



# NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

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

**Memo No. 3658/ NKDA/Admn-172/2011**

**Dated: 24/09/2013**

New Town Kolkata Development Authority (NKDA) Invites sealed bids for “**Introducing Mobile based grievance Management System with the existing official website of NKDA**” from registered IT Companies / firms/ Organizations having experience in software development.

## **Important Dates:**

<b>Last date of Application</b>	:	01/10/2013 upto 2:00 PM
<b>Date of Opening of Technical and Financial bid</b>	:	01/10/2013 at 03:00 PM

## **Bidding Procedure**

Applicant will have to submit the prescribed tender documents consisting of

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

## **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 / implementation work as mentioned in Scope of Work, Instructions to Bidders and Other Conditions of Contract.

## **Financial Bid**

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

## **Scope of Work**

There will be two phases of development / implementation. This is an Android based mobile application which has the capability to capture geo-coded picture and also a form where the user can enter relevant data. This geo-coded picture can be viewed by the admin. He can also view the location of picture in Google Map.

1. Data and picture not to be stored in phone memory.
2. Initially application will be in Android platform. In future same will be done on Black Berry, Windows, iPhone and others, if required, with in the same cost.
3. To access the application user will have to register in the official website of NKDA. Unique ID will be generated for users.

4. An Admin panel will required to handling the application. Panel will show the all the grievances in bubble shape at the Google map. There should be provision for update the status of grievance as follows:

1. New.
2. Under Process.
3. Closed.

Selection should be done via drop down selection.

### **Instructions to Bidders**

- 1) Registered IT Companies / firms/ Organization 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 Introducing Mobile based grievance Management System with the existing official website of NKDA**", 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 in the technical Bid.
- 6) The bidder shall quote the price of the complete project inclusive of all taxes and duties.
- 7) No price escalation will be allowed.

### **Other Conditions of Contract**

- 1) Tenderer should have at least 2 years of experience in the design, development, implementation and maintenance of web based software solution and minimum Turnover of Rs. 20 Lacs (last financial Year).
- 2) 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.
- 3) **Delivery and hosting period:** Within 15 days from the received of work order. The testing report should be signed by the Competent Authority of NKDA.

- 4) 10% of quoted price of the selected bidder will be deducted from the Bill which will be deducted from the bill. The said Security Deposit will be retained till the support and maintenance period is over.
- 5) Taxes and duties as applicable will be deducted from the bill.
- 6) **Payment terms:** 90% on successful and satisfactory deployment certified by authorized Representative of NKDA. Balance 10% will be kept as Security deposit for the period of maintenance.
- 7) **Maintenance:** The vendor shall maintain the web application for 01 (One) year after the date of implementation.
- 8) 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.
- 9) Documents to be submitted: Interested vendors eligible shall furnish the following documents along with Technical Bid :-
  - a) Company Profile
  - b) Write up on company's experience as a provider for software solutions
  - c) Details of similar (if any) and relevant projects handled.
  - d) Audited financial statement to show work undertaken in last year.
  - e) Certificate of work undertaken from the agency or department.
  - f) Latest VAT and/or Professional Tax clearance certificate of firm.
  - g) Financial bid should be enclosed in a separate sealed envelope.

**Chief Executive Officer  
New Town Kolkata Development Authority**

**Memo No. 3658/1(4)/ NKDA/Admn-172/2011**

**Dated: 24/09/2013**

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) Notice Board, New Town Kolkata Development Authority for displaying
- 4) Official website on New Town Kolkata Development Authority (NKDA)  
(<http://www.nkdamar.org>)

**Chief Executive Officer  
New Town Kolkata Development Authority**

**FINANCIAL BID**

**Name of Work:** Notice Inviting Quotation for Introducing Mobile based grievance Management System with the existing official website of NKDA.

SL No	Description of Work	Quoted Rate (In Figures)	Quoted Rate (In Words)
1.	<b>Introducing Mobile based grievance Management System with the existing official website of NKDA</b>		

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

