

GOLDEN CITY INDUSTRIAL TOWNSHIP AUTHORITY
BAPL PROJECT SITE, ANDAL
PO- DAKHIN KHANDA, PS-ANDAL, DIST PASCHIM BARDHAMAN
PIN 7231321

NIQ No. GCITA/2024-25/109

Date 30/07/2024

Golden City Industrial Township Authority (GCITA) is intending to develop and implement in English website application and content management system. The Executive Officer of GCITA is inviting Quotation to design, develop, test, implement, operate and maintain the website for 3 Years, commencing from the date when the system goes "live" or when the acceptance is accorded as per the Acceptance Criteria, whichever is later. In this regard, this office is inviting tender from firms meeting the prescribed qualifying criteria as mentioned in the tender document. The firms may submit their bid with all necessary documents along with the covering letter duly signed by an authorized signatory on or before 21/8/2024.

Office of the Executive Officer, Golden City Industrial Township Authority, BAPL Project Area, Andal, PO- Dakhinkhanda, Dist- Paschim Bardhaman, West Bengal, Pin 713321

Tender form, Terms and Conditions will be available from the UDMA website (<https://www.wburbanservices.gov.in>) and O/o the GCITA, BAPL project site, Andal from 30/7/2024 to 21/8/2024 during working hours. Date of last submission of Tender: 21.8.24 up to 11.30 AM. Tender will be opened on same day at 2.00 noons in presence of bidders who desire so. Opening date may be changed due to unforeseen reason, if arises.

The tender will have to be submitted in two parts – Technical Bid (cover-A) and Financial Bid (cover-B). The formats and documents to be submitted in technical and financial bids are mentioned in tender documents. The Bidders should submit their technical and financial Bid separately in two envelopes and these two envelopes should be put into another cover super-scribed as 'Tender for Website Development of GCITA' in reference to Advertisement No. GCITA/2024-25/109 Date 30.7.24. A bidder may participate in all the purposes separately or may submit his bid in separate envelope for each purpose. The technical financial bids envelopes should be clearly marked as Technical Bid and Financial Bid on the top of the relevant envelopes. The tenders (cover and inner envelopes) should be addressed to the Executive Officer, GCITA, Andal

The financial bids of those bidders should be opened whose technical bids are found to be qualified.

The tender committee has reserves the right of cancellation, adding, reducing, or deferring the tender in total or in partial without assigning any reason thereof.



Executive Officer

Golden City Industrial Township Authority

Executive Officer

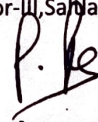
Golden City Industrial Township Authority

Dated: 30.07.2024

Memo no. GCITA/WEBSITE/2024-25/179

Copy forwarded for information with a request for wide publication to:

1. The District Magistrate, Paschim Bardhaman and Chairman, GCITA.
2. The Addl. Secretary to the Government of West Bengal, UDMA Department, Nagarayan, DF-8, Sector-I, Salt Lake, Kolkata – 700064
3. The Commissioner, Durgapur Municipal Corporation
4. The Block Development Officer, Andal.
5. Smt Anju Madeka, President & CFO, Bengal Aerotropolis Projects Ltd.
6. The Software Manager, UDMA Deptt., Govt. of W.B., ILGUS Bhaban, Secor-III, Salt Lake.
7. The Post Master, post Office- Dakhinkhanda, Andal
8. Notice Board of the office.



Executive Officer

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TERMS AND CONDITIONS OF Development and Maintenance of Website FOR
GOLDEN CITY INDUSTRIAL TOWNSHIP AURHORITY, ANDAL :

GCITA/WEBSITE/2024-25/179
Ref.: Memo. No..... Date30.7.24.....of the GCITA, ANDAL

Following terms and conditions are to be followed by the Agency.

1. The scope of the work also includes the development of any other pages relevant to be published / available. The website should have page/ pages for publishing of information about this office and hyperlinks to other government websites.
2. Website and related pages are to made "Accessible for ALL"
3. Website and related pages have to installed with valid SSL security certificate
4. There should be provision for access controlled data entry/ view/ modification of statistics data.
5. The successful bidder shall provide necessary user training, user manual/ short videos/etc.
6. The successful bidder will be providing support for change requests, maintenance, Updating and modifications including onsite support for personnel on the new system for a period of one year.
7. The successful bidder shall advise for making provisions for server space and Maintenance of the data base.
8. The successful bidder shall carry out any other works/requirements as deemed fit by GCITA.
9. The successful bidder shall assist the Computer Cell, CSEZ in sending monthly reports in respect of website/portals informing whether relevant information, current officer hierarchy, vacancy, tender, and other vital details, are properly available and are upto date for public viewing
10. The websites developed should be compatible for viewing on laptops, desktops, and Mobile.
11. The Web modules have to be developed as per the Guidelines for Indian Government Websites(GIGW) published by the Ministry of Electronics and Information Technology.
- 12 The information pertains to a person, login details, or of any sensitive nature should be encrypted and stored in the database.
12. The reset password request has to be processed through OTP authentication. The Modules developed should be covered with one year of warranty from the date of completion of the work; any issues arising in the modules or the hosting environment have to be rectified with minimum downtime. No extra charges will be provided for any other reasons. Following application support plan should be covered under warranty.
 - a. Change requests and additions to Web pages.
 - b. Troubleshoot/ fix simple application user interface-related queries.
 - c. Assist application users in understanding application's functionalities.
 - d. Perforating standard base services such as application health checks and preventive maintenance.
 - e. Critical issues will be addressed and fixed within 48 hours.
 - f. Non-show stoppers and non-critical issues will be fixed within 5 working days.
 - g. Support will be provided on all working days (Monday to Friday) from 10.00

AM to 06.00 PM except on Public holidays.

h. Any modification in the software after acceptance shall be done free of cost during the first year of implementation.

Primary Content

Primary content shall be original content that is sought by target audience of the website which could be citizens, business community, overseas citizens or other government departments or even government employees.

This will include information about GCITA and its departments, its functional units, various schemes & programs being executed by GCITA, documents, forms, etc., however not limited to these only. The section will include:

- About Us - All information about GCITA and its departments, its functional units, useful for the citizen and other stakeholders, is present in the "About Us" section and mechanism is in place to keep the information up to date.
- Township profile
- Programs & Schemes - The complete title of schemes, missions and programmes is reflected, Website provides a complete description of schemes / missions / programmes along with project information / procedure for obtaining the associated benefits. Validity of scheme / programme / mission also to be mentioned, if any.
- Departments
- Citizen Services
- Application forms
- Grievance Redressal system
- Act and Rules
- Documents
- Circular/Notifications
- Tenders & Notices, Recruitment
- News and Press Releases
- Contact details

1. Domain and Hosting

- Domain Name: Finalisation of a domain name that is relevant, easy to remember, and reflects the purpose of the website.
- Hosting: A reliable hosting service that offers good uptime, speed, and support.

3. Website Structure and Content

- Homepage: Provide a clear introduction, highlight main features, and guide users to key sections.
- About Page: Describe the purpose of the website, mission, and background information.
- **Informative Sections:** Create dedicated pages or sections for different topics like notices, events, notifications, tenders, etc, ensuring content is well-organized.
- **Contact Page:** Include a contact form, email address, and other ways for users to get in touch.

4. Design and User Experience

- **Responsive Design:** Ensure the website is mobile-friendly and works well on different devices.
- **Navigation:** Implement clear and intuitive navigation menus.
- **Aesthetics:** Use a clean, professional design with appropriate fonts, colors, and images.

5. Payment gateway integration -

- Payment gateway of any nationalized bank will be integrated for different purposes like payment of Property Tax, payment of Certificate of Enlistment, Mutation Fees etc. Online payment facility includes payments through Credit Card, Debit Card, Netbanking, Wallets, and UPI etc.

5. Content Creation

- **Quality Content:** Write clear, accurate, and engaging content.
- **SEO:** Optimize your content for search engines to improve visibility (use relevant keywords, meta descriptions, alt texts for images).
- **Multimedia:** Incorporate images, videos, infographics, and other multimedia elements to enhance understanding.

6. Technical Aspects

- **CMS:** Choose a Content Management System (CMS) like WordPress, Joomla, or Drupal for easy content management.
- **Analytics:** Use tools like Google Analytics to track visitor behavior and website performance.
- **Security:** Implement security measures such as SSL certificates, regular backups, and secure passwords.

7. Legal and Compliance

- **Privacy Policy:** Inform users about data collection and privacy practices.
- **Terms of Service:** Outline the terms and conditions for using your website.

Example Sections for an Informative Website

1. **Homepage**
 - Welcome message
 - Key highlights and latest updates
 - Navigation to main sections
2. **About Us**
 - Mission and vision
 - History and background
 - Team members
3. **Resources**
 - Notifications
 - Events

- Tenders
- Case studies and reports
- 4. **Services**
 - Overview of services offered
 - Detailed service descriptions
- 5. **News and Updates**
 - Latest news
 - Upcoming events
 - Press releases
- 6. **Contact**
 - Contact form
 - Email addresses
 - Phone numbers
 - Office locations

Maintenance

- **Regular Updates:** Keep your CMS, themes, and plugins up-to-date.
- **Content Refresh:** Regularly update and add new content to keep the website current and relevant.
- **Performance Monitoring:** Continuously monitor website performance and fix any issues promptly.

The authority reserves the right to accept /reject any or all tender without assigning any reason thereof.



Executive Officer

Golden City Industrial Township Authority

Executive Officer
Golden City Industrial Township Authority

Signature of Bidder with Date

Memo No: GCITA/WEBSITE/2024-25/179 Date: 30.7.2024

Technical Bid:

1. Name of the work	Development of Web site and Maintenance
2. Quotation/Tender Notice No.	
3. Due Date of the submission of the quotation	
4. Name of the bidder	
5. Full Address	
	Mobile No
6. Local Address, if any	
7. Legal entry of the bidder whether Firm/ Society/ Company/ other entry	
a) Registration No.	
b) Authority with whom registered	
8. Permanent Account No.(self-attested copy of PAN)	
9. Trade License	
10. Name and address of Bank holding Bank a/c of the bidder(enclose self attested photocopy of passbook 1 st page)	
11. GST no, if any	
12. Details of past experience developing Website /e-portal to Govt. /PSU/reputed Pvt. Organization if any (attach credentials)	

Certified that the above information is correct and true to the best of my knowledge and belief .In case of any information incorrect later on,I shall be responsible and be liable to be rejected forthwith.

Signature of the Bidder with Date

Financial/ Price Bid:

Memo No: GCITA/WEBSITE/2024-25/179

Date: 30.7.2024

PROFORMA FOR QUATING OF RATES

Name, Address & Contact no. of the bidder:

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Rate Quote:

Sl. No.	Description	
1.	Description Item-wise amounts (Inclusive of Taxes)	**Rates (Rs)
2	Design, Development, Testing and implementation Cost	
3	Operation and Maintenance Cost for 3 year after Go- live	
4	Grand Total for Design, development, testing, implemmentation, operations and maintenance inclusive of Taxes (2+3)	

Grand Total in Words: (This figure shall be used for evaluation of financial proposals)

I/we _____ agree to all the terms and conditions laid by the Executive Officer, GCITA in their notice for hiring of vehicles, dated _____.

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Full signature of the Bidder