

Government of West Bengal
Office of the District Magistrate & District Collector
Collectorate Building, Krishnagar, Nadia, WB
General Section

Notice Inviting Quotation no. 1350/GL

Dated - 18/12/14

Inviting of the Quotation for Website Development of Samadhan

Sealed quotations in plain paper are hereby invited from the bonafide Company for Website Development for Samadhan, the Public Grievance redressal Portal having same type of credentials as per **Annexure-C** will be received in the dropbox kept at the chamber of the undersigned upto 3 P.M. on 22.12.2014. The quotations received will be opened on the same day at 3:30 P.M. in the office chamber of the Addl District Magistrate(Gen), Nadia.

The quotation must be specified under the following categories :-

1) Annual Hosting Charges (Annual)

2) Design development and content creation (One Time)

3) AMC, Website Updation and Support Charges (1 Year)

(N.B. - Updation/ Addition of the website/ dynamic pages will have to be addressed throughout the year according to the requirements of District Administration)

4) Bulk SMS Facility (for 50,000 SMS - Transactional) - including implementation charges

The quoted rate should be valid for one year from the date of quotation.

The Bid price shall be inclusive of all Input Taxes as applicable to meet the deliverables as part of this project. The Tenderer must quote the rate both in words and figures.

The payment of the tenderer shall be made after satisfactory completion of the work, and on production of bill in duplicate

The authority reserves the right to accept or reject any or all the quotations without assigning any reasons thereof.


O/C General, Nadia

Memo no. :- 1350/1(3) GL

Date:- 18/12/14

Copy for wide circulation to:-

1. P.A. to Additional District Magistrate (Gen), Nadia for kind information
2. D.I.O. Nadia
3. Notice Board


O/C General, Nadia

ANNEXURE "A"

Scope of Work – The process Description

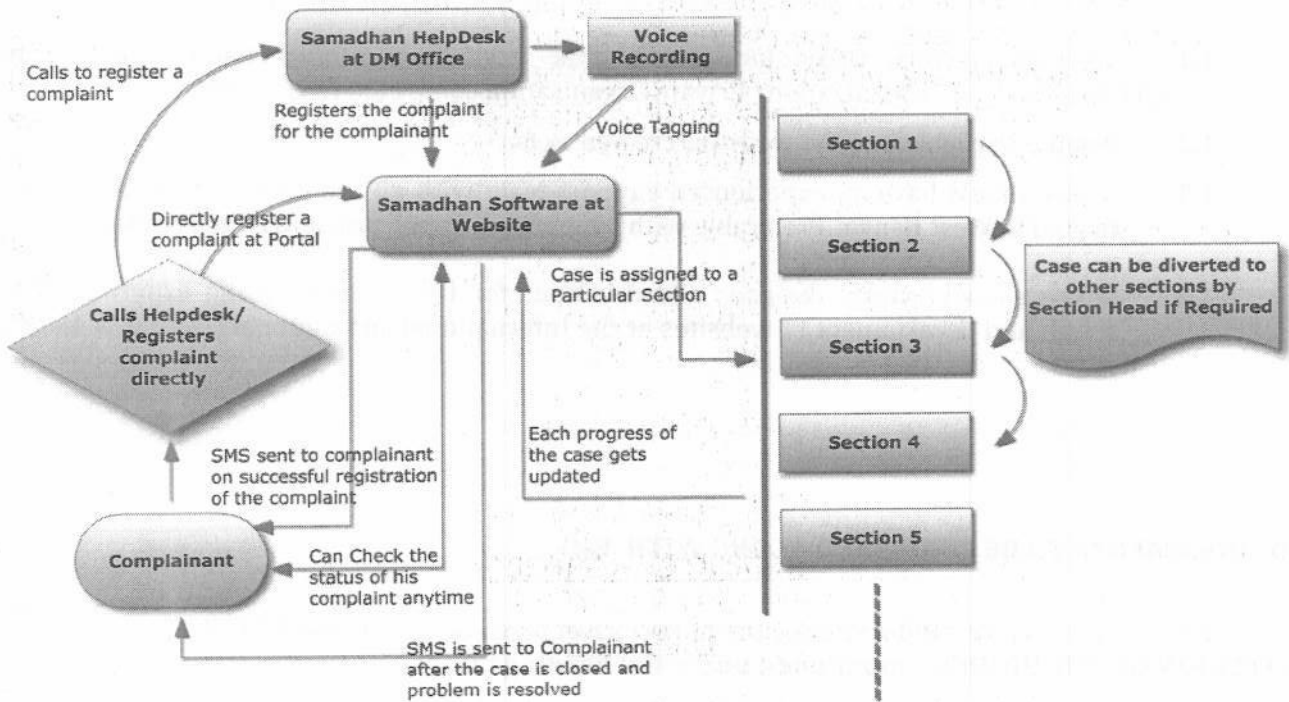
- The work will be of developing a website for Samadhan, the Public Grievance Redressal Portal. Here, a complainant is generally a public user, who may register a complaint online or over a telephonic call. The complainant may keep his name anonymous if required, but the mobile number must be given for SMS purpose.
- If the complaint is registered over a telephonic call, the conversation gets recorded in the mobile phone, which is dedicatedly used for Samadhan. The recording will then be tagged with the complaint, which may later be played.
- When the complaint is successfully registered, the complainant along with the official to whom the complaint is registered, will receive a SMS.
- The official may log in to the website to view the complaint.
- If the complaint is not correctly assigned to him, he may then redirect the complaint to another officer, who will then receive a SMS, else he may take necessary action against the complaint lodged, and update the status in the website.
- The complainant may always search the present status using his complaint number in the website
- The administrator may always view the Reports and Statistics of the Complaints lodged and monitor.
- If the complaint is not closed within 14 days from the date of lodging, a reminder SMS, automatically will be forwarded to his superior officer.
- When the complaint status is closed, the complainant will receive a SMS.

The process is also depicted in a flowchart annexed in the Annexure – B.


O/C General, Nadia

ANNEXURE "B" - SCOPE AND DESCRIPTION OF WORK

FlowChart



ANNEXURE " C "

1.0 ELIGIBILITY CRITERION OF THE BIDDER

- 1.1 Credential/ Work Order for executing at least three similar nature work from state/central govt. organization/ Private Organisation completed in last 3 years.
- 1.2 Details/ Particulars of the websites created so far
- 1.3 Bidder should have an experienced support team with all the necessary infrastructure located in West Bengal. Preferably with support infrastructure at Krishnagar, Nadia.
- 1.4 Bidder should employ designer and developer for this project having experiences in design and development of websites at the International and national level for at least 2 years.

2.0 DOCUMENTS TO BE FURNISHED ALONG WITH BID

- 2.1 All Necessary supporting document in respect of all points " **ELIGIBILITY CRITERION OF THE BIDDER** " mentioned under the heading **1.0**
- 2.2 List of personnel available on hand and proposed to be engaged for the work
- 2.3 List of software and machines available for work.
- 2.4 List of work in hand indicating description of work, contract value etc
- 2.5 Annexure -"D" has to be filled in and submitted along with the quotation



O/C General, Nadia

ANNEXURE- "E" - Terms and conditions

1. Total cost of the project will be a determining factor in selection of L1.
2. The work will be developing of the website as mentioned and its configuration as per requirement of District Administration. The configuration requirements may vary from time to time which must be attended within 6 hrs of request. Post-implementation monitoring and evaluation.
3. All the development must be documented.
 - a. User Document – This document will be used by the user and will be served as a manual in performing day to day tasks.
 - b. Technical Document – The technical document shall be prepared and submitted to DIO, NIC along with the source code of the complete website.
4. The vendor will manage and monitor the Website. Any downtime must be reported to DIO, NIC beforehand. Steps must be taken to migrate the website to different server, in case of downtime, to avoid user harassment.
5. Post Implementation Phase
 - Post-implementation maintenance and support for 1 years
 - Continuous Capacity Building for the officials
 - Exit Plan & Proper handover post completion with certificate of satisfaction
6. The successful bidder/ supplier would be required to complete the delivery as per specifications **within 10 Days from the day of receipt of Work Order**. The design of the website has to be duly approved before hand by District Administration.
7. Any queries regarding the quotation must be clarified before the last date of submission. DIO, NIC Nadia may kindly be contacted regarding this during office hours, for any technical queries regarding website development. The undersigned may be contacted for other issues regarding the quotation.



O/C General, Nadia

ANNEXURE- "D" - Vendor details

Sr. No	Items	Details
1	Name of the Vendor	
2	Address of the Registered Office	Address Telephone E-mail
3	Address of the Office at Nadia (If Present)	a. Address - 1 : Telephone FAX E-mail
4	Name and Designation of the person authorised to make commitments to the Office of DM, Nadia	Name Designation Mobile Phone E-mail
5	Vendor's Web site (if any)	
6	Details of qualified engineers at Nadia.	Number : Qualification and nature of Work handled :

(Signature with stamp of the Vendor)