



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

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

Memo No. 11520 /NKDA-14013(17)/1/2020-IT SEC(NKDA)-NKDA

Dated: 07/12/2021

Notice Inviting Quotation (N.I.Q) No: 15 /NKDA/ADMN of 2021

Sealed quotations are invited from registered software firm/companies having similar experience for undertaking the work of **“Annual operation maintenance and up-gradation of existing grievance application of New Town Kolkata Development Authority”**.

1. Important Dates:

| | | |
|--|---|---------------------------|
| Last date of Application | : | 16 /12/2021 up to 2:00 PM |
| Date of Opening of Technical and Financial bid | : | 16 /12/2021 at 03:00 PM |

2. The tender document may also be downloaded from our web site www.nkdamar.org.
3. The NKDA has right to accept / reject any of the Tender(s) without assigning any reason whatsoever and shall be final and binding.
4. **EMD (Bid Security):** All bidders have to submit Earnest Money Deposit (EMD) in shape of **A/C Payee Bank Draft of Rs. 5,000/- (Rupees Five Thousand) only** in favour of “New Town Kolkata Development Authority”. The EMD will be converted as security deposit for successful bidder.
5. **GENERAL CONDITIONS: -**
 - 5.1. The bids received without prescribed performance certificate shall be rejected.
 - 5.2. Validity of the contract: The period of contract shall be for a period of 12 (Twelve) months from the date of issue of the Work Order.
 - 5.3. *Conditional tender will not be entertained and shall be deemed as ‘informal’.*
 - 5.4. The quoted rates should include all taxes and charges related to the entire work.
 - 5.5. The rates should be mentioned in figures as well as in words.
 - 5.6. The Inviting Authority reserves the right to deny or accept or reject any or all the bids and even to annual the tendering process at any point of time without prejudice to further action and without assigning reason thereof.
6. **MINIMUM ELIGIBILITY CRITERIA: -**
 - 6.1. The bidder shall have an experience of at least 3 years or more in similar type of work. The bidder shall submit necessary work order from any 2(two) Govt. Departments.
 - 6.2. The bidder should have a valid trade license showing office in Kolkata.
 - 6.3. The bidders shall have to submit their audited financial statement / audited annual report of the last three financial years.
 - 6.4. PAN/ TAN.
7. **Bidding Procedure**

1) The quoted rate is inclusive of all taxes and duties as applicable.

2) **Payment terms:**

a) The payment to the selected bidder under the AMC shall be paid on half yearly basis.

Bidder have to enclose 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 | Target date of completion | Actual date of Completion | Remark |
|--------------|-----|--------------|---------------------------|---------------------------|--------|
| | | | | | |

8. **Scope of Work**

- a) Application 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:
 - Maintenance of existing grievance application for a period of one (01) year.
 - Liaison with SDC for regular back up, code update time to time.
 - SMS & Email gateway integration.
 - Time bound support as per SLA.
 - Upgradation of operational changes during the period.
- c) Monthly review to be conducted at the office of this Authority or Virtually, with team lead and developer:
 - a) Review all the work undertaken by the bidder
 - b) Progress of all the work
 - c) New work to be undertaken by the bidder.
- d) Proposer documentation of the website to under the scope of the bidder.
- e) After completion of the contract bidder have to handover all the documentation (Hardcopy/ Softcopy), source code (DVD) for the final payment.
- f) Change in platform (if required) for any micro site is under the scope of the bidder.
- g) Support will be 7 days basis in a week. In case of holiday, bidder have to complete the job on urgency basis. Failure of that, necessary penalty will be deducted as per the Service Level Benchmark (SLA).

9. **Service Level Benchmark (SLA) of server as follows**

| 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 |

| Conditions | Coverage Hours | Baseline Performance | Measurement and Reporting | Penalty |
|----------------------|----------------|----------------------|---|---|
| | | | | Equated Annual Installments (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 Equated Annual Installments (EAI). Less than 95%: penalty 15% of Equated Annual Installments (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 Equated Annual Installments (EAI) for each Security Breach More than 3 Security Breaches: penalty 25% of Equated Annual Installments (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 Equated Annual Installments (EAI) for each data loss case. |


07/12/21

Executive Engineer (E)

New Town Kolkata Development Authority

Memo No. 11 520/1(5)/ NKDA-14013(17)/1/2020-IT SEC(NKDA)-NKDA

Dated: 07/12/2021

Copy forwarded to kind information of

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



Executive Engineer (E)

New Town Kolkata Development Authority

TECHNICAL BID

Name of Work: Notice Inviting Quotation for Annual operation maintenance and up-gradation of existing grievance application of New Town Kolkata Development Authority.

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: i. Copy Company Profile ii. Copy of PAN/TAN/TIN (As applicable) iii. Financial Statement for last 3 yrs. iv. Trade License showing office in Kolkata v. GST Certificate | |
| 8. | Copy of Work order of 2(two) Govt. Departments showing similar kind of work | |
| 9. | Stamp and sign of the NIQ in each page | |
| 10. | Earnest Money Deposit (EMD) Details: | |

FINANCIAL BID

Name of Work: Notice Inviting Quotation for Annual operation maintenance and up-gradation of existing grievance application of New Town Kolkata Development Authority

| SL No | Description of Work | Quoted Rate (In Figures) | Quoted Rate (In Words) |
|-------|--|--------------------------|---------------------------|
| 1. | Annual operation maintenance and up-gradation of existing grievance application of New Town Kolkata Development Authority | | |

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

Signature of Bidder with seal _____

Name _____

Business address _____

Tel. No. & Mobile No. _____

Email: _____

Place: _____

Date: _____