

The Oriental Insurance Company Limited

Head Office, New Delhi



Corrigendum 2

For

Selection of Vendor for Supply, Installation and Maintenance of Desktop & IT Services Management Solution (DITSM) including Active Directory, Antivirus and Helpdesk Solution

(Tender Reference No.: OICL/HO/ITD/DITSM/2022/01 dated 09/12/2022)

Information Technology Department

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1. Introduction

OICL has published the RFP vide tender No. OICL/HO/ITD/DITSM/2022/01 dated 09/12/2022 for Supply, Installation and Maintenance of Desktop & IT Services Management Solution (DITSM) including Active Directory, Antivirus and Helpdesk Solution.

Following changes have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Corrigendum as an integral part of the RFP documents issued.

Corrigendum 2

In reference to the aforesaid RFP, all are advised to note the following:

2. Modification in RFP Dates & Clauses

#	Clause Reference	RFP Clause	Revised Clause
1.	Pre-Bid Query Response #100 & #157	Query: No. of network devices to be monitored (SNMP/ICMP)? Response: No Network devices are being monitored	Response: OICL is procuring a separate tool for monitoring Network devices. Bidder is not required to provide Network Monitoring as part of EMS.
2.	Pre-Bid Query Response #100 & #157	Query: Total no. of Storage devices along with storage models and vendors? Response: Storage is not required and will be provided by OICL.	Response: Storage Monitoring are being done through a separate tool. Bidder is not required to provide Storage Monitoring as part of EMS.
3.	Appendix 1- Technical Specifications, EMS Pt.7	The solution should have borderless collection of any data from any device in any format from log- generating sources and provide long-term retention of logs and events through high compression ratios with search capability	Clause stands deleted
4.	Appendix 1- Technical Specifications, EMS Pt.14	Should provide a simple to use single management interface to understand, control, plan, and manage infrastructure, automatically discover and map the storage network topology and pictorially display objects, paths and zones between an application and the LUN on which the corresponding data resides.	Clause stands deleted
5.	Appendix 1- Technical Specifications, EMS Pt.15	Should provide information on end-to-end capacity reports, graphs, trends, alerts, and policies that are needed to prevent space shortages from impacting your business. It should also help to find orphaned storage that could be utilized to defer unnecessary capital expenditures, and it gives you the data to accurately plan and justify new storage purchases	Clause stands deleted

#	Clause Reference	RFP Clause	Revised Clause
6.	Appendix 1- Technical Specifications, EMS Pt.16	Should support End to End path provisioning by auto filtering to reduce the amount of time to provision SAN to business application	Clause stands deleted
7.	Appendix 1- Technical Specifications, EMS Pt.1	The proposed solution should be capable of network lifecycle management, which includes continual discovery of the TCP/IP network, topology mapping, monitoring of all critical network devices for fault and performance, event management - including filtering, correlation, and root cause analysis to ensure compliance with policies.	Clause stands deleted
8.	Appendix 1- Technical Specifications, EMS Pt.2	Collect data from different SNMP devices.	Clause stands deleted
9.	Appendix 1- Technical Specifications, EMS Pt.3	Bidder should propose tools for proactive automated monitoring and management for inscope IT infrastructure. At a minimum the software should have the following modules:	Clause stands deleted
10.	Appendix 1- Technical Specifications, EMS Pt.4	Configuration Management - Should allow the operator to verify and modify the configuration of managed devices-Configuration management tools need to be provided for managing the IT infrastructure at the DC, DR, Near Site, and Head Office. End user devices are out of scope	Clause stands deleted
11.	Appendix 1- Technical Specifications, EMS Pt.10	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time; in order to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces	Clause stands deleted
12.	Appendix 1- Technical Specifications, EMS Pt.11	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals	Clause stands deleted
13.	Appendix 1- Technical Specifications, EMS Pt.12	Should be able to generate a graphical representation of network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the	Clause stands deleted

#	Clause Reference	RFP Clause	Revised Clause
		network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC address	
14.	Appendix 1- Technical Specifications, EMS Pt.13	Deploy and monitor operating system images from a centralized network management system	Clause stands deleted
15.	Appendix 1- Technical Specifications, EMS Pt.17	Should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling for network devices	Clause stands deleted
16.	Appendix 1- Technical Specifications, EMS Pt.39	It should have a multi-level, hyper-tier, and scalable manager/ agent architecture with multiple lightweight intelligent agents, which allows balancing of the load on the network as well as on the end resources. The manager/agent technology should use the most widely accepted standards, such as SNMP, TCP/IP and UDP	Clause stands deleted
17.	Appendix 1- Technical Specifications, EMS Pt.49	Should provide Service level management capabilities with detailed reports on the availability, uptime, downtime and outage information status of leased line interfaces, and critical servers	Clause stands deleted