



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY
(A Statutory Authority under Government of West Bengal)

Plot No.DG/13, Premises No. 04-3333, Action Area-ID,

New Town, Kolkata -700156

Ph. No. 033-3505-0000 (ext 109) Email Id: seme@nkda.in

Memo No. 6850/NKDA-14019/3/2022-IT SEC(NKDA)-NKDA

Dated: 29/10/2026

NOTICE INVITING e-QUOTATION

Notice Inviting e- Quotation No: 32 /EE(E)/IT-SEC/NKDA/2026-27

SCHEDULE OF IMPORTANT DATES OF BIDS

Name of Work: Annual Maintenance Contract (AMC) of existing Website of NKDA with cloud Hosting for One Year

Estimated Amount: To be quoted by the bidders. **Time of Completion:** 01(one) year

E.M.D: Rs. 12,000.00

PARTICULAR	DATE & TIME
Date of Issue of NleQ.	: 29/10/2026
Document download start date.	: 30/10/2026 from 10:00 A.M.
Document download end date & time.	: 11/11/2026 upto 12:00 Noon
Pre-bid meeting in the Conference Room of the Chief Engineer, New Town Kolkata Development Authority (NKDA)	: 03/11/2026 at 12:00 Noon
Bid submission start date.	: 30/10/2026 from 10:00 A.M.
Last date of Online submission of Technical Bid and Financial Bid.	: 11/11/2026 upto 12:00 Noon
Opening of Technical Bid	: 13/11/2026 at 12:00 Noon
Opening of Financial Bid	: To be notified later on
Validity of bid.	: 180 days
Completion Period of the work	: 01(one) year.
Defect Liability Period	: N/A
Detailed Tender Document can be downloaded from NKDA website/ wbtenders.gov.in.	: NKDA website/ wbtenders.gov.in.

Notice Inviting e- Quotation No: 32/EE(E)/IT-SEC/NKDA/2026-27

The Executive Engineer-Electrical, New Town Kolkata Development Authority invites Online tenders on Item Rate basis in **TWO BID SYSTEM** from resourceful, reliable, bona-fide and experienced working in Govt. Departments having experience in the similar nature of Design, development and maintenance of website by modern technology and skilled manpower and having requisite financial capability and sufficient technical credential on execution of similar nature of work are requested to submit their offer for the work detailed age given below.

1.	Estimated Cost of work put to Tender	:	To quoted by the bidder.
2.	Completion Period	:	01 (one) year.
3.	Maintenance Period or the Defect Liability Period	:	N/A
4.	Scope of work	:	As mentioned below in the tender notice
5.	Eligibility Criteria for “Pre-Qualification”	:	a) A company/ partnership firm/ proprietary firm which shall provide evidence that it is a current legal entity in India, with impeccable reput in managing equally large and data-oriented sites, with at least 5 years’ experience in managing similar websites may apply. b) The bidding company/ partnership firm/ proprietary firm must warrant that no legal action has been taken or being undertaken against it for any cause in any legal jurisdiction. Declaration to be submitted, c) The bidding company/ partnership firm/ proprietary firm should have a development office in Kolkata along with personnel for content writing/editing, designing, coding and data base management team in house. Details of the manpower to be uploaded. d) A company/ partnership firm/ proprietary firm which shall provide evidence of design deployment of website of at least Rs 10,00,000/- of three nos in last 2 yrs from any Govt. organization. Copy of the work order and Completion certificate to be uploaded. e) A company/ partnership firm/ proprietary firm should have the minimum turnover of 1Cr in software developmental work in last 3 (three) financial year. Copy of the balance

			sheet to be uploaded last 3 (three) financial year. f) Selected service provider shall appoint a single point of contact with whom NKDA will interact and should be subject matter/domain experts to interact with the technical team in NKDA. g) Joint Ventures/MOU will not be allowed as credential.
6.	Initial Earnest Money Deposit (In case of Item Rate Tender)		Rs. 12,000.00
7.	Bid document	:	Bid Document is available in the NKDA's official website and www.wbtenders.gov.in . Bidders who have registered with National Informatics Centre (NIC) can participate in the tender. Interested bidders shall register with NIC in advance.
8.	Document download start date	:	30/10/2026 from 10:00 A.M
9.	Document download end date & time	:	11/11/2026 upto 12:00 Noon
10.	Date of Pre-Bid meeting	:	03/11/2026 at 12:00 Noon
11.	Bid submission start date	:	<u>From 10:00 A.M. on 30/10/2026 through E-portal.</u> It may be reiterated that the bidders shall submit the technical and financial bid only through online by following online bid submission procedure.
12.	Last date of Online submission of Technical Bid and Financial Bid.	:	<u>On 11/11/2026 up to 12:00 Noon</u>
13.	Opening of technical bid	:	<u>On 13/11/2026 at 12:00 Noon</u>
14.	Technical Bid Evaluation	:	The technical bid will be evaluated by the competent authority of NKDA.
15.	Date and time of opening of Financial Bid of the technically qualified bidders	:	<u>To be intimated after evaluation of Technical Bid,</u>
16.	Financial Bid	:	Rate shall be quoted against the BOQ of the Financial Bid
17.	Validity of Bid	:	180 days from the date of declaration of L1

18.	E-Tender registration and bidding	:	<u>ONLINE BIDS:</u> The bidders interested to submit the bid Online shall get registered and get a digital signature. Online Tenders can be submitted by logging in www.wbtenders.gov.in The Bidders are required to submit the Technical and Financial Bid documents ONLINE i.e. uploading of the documents complete in all respect by following the Online Bid submission procedure.
19.	Important Instructions	:	- Names of the technically qualified bidders as per the bid criteria after verification & evaluation will be displayed in the e-portal. - The financial bid documents of the technically qualified bidders will only be opened. - List of Financial comparison chart of bidders will be published subsequently after opening the financial bid. Tender Inviting Authority reserves the right to reject or cancel any or all pre-qualification documents and bid document without assigning any reasons whatsoever. - This is to informed to all bidders that no short fall stage will be invited if sufficient numbers of qualified bid (i.e. 03 nos of bid) found after opening of the tender during Technical Evaluation due to exigency of the work.

INFORMATION TO THE BIDDERS (ITB)

A. Submission of Tender

The tender will be submitted in two bid system i.e. technical bid & Financial bid.

B. Online Bid submission procedure

- i. *Registration of Contractor:* Agencies/Bidders who are interested in participating NKDA's e-tenders will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in>. They are requested to contact to the toll-free **Help-line No. 1800 3070 2232 of National Informatics Centre** for registration and other clarification on e-tendering.
- ii. *Digital Signature certificate (DSC):* Each contractor is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) having Signing and Encryption certificate for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount.
- iii. The contractor can search & download NIT & Tender Documents electronically from computer once he logs on to the website www.wbtenders.gov.in using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- iv. *Submission of Tenders:* General process of submission, Tenders are to be submitted through online to the stipulated website in two folders at a time for each work, one in Technical Bid &

the other is Financial Bid before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded duly Digitally Signed.

C. Documents to be submitted in Technical Bid.

Sl. No.	Category Name	Details
A	Certificate(s)	GST Registration Certificate, PAN Card, P Tax, Trade License, IT-Return for latest 03 (three) Financial years (2025-26,2024-25, and 2023-24).
B	Company Detail(s)	Proprietorship Firm (<i>Trade License</i>) Partnership Firm (<i>Partnership Deed, Trade License</i>) Ltd. Company (<i>Incorporation Certificate, Trade License</i>)
C	Credential	a) A company/ partnership firm/ proprietary firm which shall provide evidence that it is a current legal entity in India, with impeccable reputa in managing equally large and data-oriented sites, with at least 5 years' experience in managing similar websites may apply. b) The bidding company/ partnership firm/ proprietary firm must warrant that no legal action has been taken or being undertaken against it for any cause in any legal jurisdiction. Declaration to be submitted, c) The bidding company/ partnership firm/ proprietary firm should have a development office in Kolkata along with personnel for content writing/editing, designing, coding and data base management team in house. Details of the manpower to be uploaded. d) A company/ partnership firm/ proprietary firm which shall provide evidence of design deployment of website of at least Rs 10,00,000/- of three nos in last 2 yrs from any Govt. organization. Copy of the work order and Completion certificate to be uploaded. e) A company/ partnership firm/ proprietary firm should have the minimum turnover of 1Cr in software developmental work in last 3 (three) financial year. Copy of the balance sheet to be uploaded last 3 (three) financial year. f) Selected service provider shall appoint a single point of contact with whom NKDA will interact and should be subject

		matter/domain experts to interact with the technical team in NKDA. g) Joint Ventures/MOU will not be allowed as credential. h) This is to informed to all bidders that no short fall stage will be invited if sufficient numbers of qualified bid (i.e. 03 nos of bid) found after opening of the tender during Technical Evaluation due to exigency of the work
D	Financial Info	1. Balance Sheet for the last 03 financial years (2025-26, 2024-25, 2023-24) 2. Average Annual Turn Over from Contracting business for the past 3 (Three) Financial Years should be 1Cr in software developmental work. Audited Balance Sheet (authenticated by a chartered accountant) shall have to be submitted in support of Annual Turnover.
E	Other Documents	Details is in Annexure

- i. If the applicant is an authorized signatory, he should submit document of authorization (Power of Attorney) in his favor along with the application. In case of Partnership firm, copies of the partnership deed are to be submitted along with the tender document.

ii. **Penalty for suppression / distortion of facts:**

If any tenderer fails to produce the hard copies of the documents (especially Completion Certificates, audited balance sheets or any document which is vital for his eligibility), or any other documents within the specified time frame stated above or if any deviation is detected in the hard copies from the uploaded soft copies or if there is any suppression of fact during any time of the tendering process or even after the issuance of work order, the tenderer will be suspended from participating in the tenders on e-Tender platform for a 2 (two) years. Additionally, the EMD submitted by the bidder shall be forfeited by the Tender Inviting Authority without assigning any reasons to the bidder.

D. FINANCIAL BID:

1. Item Rate shall be quoted in the financial bid of the tender.
2. The rate quoted by tenderer shall be inclusive of all elements of applicable taxes, octroi if any, toll, ferry charges, local charges, royalties and all other charges and duties, demands, etc.
3. All other charges like insurance charges, freight etc as would be required for completion of the work shall also be included in the rate quoted. No claim whatsoever in this account shall be entertained.
4. Tax Invoice(s) needs to be issued by the supplier for raising claim for the bill under the contract showing separately the tax charged in accordance with the provisions of GST Act, 2017.

5. Additional Performance Security in the form of Bank Guaranty @ 10% of the contract amount shall be obtained from the successful bidder if the accepted bill value is 80% or less of the estimate amount put to tender as per Govt. of West Bengal Finance Dept (Audit Branch) Memo No.- 4608-F(Y), dated 18-07-2018.
6. The Quoted price is firm, inclusive of all applicable taxes and no escalation will be admissible during the pendency of the contract in the event of any increase of prices of materials or as a result of Government Notification.

i) Taxes & duties to be borne by the Contractor:

It may again be reiterated that all the applicable Tax, Royalty, Construction Workers Welfare Cess and similar other statutory levy / cess etc. will have to be borne by the contractor while executing the work.

ii) Site inspection before submission of tender:

Before submitting the tender, the intending tenderer should make themselves acquainted thoroughly with the local conditions prevailing at site by actual inspection and taking into consideration all factors and difficulties likely to be involved in the execution of work in all respect and no claim whatsoever will be entertained on this account afterwards.

iii) Conditional and incomplete tender:

Conditional and incomplete tenders shall be summarily rejected.

E. Acceptance of Tender:

Lowest valid rate may be accepted; however, the authority does not bind himself to do so and reserves the right to reject any or all the tenders, without assigning any reason.

a. Tender Accepting Authority: Executive Engineer

F. Payment

The payment will be made after successfully completion of work.

Other Details of the Tender:

1. Intending bidders should download the tender documents from the website <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate. All the bidder shall have to submit earnest money & necessary earnest money will be deposited by the bidder through the following payment mode as finance dept. order no-3975-F (Y) dated 28th July 2016
 - i) Net banking (any of the banks listed in the ICICI Bank payment gateway in case of payment through ICICI payment gateway).
 - ii) RTGS/NEFT through this authority account in any this authority. The EMD shall be deposited in favour of "New Town Kolkata Development Authority" payable at Kolkata.
2. Both Technical bid and financial bid are to be uploaded concurrently duly digitally signed in the website <https://wbtenders.gov.in>. The acceptance of the lowest bid is not obligatory.
3. Corrigendum, further notices and responses to queries if any will be published in the website <https://wbtenders.gov.in> at the appropriate section.
4. Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be

done as per Time Schedule stated in Sl. No. 26 of this NleQ.

5. In term of Finance Department, Audit Branch, Govt. of West Bengal's Notification no.4374-F(Y) dated 13th July, 2017, the bidder has to uploaded valid 15-digit Goods and service Taxpayer Identification Number (GSTN) under GST Act, 2017, along with his bid. The bidder should note that bid uploaded without GSTIN will be summarily rejected.

6. Security Deposit:

Retention money towards performance Security amounting to 8% (eight percent) of the value of the work apart from the earnest money of the quoted amount shall be deducted from the running account bill of the tenderer as per prevailing order. No interest will be paid on the money retained for Security Deposit.

7. Tender Details:

Annual Maintenance Contract (AMC) of existing Website of NKDA with cloud Hosting for One Year

1) Job Description

a) What is NKDA in brief?

The New Town Kolkata Development Authority has been constituted under The New Town Kolkata Development Authority Act, 2007 (The West Bengal Act XXX of 2007) for rendering various civic services and amenities within New Town, Kolkata and it has come into effect since November, 2008.

b) Short Description of the Website and current responsibility of the current service provider: -

URL: <https://nkdamar.org>

- i. Service provider provides end-to-end managed services for maintenance (and development as and when required) of website. Along with its usual core skills, the service provider will be required to position NKDA's website with (i) responsive design which support responsive web-design and multi-channel rendering of contents and applications on smartphones, tablets, desktops without duplication of code or logic.
 - (ii) Maintain visually attractive and easy to navigate design
 - (iii) SEO-based strategy
 - (iv) Provide digital branding solutions (YouTube, Facebook, Twitter, etc.). Please note that these social media accounts will not be managed by the website service provider. However, the website accommodates adequate space for embedding video (YouTube) and posts from the social media handles.
- ii. The website provides additional facilities to the visitors such as automatic acknowledgements for grievances and feedback submitted, personalization of the site, robust search engine including advanced search option. The service provider should provide an efficient search engine for locating its publications, circulars, reports and other content with ease.
- iii. Conversion of data/publications into reader-friendly web documents including creation of flipbooks out of PDF files/publications.
- iv. The website is compatible with all common web-browsers and Operating Systems on PC, Mobile and Tab platforms.
- v. All the existing features have to be maintained. Few examples are mentioned below for easy understanding of the scope of work: -

- Advanced search with drop-down filters
 - Maintain FAQ section, Contact Us section.
 - Map-based contact page & important places using Google map integration.
 - Embedding videos and social media handles effectively to draw more audience
 - 'Sitemap' available to the visitor
 - Rephrase the tabs and other nomenclatures/terminology used in the website to appeal to the target audience.
 - Creation of new static & dynamic pages.
 - Administrative dashboard for changes, updating content, deletion, page creation.
 - Log trail of all changes with IP, timestamp and username etc. of the personnel details.
 - Provision of addition of new payment gateway integration.
 - Online Booking Facilities
 - Citizen Facilities
 - Public Information
 - Tender upload
 - Pay Bills
- vi. The service provider should provide NKDA with system generated or customized monthly, quarterly and other reports as and when asked by NKDA for Data Preservation, office use or to check website traffic details including details of visitors, page viewed, increase in traffic, most searched etc. The solution should be compliant with W3C standards on "Web design and application".
- vii. The website tracks every change/update made in the website by mapping the IP address, username etc. of the personnel effecting the changes.
- viii. The service provider should ensure that the site is safe for malware activity/ hacking/ defacing attempts. The onus of installing the latest software to achieve this goal will be on the agency during the entire term of engagement.
- ix. Hosting of a website in a MeITY empaneled Cloud Service provider.
- x. Maintenance & necessary updating of the website for the entire period of contract.

c) What audience does the site reach out to?

The New Town Kolkata Development Authority has been constituted under The New Town Kolkata Development Authority Act, 2007 (The West Bengal Act XXX of 2007) for rendering various civic services and amenities within New Town, Kolkata. News, notification, services etc.

d) What are the usual updating requirements on the NKDA website?

- I. The website may need to be updated every day with tenders, announcements, data dissemination and such other information. Sometimes it is updated even on holidays.
- II. In addition, there are statutory and other publications. In frequent updating of Photo, new publication, information.
- III. Application form with administrative dashboard viewing of applications.
- IV. All the functions / updating actions need to be done / managed at the end of service provider which are required but not available at the end of Administrative Dashboard.

2) Platform and Database

- a) The ownership of entire data hosted in NKDA's website, in all forms including text, data, graphics, animations, audio/video content, etc., rests only with NKDA. Similarly, the ownership of all source codes of software used for the purpose of hosting the contention NKDA's official website would rest with NKDA. NKDA reserves the right to change the service provider for maintenance with one-month notice period. Hence the source code along with other software/data required to migrate the entire website from the current service provider to another would have to be provided to NKDA whenever the same is asked for by NKDA.
- b) The website will be hosted MeITY empaneled Cloud servers for the entire period of contract.
- c) Material is sent in MS-word, MS-Excel (charts & tables), .pdf, etc. The display is in html/dynamic page, pdf and excel formats. Photographs are sent in JPEG or other formats. Videos are sent in MP4, AVI or WMV formats. Tables and accounting related data are maintained in MS-Excel format.
- d) The print option with formatted page is available for all formats.

3) Some Requisites

- a) The website must be available 24x7x365 with zero downtime tolerance. Security and integrity of the database and the website have to be maintained under all circumstances.
- b) Timeliness, uninterrupted service, volumes, quick response time and confidentiality are uncompromised requirements of the NKDA website. User friendliness is an equally important feature of the site.
- c) There is no scope for error in placing information on the website at the scheduled time, neither before nor after, and keeping it confidential till then NKDA considers error in this to be a reputation risk for itself and, therefore, unacceptable.
- d) Enhancement of the features of the website should be a continuous exercise.
- e) Interactive modules/ portals to be added with provisioning for incorporation of modules with a special focus on present and future requirements
- f) The features/ modules developed in the current web site need to be maintained/ enhanced including WCAG 2.00 Level AA Compliant

4) Back-up and audit of website

- a) Back-up of the site with all content, script, software and other files is to be provided to NKDA on a yearly basis.
- b) The service provider will be responsible for installing anti-hacking/phishing related software.
- c) Each service provider should prove his ability to provide the following technical services/ meet the technical expectations in a clear manner in the same sequence as specified below:
 - i. Should have expertise in configuring, installing and maintaining licensed software (if any) required for proper hosting of website with latest anti-virus with all critical updates to be installed in the server.
 - ii. All software should be regularly patched/ updated.
 - iii. The service provider should use SLA metric for back-up and maintenance.
 - iv. Service provider should have a governance structure in place to report to NKDA's team on daily, weekly and monthly basis and the solution should allow downloading of standard and custom reports on the monitoring status.
 - v. Service provider should do 24X7X365 security monitoring of NKDA's website applications developed by them (coding point of view) to detect attacks and alert about suspicious events that may lead to breach of security.

5) Period of Assignment

The duration of the contract is as under:

SN	Particulars		Duration
1	Maintenance		1 yr
2	Hosting of website in MelTY empanelled cloud server		1 yr
	vCPU	4 vCPU	
	RAM	16 GB	
	Storage	256 GB	
	Bandwidth	500 GB/month	
	OS	Linux	
	Database	MySQL	
3	Security Audit by STQC		-

6) Work Schedule Breakup:

Particulars
Issue of work order
Signing of agreement
Migration of data and back up to the new server

Trail run & testing
VAPT and patching
Maintenance & updation till the contract period

The total time for implementation will be within 3 days. NKDA expects the service provider to submit a clear road map for achieving this target.

7. Pre-bid queries

All pre-Bid queries will be responded through email nkdaitcell@gmail.com or aes1@nkda.in . All clarification/ queries are to be submitted as per format in Annexure IV.

8. Period of bid validity

The Bids shall be valid for a period of six months from the closing date for submission of the bid.

9. Evaluation

NKDA will evaluate the bids following the process in technical evaluation. Financial bids will be opened with technically qualified bidders.

10. Terms of Payment

Following would be the payment schedule for each Phase:

Name of work	Payment details	Deliverables
Annual Maintenance Contract (AMC) of NKDA Website (www.nkdamar.org)	Half-yearly	1. Website Uptime report. 2. Performance report. 3. Work undertaken during that period counter signed by NKDA officials.
Hosting of website in MelTY empanelled cloud server	Half-yearly	1. Website Uptime report. 2. Performance report. 3. Work undertaken during that period counter signed by NKDA officials.
Security Audit by STQC	On Completion of Audit	1. Audit Certificate

Since the ownership of the source code used for customizing and hosting on NKDA's website rests with NKDA, the source code must be handed over to NKDA immediately after completion of development and porting of the data. Whenever, there is any modification/ addition in the source code during warranty/ AMC period, the modified/ changed source code must be handed over immediately to NKDA. The ownership of source code and related Intellectual Property Right (IPR) with reference to NKDA's corporate website will lie with NKDA only.

11. Signing of Contract

The tenderers are bound by the terms & conditions of WBF 2911(ii) along NleQ, terms & condition, Information to Bidders, Schedule of works etc, which forms a part and parcel of this contract.

12. Penalties

- a) The service provider will provide the website designing and other services as per the service level specified in NleQ. In case these service level cannot be achieved or the inability of the proposed services (entire IT Infrastructure provided by the service provider for example hardware, software etc.) to meet the scope of work as defined in the NleQ document, delay in implementation and roll out or deliver the required functionality at service levels defined in this NleQ at the specified volumes shall result in a breach of contract and invoke the penalty clause.
- b) In case of maintenance support for the contents of the Website, a penalty of Rs 5000 (Five thousand) per day will be levied if the support is not provided within 24 hours of the call being logged.

13. Right of NKDA to accept or reject the bid

- a) NKDA reserves the right to accept/reject any or all offers submitted in response to this without assigning any reason whatsoever.
- b) NKDA reserves the right to short-list the service provider based on the requirement of this authority and may call service providers for a presentation or otherwise before an evaluation committee, at service provider's cost.
- c) NKDA shall be entitled to terminate the agreement with the service provider at any time giving 30 days prior written notice to the service provider if the service provider breaches its obligations under the NleQ or the subsequent agreement and if the breach is not cured within 15 days from the date of notice by NKDA.

14. Effect of Termination

The service provider agrees that it shall not be relieved of its obligations under the reverse transition mechanism not with standing the termination of the assignment.

Reverse Transition mechanism would typically include service and tasks that are required to be performed/ rendered by the service provider to NKDA or its designee to ensure smooth hand over and transitioning of NKDA's deliverables and maintenance. The reverse transition will be for the period of 1 month post the notice period.

- a) Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services.
- b) In case the NKDA wants to continue with the service provider's services after the completion of this contract then the service provider shall offer the same or better terms to this authority. Unless mutually agreed, the rates shall remain firm.
- c) This authority shall make such prorated payment for services rendered by the service provider and accepted by NKDA at the sole discretion of NKDA in the event of termination, provided that the service provider is in compliance with its obligations till such date. However, no payment for "costs

incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the service provider.

- d) Termination shall not absolve the liability of NKDA to make payments of undisputed amounts to the service provider for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming in to force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.

15. Liability of the selected service provider

- a. NKDA shall hold the selected service provider fully liable against loss or liability, claims, actions or proceedings, arising out of non-fulfilment of any obligations under the contract.
- b. Selected service provider shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Selected service provider and shall be vicariously liable for all the acts, deeds or things done by its employees, agents, contractors, sub-contractors etc., whether the same is within the scope of power or outside the scope of power, vested or instructions issued by the NKDA under the contract to be issued for this tender. Such liability of the Selected service provider will be restricted to the actual amount of the contract.
- c. However, the selected service provider would be given an opportunity to be heard by NKDA prior to making of a decision in respect of such loss or damage.
- d. "Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to loss of income or profits."

16. Pricing

It is absolutely essential for the service provider to quote the lowest price at the time of making the offer in its own interest. In the event of NKDA not satisfied with the Price Discovery in this process, this authority reserves the right to initiate the tendering process again through Limited or Open tender.

17. Information Ownership

All information processed, stored, or transmitted by service provider be longs to NKDA. The service provider understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

18. Publicity

Any publicity by the service provider in which the name of NKDA is to be used should be done only with the explicit written permission of NKDA.

19. Privacy & Security Safeguards

The service provider shall not publish or disclose in any manner, without NKDA's prior written consent, the details of any security safeguards designed, developed, or implemented by the service provider under this contract or existing at any this authority. The service provider shall develop procedures plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all NKDA data and sensitive application software. The service provider shall also ensure that all subcontract or who are involved in providing such security safe guards or part of it shall not publish or disclose in any manner, without NKDA's prior written consent, the details of any security safeguards designed, developed, or implemented by the service provider under this contract.

20. Non-Disclosure Information

The selected service provider shall not, without NKDA's prior written consent, disclose any specification, Software Requirement Specification (SRS), drawing, design sample, or information furnished by or on behalf of NKDA in connection therewith, to any person other than a person employed by the service provider in the performance of the work assigned to them. The selected service provider shall be required to sign a Non-Disclosure Agreement/Confidentiality Undertaking with NKDA as per the prescribed format provided in Annexure-III.

21. Prospective applicants are advised to note carefully the eligibility criteria before tendering the bids.
22. Conditional / Incomplete tender will not be accepted under any circumstances.
23. The intending tenderers are required to quote the rate online.
24. During scrutiny, if it comes to the notice of the tender inviting authority that the credential or any other paper found incorrect / manufactured / fabricated, that bidder would not be allowed to participate in the tender and that application will be rejected without any prejudice.
25. If there be any objection regarding prequalification of any Agency the same should be lodged online (e-mail) to Executive Engineer (Electrical), New Town Kolkata Development Authority within **48 (forty eight)** hours from the date & time of publication of list of qualified agencies and beyond the said time schedule no objection will be entertained
26. If any discrepancy arises between two similar clauses on different notification, the clause superseding others will be solely as per the discretion of the Tender inviting authority.
27. In case of any inadvertent typographical mistake in the specific price schedule of rates, the same will be treated to be so corrected as to confirm with the prevailing relevant schedule of rates and/or technically sanctioned estimate.
28. NKDA will not be held responsible for making payment against any anticipated profit and/or compensation for any losses or price escalation whatsoever for the works as stated in the annexure of this NIEQ. Rates should be quoted accordingly.
29. The successful bidder whose tender is accepted shall within 07 (seven) days after acceptance has to execute formal agreement in WBF 2911 (ii) along with bid documents in quadruplicate. All the tender documents including N.I.T. & B.O.Q. will be the part of the contract documents. After receipt of Letter of Acceptance, the successful bidder shall have to submit requisite copies of contract documents on payment as per rule per copy of Contract document within the stipulated time limit. If the contractor fails to perform the formalities as mentioned within the specified period, acceptance of the tender will be liable to be cancelled and the earnest money will be forfeited.

30. Arbitration clause of WBF 2911(ii) stands deleted, Settlement of disputes & arbitration shall be according to the 'Memorandum' for the modifications of clause relating to settlement of disputes under conditions of contract vide no. 8182-F(Y) dated: Kolkata, the 26th September, 2012 of Secretary to the Govt. of West Bengal, Finance Department, Audit Branch.
31. Before issuance of WORK ORDER, the Tender Inviting Authority may verify the credential and other documents of the lowest tenderer in original, if found necessary. After verification if it is found that the documents submitted by the lowest tenderer is either manufactured or false in that case work order will not be issued in favour of the said Tenderer under any circumstances and his/their offer will be treated as cancelled.
32. Any Corrigendum, notification in connection to this NleQ will be published in the official website of New Town Kolkata Development Authority (www.nkdamar.org) as well as <https://wbtenders.gov.in>. The applicants are requested to please follow the websites for such notifications, corrigendum etc.

Executive Engineer (E)
New Town Kolkata Development Authority

Memo No. 6850 /1(7)/ NKDA-14019/3/2022-IT SEC(NKDA)-NKDA

Dated: 29/10/2026

Copy forwarded to kind information of

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

Executive Engineer (E)
New Town Kolkata Development Authority

Annexure I

Document to be uploaded in Technical Bid (Online)

(No financials to be mentioned in this)

S.No.	Particulars	Details
1.	Basic:	
	a) Firm's Name	
	b) Date of Incorporation	
	c) Corporate Office Address	
	• Contact Person	
	• Phone No.(landline/Mobile)	
	• Fax No.	
	Email address	
	Profile	
2.	Turnover:	
	• Turnover for last 3years (In crores) Turnover of the firm Turnover of the website services	(Total turnover of Minimum Rs.1.00 crore each for the last three years –2023-24;24-25;25-26)
	• Balance Sheet	Attach Audited BalanceSheetforlast3years-2023-24;24-25;25-26
3.	Technical Person Details:	
	<i>Please provide details relevant only to website service undertaken</i>	URL
	a) No of Technical Staff	
	b) Content writing/editing, designing, coding and data base management team in house	Details to be furnished
	No of personnel for designing	
	No of personnel for digital media	
	Attach links of websites for which content writing/editing was done	
4.	Project implementation experience in designing and maintenance in Govt. Department	Work order with completion certificate

4.1	Technical Proposal	- Understanding of the current website of NKDA - Proposed website technology stack - Timesheet - Project Team - Maintenance Proposal - SLA planning
4.2	GST Certificate	
	PAN Card	
	Trade License showing office in Kolkata	
	Confidentiality Undertaking	
	24x7 availability for designing, Maintaining and uploading	Yes No
4.3	Will maintain turnaround time of maximum 4hours	Yes No
	Will carry out design modifications Of all pages as and when required till the closure of contract	Yes No

Letter of Authorization to Bid

Ref No: _____
Executive Engineer (E)

Date:--/--/2026

New Town Kolkata Development Authority,
Administrative Building. Plot No - DG/13,
Premises No - 04-3333, Action Area - ID,
New Town, Kolkata - 700156

Dear Sir,

Subject: Authorization Letter for submitting bid documents

REF: NleQ Ref No. _____

This has reference to your above NleQ for procuring the Solution for a period of 1 year. Mr/Mrs/Miss_is hereby authorized to submit the bid documents, in sealed format to participate in tender and to sign the contract on behalf of our organization for all the systems/ goods required by this authority as called for vide this authority's Notice Inviting e-Tender vide NleQ _____ dated _____ on behalf of our organization.

We confirm that all the prices quoted in tender by him shall be binding on us. He/She is also authorized to take decisions on behalf of the company till NleQ process is completed. Certified Xerox copy of Power of Attorney (P/A) of the person authorizing such person is duly submitted.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered against this NleQ.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority (Certified Xerox copy of P/A of authorised

Signatory/authority is to be submitted)

Note: This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Service provider in its bid.

Confidentiality Undertaking

Ref No: _____

Date:--/--/2026

The Executive Engineer (E)

New Town Kolkata Development Authority,
Administrative Building, Plot No - DG/13,
Premises No - 04-3333, Action Area - ID,
New Town, Kolkata – 700156

Dear Sir,

We acknowledge that during the course of bidding for Notice Inviting Tender for designing, and maintaining the website, we shall have access to and be entrusted with the Confidential Information. In this letter, the phrase “Confidential Information” shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to NKDA and its business that is provided to us pursuant to this Undertaking.

In consideration of you providing opportunity to us to bid, and for this purpose making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Undertaking), to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the NIEQ and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person or firm, other than the following: -
 - With your prior written consent, such consent not to be unreasonably withheld;
 - To the extent that such disclosure is required by law;

- To the extent that such disclosure is required by any Rule or requirement of any regulatory authority with which we are bound to comply; and
 - To our professional advisors for the purposes of seeking advice. Such professional advisors will be informed of the need to keep the information confidential.
4. We shall not disclose or divulge any of the Confidential Information to any other client of ____ (name of service provider / implementation partner)
5. This Undertaking shall continue perpetually unless and to the extent that you may release it in writing and we shall be liable for any breach of the terms and conditions contained herein.
6. This Undertaking shall be governed by and construed in accordance with Indian Law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

Yours Sincerely

Signature and Stamp of Company

Authorised Signatory Designation:

Date:

Pre-Bid Queries Form**Clarifications required:**

(Clarification/ queries to be submitted in word document in the following format)

Sl. No.	Clause No. and Page No	Text as per NleQ	Clarifications and Amendments sought

AFFIDAVIT – “Y”

(To be furnished in Non – Judicial Stamp paper of

Rs.100.00 (One Hundred only) duly notarized)

- 1) I, the under-signed do certify that all the information furnished & statements made in the bid documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/claim will be raised by the under-signed.
- 2) The under-signed also hereby certifies that neither our firm M/S _____ nor any of constituent partner had been debarred to participate in any tender by any Govt. Organization / Undertaking during the last 5 (five) years prior to the date of this NleQ. No. _____.
- 3) Any departure whatsoever in any form will be considered as breach of contract. In such situation the Department at his liberty may withhold our payment till we rectify the defects or fulfill our contractual obligation. In this connection, authority's decision will be final and binding
- 4) The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by the Department to verify this statement.
- 5) The under-signed understands that further qualifying information may be requested and agrees to furnish any such information at the request of the Department.
- 6) Certified that I have applied in the tender in the capacity of individual/ as a partner of a firm and I have not applied severally for the same job.

Signed by an authorized person of the firm.

Name of the Firm with Seal

Date: _____