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. 5760/NKDA-14099/3/2023-IT SEC(NKDA)-NKDA   Dated: 19/05/2023

CORRIGENDUM

Notice Inviting e-EoI No: 01/EE(E)/NKDA/2023–24 vide reference memo no 5394/NKDA-14099/3/2023-IT SEC(NKDA)-NKDA dated 10/05/2023

Subject: Design, Development and cloud hosting of Toto and e-rickshaw ride sharing app for New Town Kolkata with 3 years of maintenance

Tender Id: 2023_NKDA_527282_1

This is to notify all concerned that following changes / modification / addendum has been made in respect of the e-EoI as follows:

Sl. No.	General Query	Query received in pre-bid	Response by NKDA
1	General Query	Please confirm the revenue monetization process of the app	The App shall have an Admin dashboard where Ads can be uploaded for in-app viewing. Provision to upload both images and videos is to be done.
2	General Query	Is there any preferable Tech Stack? • We are suggesting "REACT Native" as a development platform, as it's a very robust & scalable technology to build android and ios apps for smooth functioning. • Web Application we are suggesting "React Js" as Frontend and "NodeJs" as Backend with MongoDB database.	No preference but should be scalable in future.
3	General Query	Is Number Masking required	No
4	General Query	Toto Share Concept- Please confirm, seat sharing concept will be available or not in the proposed system?	The booking is for reserved ToTo/ Auto. No sharing with other passengers except the one who booked the ToTo is allowed.
5	General Query	Training Camp Setup- Please confirm who will responsible to pay the CAMP setup cost?	The vendor shall prepare the training material such as presentation. NKDA shall arrange the venue.
6	General Query	Is NKDA charging any commission or markup on the ToTo fare	NKDA will provide only the platform. No commission shall be charged by the NKDA.
7	General Query	EMD Exemption for MSME	No exemption is allowed
8	General Query	Deboarding of ToTo on the basis of Customer Complaints.	To be decided as discussed with ToTo Union or competent authority
9	General Query	Display of Estimated Time of Arrival (ETA)	Google Traffic Data is to be integrated.
10	General Query	In case the ToTo does not have a vehicle number, how will the customer recognize it.	During on boarding of ToTos vehicle number is to be collected. Detailed functionality will be finalized during preparation of SRS.

11	Generic Query	Please confirm the involvement of the data collector in terms of months in the total contract tenure	Till the time minimum 100 ToTos are not onboarded and a minimum of 3 months
12	General Query	If payment gateway integrated with the application, then there will be a service charge applicable. After reconciliation from your end NKDA needs to disburse the collected amount to the vehicle owner. Kindly share your guideline.	• NKDA App shall only display the fare with no further involvement • NKDA shall not act as a payment intermediary • No payment integration with NKDA needs to be done and no fare shall be deposited into NKDA account • The driver UPI number/ QR/ details shall be mentioned in the app • The customer shall pay the driver directly through online/ offline mode
13	General Query	NKDA shall provide the SMS gateway. SMS transactions are not free. Has NKDA identified the events at which SMS will be triggered (other than customer phone number validation)?	The vendor shall propose the events which require SMS notification and NKDA shall provide the gateway accordingly.
14	General Query	It is mentioned that ToTo locations shall be visible in Google Map. Google Map has usage based recurring charges depending on user base. Costs will be calculated with respect to 1000 users. This cost might undergo changes when user base changes by 25%.	Based on the trial period, the concurrent user limit may be increased. The additional cost may be mentioned in the tender.
15	General Query	QR Code and awareness hoarding to be fixed on ToTo stands and prominent locations in New Town. Who shall bear the cost?	Provision of **50 nos. of QR** of to be made by vendor within project cost Provision of **50 nos. of awareness hoarding** of to be made by vendor within project cost NKDA shall decide on the locations
16	General Query	Are the ToTos allowed to move outside New Town area	Yes, they may move outside New Town area. However, booking is allowed only from the ToTo stands within New Town Jurisdiction.

Sl. No.	Clause no	As Is	To be
1	8.(6).(d) Credentials required	Copy of valid documents. Trade License and GST are separate documents and both need to be submitted. In case of non-availability of Trade License in Kolkata then the above clause (8.6.d.) applies to undertake declaration in stamp paper that Service Provider will open an development office along with personnel for content writing/editing, designing, coding and data base management team in house within 15 days after issuance of Letter of Intent (LoI). Failing the same LoI/ Contract will be terminated.	Copy of valid documents. Trade License showing office in Kolkata and GST are separate documents and both need to be submitted.

2	8.(6).(d) Credentials required	A company/ partnership firm/ proprietary firm which shall provide evidence of design deployment of mobile app of at least Rs 5,00,000/- (within India) of three nos in last 5 yrs from any Government/ reputed Private. Organization. Reputed private organisation implies national and international MNCs. A maximum of two nos of experience of private organisation can be provided **with at least one government app development experience submission mandatory**.	A company/ partnership firm/ proprietary firm which shall provide evidence of design deployment of mobile app of at least Rs 5,00,000/- (within India) of three nos in last 5 yrs from any Government/ reputed Private. Organization. Reputed private organisation implies **national and international MNCs**. A maximum of two nos of app development experience to be provided.
3	8.(1). (c)	Please mention the number of Change Requests	Change Requests is within the scope of work and entire period of maintenance. No additional amount shall be paid for change request.
4	8.(3). (d) Go-Live	Is security audit required before Go-Live	Yes. Security audit to be done from CERT-In empaneled agency.
5	8.(1). (b).(ii) Eligibility Criteria	The solution must enable booking totos from toto stands based on the queue position in the toto stand (FIFO) and totos plying in the streets as well as (in case non-availability of Toto's in the stand)	The solution must enable booking totos **from toto stands only** based on the queue position in the toto stand (FIFO) and **totos plying in the streets are not to be considered.** In case the Toto is not available in the nearest stand then the Toto in the next stand is to be considered.
6	8.(3). (g)	Quick support in all days in case of any technical and operations issues.	Quick support in all days in case of any technical and operations issues remotely. In case of major issues and support requested by NKDA, physical visit has to be made.

Other terms and conditions of the e-EoI shall remain unchanged.

Executive Engineer (E)
New Town Kolkata Development Authority

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Copy forwarded for the information to:

(1) Chief Executive Officer, NKDA.
(2) Finance Officer, NKDA.
(3) System Manager, NKDA.
(4) PA to Hon'ble Chairman, NKDA.
(5) Official Website of NKDA. (https://www.nkdamar.org)

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