

# NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

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

## Minutes of Meeting on Designing, Developing and maintenance of club management software for New Town Business Club

**Time & Venue:** 02.02.2018 at 03:00 PM at Conference Room, 01 MAR, New Town, Kolkata-700156.

The following members of NKDA and agencies were present in the meeting.

### **NKDA Official**

1. Administrative Officer –I, NKDA
2. General Manager, NTBC.
3. Executive Engineer- I, NKDA.
4. Finance Officer, NKDA.
5. System Manager, NKDA.
6. Representative from Café Akante

### **Agencies**

1. Outline
2. Globsyn Innoventum Pvt. Ltd.
3. Albatross
4. Nobounds Tech.
5. Optimize IT Systems
6. Sova Infotech

Separate sheet of attendance attached with minutes of meeting.

In the Meeting Administrative Officer –I, NKDA, welcomed all the agencies and initiated the discussion.

Based on the all the queries received from the all agencies it has been decided by this Authority that

1. In minimum eligibility criteria, the Bidder should have experience of Club Management or ERP or CRM catering to more than 2000+ Users. The said Club Management or ERP or CRM should have any five Modules of Client Management, Purchase, Inventory Management, Billing Management, Front Office Management and Finance Management. Copy of the Work Order(s) along with Completion Certificate showing successful running during the last 02 (Two) years must be submitted. The Application should have run at least 02 (Two) years. Copy of the Completion Certificate / Certificate from Client should be attached with the Technical Bid.
2. The Bidder should have experience of 2000+ Users in the ERP/ CRM or Club Management Software.
3. The detail SLA attached herewith –


Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
PORTAL APPLICATIONS & SERVICES				

Condtions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<b>Portal Availability</b>	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 EAI
<b>Performance</b>	24 X 7 X 365	99.7%	Measure Daily Report Monthly/ Quarterly	Less than 99.7% but more than 95%: penalty 3% of EAI  Less than 95%: penalty 15% of EAI
<b>Security</b>	24 X 7 X 365	0	Measure Daily Report Monthly/ Quarterly	More than 0 and Less than 3 Security Breaches: penalty 10% of EAI for each Security Breach  More than 3 Security Breaches: penalty 25% of EAI for each additional Security Breach
<b>System Backup</b>	24 X 7 X 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.
<b>Service Availability</b> The service should be available all	Business Hours (BH)	99%	Measure Daily Report Monthly and Annually	Less than 99% but more than 95%: penalty

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
The service should be available all working days of NTBC. If NTBC required, the selected agency have to work holidays also.			and Annually	1% of EAI Less than 95%: penalty 10% of EAI.
<b>SLA REPORTING</b>				
<b>Generate Monthly Operations and Performance Reports</b> <b>a. Quarterly Report</b> <b>b. Monthly Report</b>	Business Hours (BH)	2nd business working day of respective subsequent week or/ month	Measured Weekly & Monthly	Penalty of 1% of EAI for each non-compliance

4. Joint Venture or Consortium will not be allowed in the Bid.
5. The Bidder should have an **Operational Office in Kolkata**. Copy of the Trade License should be attached with the Technical Bid.
6. Financial Module: The proposed Financial module will tentatively be as follows –
  - a) Member Details
  - b) Daily Collection under different Services of New Town Business Club
  - c) Daily Sales in the different Services
  - d) Cash Book Entry
  - e) Tax Details

Actual scope of the financial module will be finalized at the time of preparation of SRS.
7. The Application should be mobile compatible.

  
**Administrative Officer –I**  
 New Town Kolkata Development Authority

Memo No: 744/NKDA/Admn-581/2012

Date: 9/02/2018

Copy forwarded for kind information to :

1. Administrative Officer –I, NKDA
2. General Manager, NTBC.
3. Executive Engineer- I, NKDA.
4. Finance Officer, NKDA.
5. PA to CEO, NKDA

*P. Inakur*

**System Manager**

New Town Kolkata Development Authority