

## State Urban Development Agency

‘ILGUS BHAWAN’, HC Block, Sector III, Bidhannagar, Kolkata – 700106

Email: [wbsudadir@gmail.com](mailto:wbsudadir@gmail.com)

Memo No. SUDA-246/2018/ 3153

Date:19.04.2023

### NOTICE INVITING e- TENDER

For Selection of Agency for “ **Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis**” in State Urban Development Agency (SUDA), Urban Development & Municipal Affairs Department, Government of West Bengal at ILGUS BHAVAN, HC Block, Sector-III, Salt Lake , Kolkata-700106

The Director, for and on behalf of the State Urban Development Agency (SUDA), Urban Development and Municipal Affairs Department, Government of West Bengal invites proposal for **Selection of Agency for “ Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis” in State Urban Development Agency (SUDA), Urban Development & Municipal Affairs Department, Government of West Bengal at ILGUS BHAVAN, HC Block, Sector-III, Salt Lake , Kolkata-700106** from the reputed, bonafide ,experienced and resourceful Agency subject to adherence of the scope of work mentioned in Section B of this tender documents.

The agency selected through this bidding process, shall provide the following services-

#### The Configuration of the desired Server we intend to Rent as follow

Server Hardware Configuration	Qty	Remarks
1x Intel Quad Core Xeon, RAM 16 GB, 2x500 GB SATA HDD RAID 1, 1 No. of Dedicated IP , DATA Transfer Unlimited, Linux Cent OS, MYSQL Basic, cPanel, Server Backup	1	<ol style="list-style-type: none"><li>1. Uptime should be 99.9%</li><li>2. Minimum Required Bandwidth 4-8MBPS</li><li>3. Regular backups should be taken</li><li>4. Rated Powers Supply</li><li>5. Apache servers for PHP and mysql to be installed</li><li>6. Required OS: Centos/Ubuntu</li><li>7. SMTP/POP and dedicated IPS to be provided</li></ol>

#### SCOPE OF WORK

1. To provide the service and set-up for 30(Thirty) email ids to SUDA.
2. Domain name should be as desired by this Authority.
3. The domain e-mail service should be high secure having HTTPS enable.
4. Space for email Inbox should be unlimited. Allocation space should be done by the system administrator by secure admin panel.
5. Each email accounts will get separate and individual interface for browser based webmail. The design of interface should be customized as desired by this Authority.

6. Administrative panel should provide following functionality:
  - a) Add/ Edit/ Delete facility in e-mail user.
  - b) Change/ Reset of password for email user.
7. Email service should have POP3 and IMAP enable facility.
8. Vendor should be responsible for restore /backup of individual email service if required.
9. One day training program should be arranged by successful bidder for Officer/Staffs on this Authority. No extra payment will made for this training program.
10. Mail Server/ Any Backup Server should be hosted in India.

**The undersigned reserves the right to accept or reject any or all the Tenders without assigning any reasons there for.**

The bid documents can be downloaded from <http://wbtenders.gov.in>. The bid documents can also be downloaded from <http://www.wburbanservices.gov.in> and <http://www.sudawb.org>

#### **IMPORTANT DATES:**

1.	Publishing Date	19.04.2023 02:00 PM
2.	Document Download start date	19.04.2023 03:00 PM
3.	Online Bid submission start date	19.04.2023 03:00 PM
4.	Pre Bid Meeting	25.04.2023 03:30 PM at Conference Hall of SUDA, HC Block, Salt lake Kolkata- 700106
5.	Online Bid submission end date	02.05.2023 03:00 PM
6.	Technical Bid opening date	04.05.2023 03:00 PM
7.	Financial Bid opening date	<i>To be notified later</i>
8.	Issuance of Work Order and Signing of Contract Agreement	<i>To be notified later</i>

### **INTRODUCTION**

SUDA invites E-Tender from Agency for the provision of “**Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis**” as described in “Scope of Work”.

Any contract that may result from this Government procurement competition will be issued initially for a term of **01 years**. After successful completion of **One Year**, nodal agency (SUDA) may increase the term for additional 1 year with same terms and conditions resulting from this tender. **If extended for the additional 1 Year, no further extension will be done after completion of 2<sup>nd</sup> Year.**

## GENERAL ASPECTS OF TENDER

<b>Data Sheet:</b>		
1.	Name and nature of the Work/Tender	This e-tender is for <b>Selection of Agency “ “Domain Name with Web Space &amp; E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis” in State Urban Development Agency (SUDA), Urban Development &amp; Municipal Affairs Department, Government of West Bengal at ILGUS BHAVAN, HC Block, Sector-III, Salt Lake , Kolkata-700106</b>
2.	Location of the work	State Urban Development Agency (SUDA), Urban Development & Municipal Affairs Department, Government of West Bengal at ILGUS BHAVAN, HC Block, Sector-III, Salt Lake , Kolkata-700106
3.	Eligibility to participate in the Bid	<p>The Agency must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the e-tender documents. The Agency must also possess the technical know-how and the financial strength that would be required to support services sought by the SUDA for the entire period of the contract. The bids should be complete in all respect and should cover the entire scope of work as stipulated in the E-Tender document.</p> <p>Proposal may be submitted by interested bidders only a single entity. No Consortium/JV is allowed.</p> <ol style="list-style-type: none"> <li>1. The Entity / Bidder must be a company as specified in Companies Act, 1956/2013 OR a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 OR a Company incorporated under equivalent law abroad OR a Society registered under The Societies Registration Act, 1860 OR a Proprietorship Firm OR a Partnership Firm registered under relevant laws of India etc. The time period elapsed from commencement of business should be at least 05 (five) years as on the date of the issuance of NIT</li> <li>2. i) Intending tenderers should produce credentials of a similar nature of completed work with Central &amp; State Govt/PSU/ULB of the minimum value of Rs. 1.20 lakh during 5(five) years prior to the date of issue of the tender notice; or,               <ol style="list-style-type: none"> <li>ii) Intending tenderers should produce credentials of 2 (two) similar nature of completed work with Central &amp; State Govt/PSU/ULB, each of the minimum value of Rs.0.90 lakh during 5(five) years prior to the date of issue of the tender notice; or,</li> <li>iii) Intending tenderers should produce credentials of one single running work of similar nature with Central &amp; State Govt/PSU/ULB which has been completed to the extent of 80% or more and value of which is not less than the desired value at(i) above</li> </ol> </li> <li>3. Having sufficient qualified technical personnel with sound knowledge and experience in their relative fields.</li> <li>4. Bidder must have valid Trade License, PAN, and GST Certificate. EPF and ESI certificate (if applicable) needs to be submitted along with the proposal.</li> <li>5. The prospective bidders should not have been Black Listed from any</li> </ol>

		<p>Government Organization/ Statutory Body etc. during the last 3 (Three) years. (A self-declaration in this respect has to be furnished by the prospective bidders without which the Technical Bid shall be treated as non- responsive).</p> <p>6. Average annual turnover of the bidder (Refer Annexure A No. II) over the last three financial years (2019-20, 2020-21 and 2021- 22) should be at least Rs. 1.50 lakh.</p> <p>Note: Similar types of works cover the following:  <b>Providing Domain Name with Web Space &amp; E-mail Service</b></p>
4.	Documents to be produced in support of Credentials for Bid submission	<p>Following documents shall have to be furnished separate:</p> <p><b>1.Technical Proposal</b></p> <p>a) <b>Covering Letter</b> ( Refer Annexure A)</p> <p>b) <b>Average Annual Turnover of the Agency</b> over the last three financial years (<b>2019-20,2020-21,2021-22</b>) certified by a practicing Chartered Accountant (Refer Annexure A No.II)</p> <p>c) <b>Statement of Legal Capacity</b> (Refer Annexure A No.III)</p> <p>d) <b>Details about the Agency</b> (Refer “Structure and Organization” in Annexure A No. IV)</p> <p>e) <b>Company Certificates</b> like GST Registration No, PAN No. and TAN No. (Please refer Table-1 of “Non-Statutory Folder” of Section A). IT return for last three years; EPF and ESI registration Certificates, if applicable.</p> <p><b>f) Statement of any Indictment:</b> The Agency should not be under active prosecution for criminal offence, litigation, court receivership or similar proceedings</p> <p>i. It may please be noted that non-provision of this declaration in this proposal will lead to rejection of the same.</p> <p>ii. Declaration that the Agency or any of its staff had not been at any point of time <b>blacklisted</b> by any Government or its agencies or court of law or any other organization (Please refer Annexure A No.V)</p> <p>iii. Brief of court/ legal cases pending, if any.</p> <p>iv. Work Completion Certificates / Payment Certificates issued by competent authority</p> <p>v. Project experience during the period of last 05 years (Refer Annexure A No. VI).</p> <p>vi. Detailed project experience during the period of last 05 years (Refer Annexure B).</p> <p><b>2. Financial Proposal</b></p> <p>a. Financial Proposal Submission Form (Refer Annexure C).</p> <p>b. BOQ.</p> <p><i>Note: All documents in original shall have to be produced in due course of time as &amp; when asked by State Urban Development Agency (SUDA) / UD&amp;MA Department, Government of West Bengal / Any Committee appointed by SUDA or UD&amp;MA Dept.</i></p>
5.	Earnest Money Deposit and Security Deposit	<p><b>Rs.6,000.00 (Rupees Six thousand only)</b> as an initial Earnest Money Deposit shall be paid through online mode of payment (Payment link will be available in the website).</p> <p>This amount will be converted to security deposit for the successful Agency. Balance Earnest Money beyond <b>Rs.6,000.00</b> (if any, to fulfill 2% of amount offered) shall be deposited by the successful Agency prior to acceptance of</p>

		tender in the form of a Bank Draft obtained in favour of “Director, State Urban Development Agency”, from any scheduled bank payable at Kolkata. The EMD for the successful Agency will be converted to Security Deposit and additional amount of 8% will be deducted towards Security Deposit from each applicable invoice. Such deducted total amount will be refunded after 1 months on expiry of the Contract subject to adjustments. No interest shall be payable on the deducted amount.
6.	Refund of Earnest Money	The EMD is interest free and will be refundable to the unsuccessful Agency within 7 days of signing of agreement with the Successful Agency.
7.	Forfeiture of EMD / Security Deposit	EMD may be forfeited: a. If a Agency withdraws his bid during the period of bid validity specified. b. In the case of a successful Agency, if the Agency withdraws or amends the tender or impairs or derogates from the tender  Security Deposit may be forfeited: a. In case of non-performance at any time during the sustenance of the contract b. Or for any other reason as applicable in the Contract Agreement / Work Order.
8.	Cost Price of Bid Document	NIL
9.	Goods and Service Tax (GST)	The Agency should include GST in the cost of services. However, the Employer / Authority will pay to the Agency, GST or any other tax replaced with it at the prevalent rate at the time of actual payment to the Consultant / Agency.
10.	Currency	Agency shall express the price of their assignment/job in Indian Rupees.
11.	Duration of Contract	The tenure of the contract may also be terminated before the completion of contract period due to non-performance or any reason which the Authority deems fit for cancellation of the contract.
12.	Bid Document	A complete proposal document consists of 2 parts. These are:  <b>1. Part-I</b> containing: Section A: Instruction To The Agency Section B: Description of the Project and Scope of Work Section C: Conditions and requirements for bidding Section D: Definitions and Interpretations AND <b>2. Part-II</b> containing list of documents and credentials possessed by applying agency to be provided namely: <b>Annexure A</b> i. Qualification Application ii. Financial Statement iii. Statement of Legal Capacity iv. Structure and Organization v. Statement of any Indictment vi. Project experience in last five years <b>Annexure B</b> Detailed project experience during the period of last 05 years <b>Annexure C</b> Financial Proposal submission form

		BOQ <b>Annexure D</b> Press Advertisement inviting proposal
13.	Bid Evaluation	Method of selection will be Least Cost Selection (LCS) Method after fulfillment of eligibility criteria as mentioned in Srl 3 ie. eligibility of the bidder under Datasheet. Financial bid shall be opened only for the bidders who will satisfy eligibility criteria and L1 bidder will be selected accordingly
14.	Form of Financial Proposal	Financial Bid shall be (as per BOQ) offered by the Agency for undertaking the Services as mentioned in this document <b>for a period of 01 year.</b> <i>The Financial proposal shall be inclusive of all taxes, duties, GST, levies, Backup, security and system support etc</i>
15.	Payment Schedule	The payment on account of Hiring of such domain space will be made from SUDA on Quarterly basis on satisfactory performance of the Authority  Taxes as applicable in India will be paid as per actuals. The cost quoted will be firm and fixed for the duration of performance of the contract and at no point of time will any deviation from the quoted rate be entertained by this office. The Financial Bid shall not include any conditions attached to it and presence of any such conditions attached to the financial proposal shall make it liable to be rejected summarily. In case the scope of work is modified, the authority may increase or decrease the cost proportionately, post mutual discussion with the agency.
16.	Validity of Bid	120 days from the date of opening of the Financial part of the Bid.
17.	Clarification and Amendment of Bid Documents	<ol style="list-style-type: none"> <li>a. A pre-bid meeting may be held as has been provided in “Important Dates” to provide all clarification to the prospective Agency.</li> <li>b. Any clarification issued by SUDA, in response to query raised by prospective Agency shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of bid document</li> <li>c. At any time, prior to the date of submission of bids, SUDA, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Agency, modify the bid documents by amendments.</li> <li>d. The amendments shall be notified online only through corrigenda, if any.</li> <li>e. In order to provide prospective Agency reasonable time in which one has to take the amendments into account in preparing their bids, SUDA, may, at its discretion, extend the deadline for the submission of bids suitably</li> </ol>
18.	Withdrawal of Bid	A Bid can be withdrawn/modified/substituted on or before the Bid Due Date / Last date of Bid submission only on online basis. Bids cannot be withdrawn /modified/substituted once submitted after the last date of submission till the existence of bid the validity period.
19.	Acceptance of Bid	State Urban Development Agency (SUDA), reserves the right to accept or reject any or all proposals without assigning any reason thereto. SUDA reserves the right to withdraw from the process or any part thereof, to accept or reject any/all offer(s) at any stage of the process and/or modify the process or any part thereof or to amend any terms without assigning any reasons. Since this is an e-tendering process, <b>all the required documents are to be submitted through online only.</b> SUDA shall not entertain any other mode of submission (post/courier/fax etc.) of proposal other than e-tender mode.

20.	Intimation	The qualified Agency(s) will be notified through email of the acceptance of their Bid. If at any time during the evaluation process, SUDA requires any clarification, they reserve the right to request such information from any or all of the agencies and the agencies will be obliged to provide the same within a reasonable time frame. SUDA may also call for a presentation on the proposal from any or all of the Agency who have submitted their proposals.
21.	Influence	Any attempt to exercise undue influence in the matter of acceptance of Bid is strictly prohibited and any Agency who resorts to this will render their Bid liable to rejection.
22.	Name and address of the Tender Inviting Authority	Director, State Urban Development Agency, ILGUS Bhawan, HC Block, Sector III, Bidhannagar, Kolkata – 700106
23.	Execution of Work	Agency are liable to execute the service as mentioned in “Terms of Reference / Scope of Work” in Section-B.
24.	Evaluation	<p><b>Opening of Bid:</b> - Proposals will be opened by SUDA electronically from the website using Digital Signature Certificate.</p> <p>Cover (folder) of statutory documents shall be opened first and if found in order, cover (Folder) for non-statutory documents will be opened. If there is any deficiency in the statutory documents the tender will summarily be rejected.</p> <p>Decrypted (transformed in to readable formats) documents of the non-statutory cover will be downloaded and handed over to the Bid Evaluation Committee. Scrutiny of proposal, evaluation of the same and recommendation thereafter will be made by SUDA.</p>
25.	Disqualification	A proposal that has been found to be incomplete in content or attachments or authenticity or devoid of EMD, shall not be considered for the purpose of qualification. If any information (false/unacceptable) is received by SUDA after the Agency has been qualified to receive the Request for Proposal, SUDA reserves the right to reject the Agency at any time after such information becomes known. The Agency not satisfying the requisite qualification criteria specified in the above sections are not eligible.
26.	Award of Contract	<p>SUDA will consider placement of orders for such services on that Agency whose offer has been found technically and financially acceptable as per the Evaluation process.</p> <p>The issue of Award Letter and Signing of Contract shall constitute the award of contract on the Agency.</p>

#### IMPORTANT CONDITIONS APPLIED:

- The Agency will be responsible for obtaining any permission that may be required for undertaking work on its own as detailed in this e-tender Document.
- A formal agreement will be signed up between the successful agency and the Office of the SUDA, West Bengal after submission of the Security Deposit by the selected agency. The agreement will contain, inter alia, all conditions entailed in the tender document. Before the agreement is placed by the agency for signature, it shall be scrutinized by the office to ensure

that the agreement is in conformity with the tender clause. The agency will be bound to follow high standards of objectivity and transparency in this regard.

- In case it is noticed that agency has been unable to deliver any work stated in the work order in part or whole under each item of work, penalty @ 20% would be imposed equivalent to the cost of that unit of work. SUDA has reserves the right to deduct the penalty from pending bills submitted for the work already performed by the agency.
- In the office, time and quality are considered essence of work for which responsibility will be assigned upon the agency once selected. It may be that in times of emergency, the office may need to execute works in a very short time. It will be binding upon the agency to execute the work assigned upon it without delay. Any deviation from this will not only frustrate the purpose for which the work is assigned, but also tarnish the credibility of the agency, other than attracting pecuniary provisions under the tender document.
- SUDA however not bound to accept any tender or to assign any reason for non - acceptance. SUDA reserves its right to accept the tender either in full or in part. Conditional, erroneous and incomplete Bids will be rejected outright.

**DIRECTOR  
STATE URBAN DEVELOPMENT AGENCY**

**SECTION-A**  
**INSTRUCTIONS TO AGENCY**

**I. General Guidance for e-tendering**

Instructions/guidelines for Agency for electronic submission of the proposals have been enclosed for assisting them to participate in e-tendering.

**II. Registration of Agency**

Any Agency willing to take part in the process of e-tendering will have to be enrolled and registered with the Government e-procurement system, through logging on to <http://wbtenders.gov.in>. The Agency is to click on the link for e-tendering site as given on the web portal.

**III. Digital Signature Certificate (DSC)**

Each Agency is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the service provider of the National Informatics Centre (NIC) or any other bonafide service provider on payment of requisite amount. Details are available at the Website stated in Clause II of Instructions to Agency. DSC is given as a USB e-Token.

**IV.** The Agency can search and download the Tender Documents electronically from computer by logging on to the website mentioned in Clause-II above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

**V. Submission of Proposal**

Proposals are to be submitted through online to the website stated in Clause II in one folder at a time before the prescribed date and time using the Digital Signature Certificate (DSC). The documents to be uploaded should be virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

The proposal should contain scanned copies of the following further two covers (subfolders):

**A. Statutory Cover Containing**

**1. Prequalification Document**

i. Qualification Application (Annexure A)

**2. Technical Document (To be filled, scanned and uploaded as multiple page scanned file)**

- i. Financial Statement (Annexure A No. II)
- ii. Statement of Legal Capacity (Annexure A No. III)
- iii. Details about the Agency (Annexure A No. IV)

**NOTE:** Agency must ensure that the e-mail Id provided in the Registered Office Address is the same with which they have registered at the e-procurement portal (<http://wbtenders.gov.in>).

iv. Statement of any Indictment (Annexure A No. V)

**Note:** The Agency should not be under active prosecution for criminal offence, liquidation, court receivership or similar proceedings. It may please be noted that non provision of this declaration in this Bid will lead to rejection of the same.

1. Declaration that the Agency or any of its / their staff had not been at any point of time **blacklisted** by any Government or its agencies or court of law or any other organization
  2. Brief of **court / legal cases** pending, if any.
- v. Project Experience during the period of last ten years (see the format in Annexure A No. VI)

**B. Non-Statutory Cover Containing / My Space**

1. **Certificates:** GST Registration No, PAN No., TAN No, Income Tax return for last three years, EPF and ESI registration Certificates (**Scanned copies to be provided**).
2. **Organisation Details:** Registration details along with the composition of Board of Directors or details of lead partner or governing authority or trust as the case may be. It is to be noted that depending upon the legal nature of the Agency, the corresponding documents need to be submitted.
3. **Credentials:** Details of work experience during the period of last 5 years as per table provided in Annexure B No. I, along with documentary evidence.

**Note:**

- a. Agency are required to give details of only those projects which have been mentioned in Annexure A-No VI: Project Experience during the period of last five years
- b. Agency **MUST** ensure that **name and sequence of projects remains the same** as given in Annexure A VI: Project Experience during the period of last five years.
- c. **Agency must ensure that page limit is restricted to maximum of one (1) page per project.**

4. Detailed Project experience during the period of last 05 years (Annexure B)

**Intending Agency should upload above documents as per following folders in My Documents**

**NOTE:** Agency must ensure that they upload documents in black and white & resolution (DPI) of the scanned document should not exceed 300.

**Table 1: List of Documents to be uploaded in My Documents (Non-Statutory Folder)**

<b>e-Tendering System of Government of West Bengal</b>			
<b>Agency Document Sub Category Master</b>			
<b>Sl. No.</b>	<b>Category Name</b>	<b>Sub Category Name</b>	<b>Sub Category Description</b>
A.	CERTIFICATES [Every folder corresponds to one single file (multiple page scanned file) and the file size should not be more than 1 MB]	A1.CERTIFICATES	1. GST Registration No. 2. PAN No. and TAN No. 3. Income Tax return for last three years. 4. EPF and ESI registration Nos.

B.	COMPANY DETAILS [Every folder corresponds to one single file(multiple page scanned file) and the file size should not be more than 1 MB]	B1.COMPANY DETAILS1	1.Certificates of incorporation and commencement of business Highlighting registration details as is applicable to the legal status of the Agency 2. Composition of Board of Directors or details of lead partner or governing authority or trust as the case may be, as is applicable to the legal status of the Agency
C.	CREDENTIAL [Every folder corresponds to one single file (multiple page scanned file) and the file size should not be more than 1MB]	C1.CREDENTIAL1	1. Project Experience during the period of last 5 years (Please refer Annexure B.No.I) 2. Letter of Association (Annexure B II & B III)
		C1.CREDENTIAL2	1. Work Completion Certificates or Payment Certificates issued by competent authority for the projects mentioned. [For completed projects, provide payment certificate in case work completion certificate is not available]

**Note: - Failure of submission of any of the above mentioned documents will render the tender liable to summarily rejected.**

All Corrigendum & Addendum Notices, if any, have to be digitally signed & uploaded by the Agency in the Declaration Folder of My Documents.

## VI. Qualification Criteria:

The Agency must meet the following criteria:

- A. **General Criteria:** As mentioned in Data Sheet
- B. **Technical Criteria:** As mentioned in Data Sheet
- C. **Financial Criteria:** As mentioned in Data Sheet

## VII. Evaluation of Bid

### Opening of Bid

- Proposals will be opened electronically from the website using Digital Signature Certificate.
- Decrypted (transformed in to readable formats) documents will be downloaded and handed over to the officials for evaluation.

### Evaluation:

- Cover (sub-folder) of statutory documents shall be opened first and if found in order, cover (Folder) for non-statutory documents will be opened. If there is any deficiency in the statutory documents the tender will summarily be rejected.
- Scrutiny of proposal and recommendation thereafter will be made by the Authority.

**Uploading of summary list of technically qualified Agency-**

- Pursuant to scrutiny and decision of the Authority, the summary list of eligible Agency will be uploaded in the web portals.
- During the process of evaluation, Authority may summon the Agency and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.
- Any document found to be incomplete in content or attachments or authenticity shall not be considered for the purpose of qualification.
- If any information (false/ un acceptable) is received by Authority after the Agency has been qualified to receive the Request for Proposal, the Authority reserves the right to reject the Agency at that time or at any time after such information becomes known to Authority.

**Agency not satisfying the requisite qualification criteria specified in the above sections are not eligible.**

**DIRECTOR  
STATE URBAN DEVELOPMENT AGENCY**

**SECTION - B**  
**SCOPE OF WORK**

Basic Information: SUDA invites E-Tender from Agency for the provision of ““**Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis**”

Any contract that may result from this Government procurement competition will be issued initially for a term of 01 years. After successful completion of One Year, nodal agency (SUDA) may increase the term for additional 1 year on approved terms and conditions resulting from this tender. **If extended for the additional 1 Year, no further extension will be done after completion of 2nd Year.**

SUDA is the state nodal agency for implementing the state and central sponsored schemes for Urban Development and Municipal Affairs Department, Government of West Bengal. SUDA will be responsible for implementation of reforms and coordinating with the Urban Local Bodies (ULBs) for implementation of such projects & reforms.

**The Configuration of the desired Server we intend to Rent as follow**

<b>Server Hardware Configuration</b>	<b>Qty</b>	<b>Remarks</b>
1x Intel Quad Core Xeon, RAM 16 GB, 2x500 GB SATA HDD RAID 1, 1 No. of Dedicated IP , DATA Transfer Unlimited, Linux Cent OS, MYSQL Basic, cPanel, Server Backup	<b>1</b>	<ol style="list-style-type: none"><li>1. Uptime should be 99.9%</li><li>2. Minimum Required Bandwidth 4-8MBPS</li><li>3. Regular backups should be taken</li><li>4. Rated Powers Supply</li><li>5. Apache servers for PHP and mysql to be installed</li><li>6. Required OS: Centos/Ubuntu</li><li>7. SMTP/POP and dedicated IPS to be provided</li></ol>

1. To provide the service and set-up for 30(Thirty) email ids to SUDA.
2. Domain name should be as desired by this Authority.
3. The domain e-mail service should be high secure having HTTPS enable.
4. Space for email Inbox should be unlimited. Allocation space should be done by the system administrator by secure admin panel.
5. Each email accounts will get separate and individual interface for browser based webmail. The design of interface should be customized as desired by this Authority.
6. Administrative panel should provide following functionality:
7. Add/ Edit/ Delete facility in e-mail user.

8. Change/ Reset of password for email user.
9. Email service should have POP3 and IMAP enable facility.
10. Vendor should be responsible for restore /backup of individual email service if required.
11. One day training program should be arranged by successful bidder for Officer/Staffs on this Authority. No extra payment will made for this training program.
12. Mail Server/ Any Backup Server should be hosted in India.
13. Setup should be extensible.
14. Auto Back up & Security issue .
15. Data management in case of disaster.
16. The agency should provide maintenance in case of any hardware/network component failure.
17. Network should be able to prevent any kind of DOS attacks.
18. The agency should provide anti-viruses to prevent the system from computer Trojan/viruses.
19. The agency should provide third party softwares such as VNC for remote desktop/sftp for file transfer/PHP & MySql for the application/remote database connectivity etc.
20. In case of a fault it should be corrected within 24 hrs.
21. The agency should use all the licensed softwares in the servers.
22. The agency should ensure privacy of data and that no eves-dropping occurs on the network.
23. All the materials will be copyrighted, so the vendor should not disclose or redistribute the same to anybody for any further usage.
24. Both the parties should indemnify each other from any unlawful activities.
25. Services provided by the agency should not violate any laws, regulations or treaties.
26. The agency should not come & claim any other extra charge arising due to replacement or damage of a hardware/network component.
27. As & when required by the SUDA, the agency shall provide information/data available on server.

## **Period of Contract:**

Any contract that may result from this Government procurement competition will be issued initially for a term of **01 years**. After successful completion of **One Year**, nodal agency (SUDA) may increase the term for additional 1 year on approved terms and conditions resulting from this tender. **If extended for the additional 1 Year, no further extension will be done after completion of 2<sup>nd</sup> Year.**

## **Maintenance**

- a. The selected agency will be responsible for the maintenance of Online Software, Space Management
- b. Virus scans and Anti-virus updates (virus prevention, anti-virus updating and distribution.
- c. Security policy

## **Technical and Financial Bid Consideration and Evaluation:**

### **Technical Bid consideration and Evaluation:**

- Technical bids will be evaluated by the Proposal Evaluation Committee to be formed for the purpose by the Office of SUDA, West Bengal.
- The Proposal Evaluation Committee constituted shall evaluate the responses to the e-tender and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- Each of the responses shall be evaluated as per the criteria and requirement specified in this e-tender.
- Financial bid shall be opened only for Agency who qualify in the technical evaluation as per the decision of the Proposal Evaluation Committee after analyzing the presentation made by the Agency.
- The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations and the decision of the Committee in the matter of evaluation of the bids shall be final and abiding.
- The decision of the Proposal Evaluation Committee will be uploaded in the e-Tender portal [https/ www.wbtenders.gov.in](https://www.wbtenders.gov.in)

### **Financial Bid Evaluation**

The Financial Offer of the prospective Agency will be considered only if the Technical Bid of the Agency is found qualified by the 'Proposal Evaluation Committee'. The decision of the 'Proposal Evaluation Committee' will be final and absolute in this respect. Both Technical Bid and Financial Bids are to be submitted concurrently duly digitally signed in the e-Tender portal <https://www.wbtenders.gov.in>. The financial bids of only the qualified Agency as per conditions stated and the scoring model mentioned under "Bid Evaluation Criteria" will come under consideration. The format of the item wise BOQ is attached in the annexure. The Agency will have to quote item-wise rate for all the items. Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will have to be done as per time Schedule specified in this document under the heading, BID DATA SHEET.

**Mode of Submission of Bids** All documents and corresponding information are to be obtained, shared and submitted only through e-tender process. The Bid submission process has been detailed under the title Instructions to Agency.

**Pre-Bid Meeting** The intending Agency and/or their official representatives may attend Pre-Bid meeting as mentioned in the Bid-Schedule. The purpose of the meeting will be to clarify issues and address clarifications sought by the Agency in this context. The Agency is requested to submit his Request for Clarifications through email only, not later than 3 (three) calendar days before the

meeting to be held on..... . The responses for the clarifications sought by the Agency will be uploaded in the portal. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by this Office exclusively through an Addendum which will be uploaded in the website. The decision of the Director,SUDA in this regard shall be final and binding on all.

Email-id where the pre-bid queries are to be sent: [wbsudadir@gmail.com](mailto:wbsudadir@gmail.com).

However, it is not binding upon this office to hold a pre-bid meeting or restrict itself to holding only one such meeting. If it feels, that the clarifications sought by the Agency do not require a pre-bid meeting, it may cancel the meeting and send the replies to the Agency by email alone.

### **Penalties for delay in team mobilization**

If the selected agency fails to complete the specified milestones within the time period (s) specified, Director,SUDA may, without prejudice to its other remedies under the Agreement, levy as Penalties, a sum in accordance with the conditions as entailed in detailed under heading Submission of Proposals, In case the agency has been unable to deliver any work stated in the work order in part or whole under each item of work, penalty @ 20% would be imposed equivalent to the cost of that unit of work. Director,SUDA reserves the right to deduct the penalty from the bill.

### **Exit Policy:**

Any contract that may result from this Government procurement competition will be issued initially for a term of **01 years**. After successful completion of **One Year**, nodal agency (SUDA) may increase the term for additional 1 year on approved terms and conditions resulting from this tender. **If extended for the additional 1 Year, no further extension will be done after completion of 2<sup>nd</sup> Year**. That on the expiry of this Agreement, the Selected Agency assigned for the performance of the services under this Agreement shall handover or cause to be handed over all the confidential Information and all other related materials/documents in its possession, in both soft and hard versions.

**Termination** The Director, SUDA without prejudice to any other remedy for breach of Contract, by written notice of default sent to Selected Agency, may terminate the Contract

- If the Selected Agency fails to deliver any or all Contracted services as per service standards specified in the agreement or
- If the Selected Agency fails to perform any other obligation(s) under the Contract, or
- If the Selected Agency in the judgment of Director,SUDA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract
- Violation of any other terms of the contract.

The Director, SUDA will have the right to terminate the contract at any point of time if the performance of the Selected Agency is not satisfactory by giving one month notice.

**SECTION – C**  
**CONDITIONS AND REQUIREMENTS FOR BIDDING**

1. Any clarifications sought may be done in Pre-Bid meeting and thereafter incorporation / modification will be subject to discretion of Tender Inviting Authority.
2. Submission of Bid document will not be allowed beyond the schedule time indicated in the Tender document.
3. Any conditional Bid will be liable for rejection.
4. SUDA reserves the right to reserve or amend the Bid documents prior to the date notified for submission of the Bid or also to extend the time mentioned in the NIT under intimation to the Agency.
5. Bids, which have been considered valid on the result of general examination (Prequalification stage) at the time of opening, shall be subjected to subsequent detail scrutiny. Notwithstanding the general examination carried out earlier, the Bid Inviting Authority reserves the right of rejection of any Bid, which may be found to be defective during the detail scrutiny.
6. SUDA reserves the right to accept or reject any or all of the Bids received or to relax any clause without assigning any reason thereof.

**DIRECTOR**  
**STATE URBAN DEVELOPMENT**

**AGENCY**

**SECTION – D**  
**DEFINITIONS AND INTERPRETATIONS**

In the Tender, as hereinafter defined, the following words and expressions shall have the meanings hereby assigned to them, except where the context otherwise requires:

- a) Turnover = Difference between Gross receipts derived from services and non- operating receipts such as dividends and interest income.

**DIRECTOR**  
**STATE URBAN DEVELOPMENT AGENCY**

**ANNEXURES**

**Annexure – A**

**I. Qualification Application**

*(To be written on the letterhead of the Applicant)*

From:

.....  
.....

To

The Director,  
State Urban Development Agency (SUDA), ILGUS Bhawan, HC Block,  
Sector III, Salt Lake City, Kolkata - 700106,  
West Bengal

**Subject: Submission of proposal for “ “Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis”**

Sir,

This is with reference to the tender dated.....2023 inviting proposal for creation of digital content, management of social media and documentation work in State Urban Development Agency (SUDA), Urban Development & Municipal Affairs Department, Government of West Bengal at ILGUS BHAVAN, HC Block, Sector III, Salt Lake City, Kolkata - 700106

As specified in the Tender notice, having examined the Statutory, Non statutory documents, I/we hereby submit all the necessary information and relevant documents for evaluation. The application is made by me /us on behalf of ----- in the capacity ----- duly authorized to submit the proposal. We believe that we satisfy the eligibility criteria set out in relevant sections of the proposal document.

We propose to submit our proposal as (insert full name of Applying Agency).

We declare that we have not been convicted by a Court of law or indicted or adverse orders passed by a regulatory authority against us which would adversely impact our ability to manage the project if awarded or which relates to a grave offence that outrages the moral sense of the community.

We also declare that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our sister concerns .

We further declare that no investigation by a regulatory authority is pending either against us or against our sister concerns or against our Chief Executive Office (CEO) or any of our Directors/Managers/ employees.

We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct and complete. I/We have furnished all information and details necessary for the proposal and have no further pertinent information to supply.

We understand that:

(a) Tender Inviting Authority can amend / modify the scope of this project.

(b) Tender Inviting Authority can reject any or all bids without assigning any reason. And also withdraw or cancel the bid process at any stage without any liability of whatsoever nature therefore.

I / We shall be glad to receive further communication on the subject.

Yours faithfully,

**Enclosure: e-filing:-**

1. Statutory Document

2. Non-Statutory Document

Date of Submission

Authorized Signatory

Signature of applying agency

including title and capacity in which application is made.

## II. Financial Statement

1.Name of Applying Agency:

2.Summary of Turnover generated on the basis of the audited financial statement of the last 03 (three) financial years.

	2019-20 (Rs. In Lakh)	2020-21 (Rs. In Lakh)	2021-22 (Rs. In Lakh)
Annual Turn over			

Average Annual Turn over is XXXX (Rs in Lakh)

Signed by a Practicing Chartered Accountant

Name: Membership No.:

Name of the Firm with Seal

Date \_\_\_\_\_

Note: This form is required to be certified by a practicing Chartered Accountant

### III. Statement of Legal Capacity

*(To be forwarded on the letterhead of the entity submitting the Proposal)*

Reference No. -----

Date: -----

To,  
The Director,  
State Urban Development Agency (SUDA)  
ILGUS Bhawan, HC Block, Sector III, Salt Lake City,  
Kolkata - 700106,  
West Bengal, India.

**Sub: Submission of proposal for “Domain Name with Web Space & E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis”**

Sir,

This is with reference to the advertisement dated .....2023 inviting proposal for creation of digital content, management of social media and documentation work in State Urban Development Agency (SUDA), Urban Development & Municipal Affairs Department, Government of West Bengal at ILGUS BHAVAN, HC Block, Sector III, Salt Lake City, Kolkata - 700106

We have read and understood the contents of the Invitation for proposal and the advertisement and pursuant to this hereby confirm that:

We satisfy the eligibility criteria laid down in the Tender notice.

We have agreed that (insert individual's name) will act as our representative and has been duly authorized\* to submit the proposal.

Yours faithfully,

Authorised Signatory  
For and on behalf of (Name of the agency)

*\*Please attach a true copy of the Letter of Authorization / Board resolution certified by the authorized Signatory for the individual bidding company.*

## IV. Structure & Organisation

### A. Details about the Agency

1. Name of applying agency/Agency:

2. Registered Office Address:

Telephone No.:

Fax No. :

E mail#:

Website:

3. Kolkata Office Address:

Telephone No.:

Fax No. :

E mail#:

Website:

4. Name of the Contact Person for this assignment:

Designation:

Address:

Telephone No. :

Cellphone No.:

E mail:

Fax No. :

Signature of applicant including  
title and capacity in which application is  
made.

*# Agency must ensure that the Email id provided in the Registered Office Address is same with which they have registered on the e-procurement portal (<http://wbtenders.gov.in>).*

## **V. Statement of any Indictment**

*(By any Income Tax, Sales Tax, Customs and Excise Authorities and other Regulatory Authorities) (To be forwarded on the letterhead of the interested entity submitting the Proposal)*

Date:

To,  
The Director,  
State Urban Development Agency (SUDA),  
ILGUS Bhawan, HC Block, Sector III,  
Salt Lake City, Kolkata - 700106,  
West Bengal, India

Sir,

We solemnly declare that there has been no conviction by a court of law or indictment or adverse order or investigation or charge sheet by an agency of the Government, any income tax, sales tax, customs, excise authorities and other regulatory authorities including but not limited to Reserve Bank of India (RBI) and Securities Exchange Board of India (SEBI) against us or our Promoter Group.

We have not been declared ineligible by the Government of India or any State / UT / Local Government for corrupt and fraudulent practices or blacklisted by them.

Yours faithfully,

Signature(s) of Applicant(s)  
Seal of applicant Name:

Designation:

**VI. Project Experience during the period Last five Years**

Please categories all the projects into four broad heads given in the table below and mark a tick (√) for each of the projects.

Sl. No.	Name of Project/ Assignment and year of completion (write 'ongoing' in case of ongoing project)	Categories					Project Location
		Value of Work Order					

(Agency MUST maintain the same name and sequence in “detailed project experience” in Annexure B No. I)

## Annexure – B

### I. Detailed Project Experience during the period of Last Five Years

(Agency *MUST* maintain the same name and sequence of projects as it has been given in *Annexure A. No. VI*)

Assignment name:	Approx. value of the contract (in Rs.):
Country:	Location within Country:
Name of Client:	Total No of person-months of the assignment:
Address of Client:	
Start date (month/year): Completion date (month/year):	No of person-months provided by your firm:
Approx. value of the services provided by your firm under the contract (in Rs.):	
Name of Senior Staff involved from your firm and positions held in this project:	
Narrative description of project in brief:	
Description of actual services provided by your firm in the assignment:	
Whether the assignment is completed or continuing:	
Explanation on how it meets the eligibility criteria:	

**Agency to upload all supporting documents**

**Annexure C - Financial Proposal Submission Form  
THIS IS TO BE SUBMITTED AS PER FORMAT PROVIDED ONLINE ONLY**

**Bill of Quantities (BOQ)**

**In this BOQ only the total amount will be considered**

<b>FINANCIAL BID (YEARLY)</b>				
<b>Sl. No</b>	<b>Description of work</b>	<b>Total amount with all applicable taxes &amp; duties excluding GST</b>	<b>Applicable GST in %age</b>	<b>Total Amount with all applicable taxes &amp; duties including GST</b>
1	<b>Domain Name with Web Space &amp; E-mail Service for State Urban Development Agency (SUDA), West Bengal on Rental Basis for One Year</b>			

**TOTAL in Figure and Words).**

**NB. If there is any mismatch between Figure and words then words for the Total Rate as quoted by the Bidder will be considered**