing the work or in carrying out the Services, the bidder, with respect to damage caused by the bidder to property and/or assets of NKDA or of any of NKDA vendors, shall not be liable to NKDA.
 1. For any indirect or consequential loss or damage; and
 2. For any direct loss or damage that is limited to Contract Value.
- b) This limitation of liability shall not affect the Bidder liability, if any, for damage to Third Parties caused by the Bidder Team or any person or firm/company acting on behalf of the Bidder in executing the work or in carrying out the Services.

Administrative Officer – I
New Town Kolkata Development Authority

Memo No. 1902/1(6)/NKDA/Admn–581/2015

Date: 17.04.2018

Copy forwarded for information to:-

1. Finance Officer, New Town Kolkata Development Authority.
2. P.A to the Hon'ble Chairman, New Town Kolkata Development Authority.
3. P.A to the CEO, New Town Kolkata Development Authority.
4. Office Notice Board.
5. Official website of WB Tender (www.wbtenders.gov.in).
6. Official Website of New Town Kolkata Development Authority (www.nkdamar.org).

Administrative Officer – I
New Town Kolkata Development Authority