

**Mother Dairy Calcutta**  
**P.O. - Dankuni Coal Complex, Dist - Hooghly, Pin - 712 310**

PUR/ENQUIRY/Website/EDP/ 319

02.05.2025

**TO WHOM IT MAY CONCERN**

**Subject: Annual Maintenance Contract of Website & Mailing System of Mother Dairy Calcutta for one year**

Sear Sir,  
Mother Dairy Calcutta invites offers from reputed organizations for the subject job.

**SCOPE of WORK**

- A. Hosting our official website "[www.motherdairycalcutta.com](http://www.motherdairycalcutta.com)" by providing sufficient space
- B. Upgrading & Maintaining our official website "[www.motherdairycalcutta.com](http://www.motherdairycalcutta.com)" as per the requirement
- C. Mother Dairy Calcutta official website Domain Registration
- D. Establishing & maintaining mail users (maximum 50 numbers) under the domain of [motherdairycalcutta.com](http://motherdairycalcutta.com).

The successful bidder will have to ensure and fulfill the following responsibilities -

- a) Backup & Restore of mail.
- b) Provide sufficient storage space.
- c) Technical supports should be provided in online / offline mode as per our requirement.
- d) Working in close coordination with our departmental officials.
- e) Plesk Panel : No Control Panel - Self Managed
- f) Server Backups : Weekly Full Server Backups - Included
- g) Monthly sufficient Bandwidth
- h) IT qualified experienced manpower shall be available on call

The offer should be submitted at our Dankuni office within **2 pm on 12.05.2025** in sealed envelope which must be super-scribed with **Enquiry No, date, due date, subject and full name & address of the party.**

**A pre bid meeting will be held on 07.05.2025 at 12 pm.** Bidders are requested to attend the pre bid meeting between at our Dankuni office. For any clarification about the enquiry, please call In-charge (EDP) [M 8240531020] or Mr. Soubhik Datta [M 9830562423] during office hour (9 am - 5 pm).

**Eligibility Criteria** for the interested agency are as follows -

- should have full-fledged office at Kolkata / suburbs
- should have done similar work in this field for last 5 (five) years and submit credentials (order copies etc) in support of such experience
- IT qualified experienced manpower shall be available on call

The bidders are requested to provide the following documents along with their offer -

- 1) General Terms & Conditions of the tender duly signed and stamped
- 2) GST Registration Certificate
- 3) PAN Card
- 4) IT Return for the Assessment Year 2024-25
- 5) Valid Trade License

6) Credentials (agreement or work order) in support of maintenance of website & Mailing system in reputed organizations.

Bidders are requested to offer rate for the following items -

Sl. No	Particulars	Estimated Rate (yearly)	Quoted Rate (yearly)
1.	Hosting our official website <u>www.motherdairycalcutta.com</u> by providing sufficient space	Rs 7000.00	Rs
2.	Upgradation & Maintenance of our official website <u>www.motherdairycalcutta.com</u> as per the requirement #	Rs 48000.00	Rs
3.	Mother Dairy Calcutta official website Domain Registration	Rs 1000.00	Rs
4.	Establishing & maintaining maximum 50 numbers of mail users under the domain of <u>motherdairycalcutta.com</u>	Rs 6000.00	Rs
<b>TOTAL AMOUNT (excluding GST)</b>		<b>Rs 62000.00</b>	<b>Rs</b>

# Billing should be made as per actual execution of work on monthly average basis.

### **TERMS & CONDITIONS**

1. **100% up time** will be required for the **website & Mailing System** which are running **24 x 7**.

Down time calculation will start as under -

The downtime calculation will start after 1 hour from the time of call is registered by our engineer at our site within the working hours from 9 am to 5 pm in all working days except Sunday and national holidays.

For Point no.\*(i) The calculation of penalty in AMC charge will be as under :

Deduction amount = Monthly sum total of AMC value (Mutually decided) / 25 \* Downtime (hours)

2. Payment will be made on quarterly basis after completion of job.

3. Contract can be terminated by either side by giving 60 days notice in writing for any reason what so ever.

4. The quoted rates shall remain valid for ONE year and no escalation of rate on any ground what so ever shall be allowed during the contract period.

5. Bad workmanship will not be accepted and if carried out is liable to be rejected and should be rectified by you at your own cost as per specification and directions given by Dairy's authorized representative. The decision of Chief General Manager, Mother Dairy Calcutta, as to items of bad workmanship and proper replacement / rectification will be final and binding on you.

6. The work shall be carried out according to the instruction given by the authorized representative of the Dairy and will be considered completed only when the Dairy's representative is satisfied about the quality of work done.

7. Damages done to any of Dairy's property by the agency or its representative will have to be made good by it at its own cost as directed by the authorized representative of the Dairy.

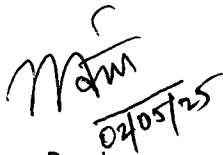
8. The Dairy shall not be liable for injury of any person engaged by the agency in connection with the work order.

9. If any dispute or difference shall at any time arise between the two parties in respect of this agreement or concerning anything herein contained or arising out of this agreement, or as to the rights, liabilities or duties of the said parties hereunder, or as to the recovery of any amount, the same shall be referred to the sole arbitration of Managing Director, West Bengal Co-operative Milk Producers' Federation Ltd., Block LB-2, Sector III, Salt Lake City, Kolkata - 700106. The decision of the Arbitrator shall be final and binding on the parties. The Hon'ble High Court at Kolkata shall have exclusive jurisdiction as regards any dispute / arbitration under these terms irrespective of any jurisdiction clauses mentioned subsequently in other place(s). The arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under or any amendment or statutory modification thereof for the time being in force.

10. Chief General Manager reserves the right to accept any or reject any or all offers without assigning any reason what so ever.

Thanking you,

Yours faithfully  
For Mother Dairy Calcutta

  
02/05/25

In-charge, Purchase