



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)
3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No. 11762/NKDA-14013(17)/1/2020-IT SEC(NKDA)-NKDA

Dated:15/12/2021

CORRIGENDUM

Subject: Annual operation maintenance and up-gradation of existing grievance application of New Town Kolkata Development Authority

Ref: N.I.Q No: 15/NKDA/ADMN of 2021

Vide Memo No 11520/NKDA-14013(17)/1/2020-IT SEC(NKDA)-NKDA on Dated:07/12/2021

This is to notify that following corrigendum is made with reference to the above NIQ :

SI No	Item	As on original Document	Amended to
1	Up-gradation of existing grievance application of New Town Kolkata Development Authority	Up-gradation of existing grievance application of New Town Kolkata Development Authority	All the bidder shall have to submit the rate for upgradation work for man/hr
2	Service Level Benchmark (SLA) of server	<p>1. Services covered in Annual Maintenance Packages are:</p> <ul style="list-style-type: none">• Maintenance of existing grievance application for a period of one (01) year.• Liaison with SDC for regular back up, code update time to time.• SMS & Email gateway integration.• Time bound support as per SLA.• Upgradation of operational changes during the period. <p>2. Support will be 7 days basis in a week. In case of holiday, bidder have to complete the job on urgency basis. Failure of that, necessary penalty will be deducted as per the Service Level Benchmark (SLA).</p>	<p>Severity 1[Operation issues]: Support to be provided office hours for application</p> <p>Severity 2[Login Issue, SMS Service]: Support to be provided 8 X 7 hrs basis</p> <p>Severity 3 [Server not working]: 24 X 7 hrs basis</p>
3	New Work to be under taken by the bidder	<p>Monthly review to be conducted at the office of this Authority or Virtually, with team lead and developer:</p> <ol style="list-style-type: none">a) Review all the work undertaken by the bidderb) Progress of all the workc) New work to be undertaken by the bidder.	All the bidder shall have to submit the rate for New work for man/hr

4	Source Code	After completion of the contract bidder have to handover all the documentation (Hardcopy/ Softcopy), source code (DVD) for the final payment.	Entire Source code which includes changes made during the period with database handed over to NKDA in a form of DVD at last with half year's bill
5	Micro Site	Change in platform (if required) for any micro site is under the scope of the bidder.	Stand deleted.
6.	Important Dates	Last date of Application: Date of Opening:	Last date of Application: 23/12/21 Date of Opening: 23/12/21

All other terms and conditions of the NIQ shall remain unchanged.

Executive Engineer (E)
New Town Kolkata Development Authority

Memo No. 11762 /1(5)/ NKDA-14013(17)/1/2020-IT SEC(NKDA)-NKDA

Dated: 15/12/2021

Copy forwarded to kind information of

1. The Finance Officer, New Town Kolkata Development Authority.
2. PA to Hon'ble Chairman, New Town Kolkata Development Authority
3. PA to Chief Executive Officer, New Town Kolkata Development Authority
4. Notice Board, New Town Kolkata Development Authority for displaying
5. Official website on New Town Kolkata Development Authority (NKDA)
(<http://www.nkdamar.org>)

Executive Engineer (E)
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