



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 - 700 156

Memo No. 951 /NKDA-14019/1/2021-IT SEC(NKDA)-NKDA

Dated: 09/02/2022

Notice Inviting Quotation (N.I.Q) No: 03 /NKDA/ADMN of 2022

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 website of NKDA with cloud Hosting in dedicated server for New Town Kolkata Development Authority”.

1. Important Dates:

Pre-bid meeting	:	17/02/2022 at 12.00 PM Venue: 3 rd Floor conference room of New Town Kolkata Development Authority, Administrative Building. Plot No - DG/13, Premises No - 04-3333, Action Area - ID, New Town, Kolkata - 700156
Last date of Application	:	23/02/2022 up to 2:00 PM
Date of Opening of Technical and Financial bid	:	23 /02/2022 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” payable at “Kolkata”. 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 5 years or more in similar type of work. The bidder shall submit necessary work order from any 3(three) Govt. Departments for website design & maintenance with completion certificate.
- 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

The bidder has to submit 2(two) sealed separate envelopes respectively envelopes for “**Technical Bid**” and “**Financial Bid**” in a big outer sealed cover super scribed “**Annual operation maintenance and up-gradation of existing website of NKDA with cloud Hosting in dedicated server for New Town Kolkata Development Authority**”.

8. Other Conditions of Contract

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

2) **Payment terms:**

A. For Annual operation maintenance and up-gradation of existing website of NKDA

- 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

B. For Hosting & Maintenance of NKDA official website in dedicated server for New Town Kolkata Development Authority

- a) **For Dedicated Server:** Payment will be made on Half yearly basis on submission of server detail, log report, up-time report.
- b) **For SSL certificate and configuration of different security toll like Anti-Spam:**
 - 90% payment will be made on renewal of SSL
 - Remaining 10% will be made after competition of 1 year.

9. Scope of Work

A. Annual operation maintenance and up-gradation of existing website of NKDA

- 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 and up-gradation of existing website and Hosting & Maintenance of NKDA official website in existing dedicated server for a period of one (01) year.
 - 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:
1. Review all the work undertaken by the bidder
 2. Progress of all the work
 3. New work to be undertaken by the bidder.
- d) Preparation 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) 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).

B. Hosting & Maintenance of NKDA official website in dedicated server for New Town Kolkata Development Authority

- a) Supply, configuration and hosting of website in a dedicated in a dedicated cloud server for a period of 1 yr. with following configuration:
CPU: 4 Core, RAM: 8 GB, Disk Space: 250 GB, Data Transfer (GB): 500 on uplink, IP: 1 no.
- b) Maintenance of server with regular backup to be taken during the period of contract.
- c) Renewal of SSL in the website of NKDA for a period of 1 yr.
- d) Configuring security tool like Anti-Spam ware in the server.
- e) Submissions of detailed report sever security to be submitted.
- f) Dedicated server should have web console with necessary permission.
- g) The server should be available 24 x 7 hrs. Declaration to be submitted about the availability.

10. 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 Equated Annual Installments (EAI).

Condtions	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 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.
Server Availability	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

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
				Installments (EAI). Less than 95%: penalty 15% of Equated Annual Installments (EAI).

Executive Engineer (E)
New Town Kolkata Development Authority

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Dated: 09 /02/2022

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 website of NKDA with cloud Hosting in dedicated server for 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 in Kolkata	
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 3(three) Govt. Departments for the work of website design & maintenance	
9.	Copy of completion certificate of 3(three) Govt. Departments showing similar kind of work	
10.	Stamp and sign of the NIQ in each page	
11.	Earnest Money Deposit (EMD) Details:	

FINANCIAL BID

Name of Work: Notice Inviting Quotation for Annual operation maintenance and up-gradation of existing website of NKDA with cloud Hosting in dedicated server for 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 website of New Town Kolkata Development Authority		
2	Hosting & Maintenance of NKDA official website in dedicated server for New Town Kolkata Development Authority		
3	Rate contract for adding new page (Static)		
4	Rate contract for adding new page (Dynamic)		

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: _____