

The Oriental Insurance Company Limited

Head Office, New Delhi



Corrigendum 1

For

Procurement of Annual Maintenance and Facility Management Services for
Biometric Authentication Solution (2FA) at DC and DR

(Tender Reference No.: OICL/HO/ITD/BIOMETRIC-2FA /2022/01 Dated
26.12.2022)

Information Technology Department

The Oriental Insurance Company Limited
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CIN- U66010DL1947GOI007158
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Corrigendum

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

1. Modification in RFP Clauses

#	Page #	RFP Section	Original Clause	Revised Clause
1.	21	General Scope, point i	The scope of work covers end-to-end support of biometric authentication solution (including related hardware and software) with all its components including required patch chord, fingerprint scanners, electrical and LAN cabling etc., re-installation, re-commissioning, Testing, Configuration and Maintenance of the existing biometric authentication application at OICL's Data Center (DC) ,Disaster Recovery (DR) site and PAN India Office Locations.	The scope of work covers end-to-end support of biometric authentication solution (including related hardware and software) with all its components including required patch chord, fingerprint scanners, electrical and LAN cabling etc., re-installation, re-commissioning, Testing, Configuration and Maintenance of the existing biometric authentication application at OICL's Data Center (DC) ,Disaster Recovery (DR) site and PAN India Office Locations. Bidder has to quote for additional Copper cables CAT 6 30 Meters under Table C: Optional Items of 11.1 Appendix 1: Bill of Material. This will be considered as part of TCO. Separate purchase orders will be issued as per the requirement analysis and finalization.
2.	21	General Scope, point iv	The existing solution is scalable in nature so that if OICL decides to implement biometric authentication for more applications in future, the selected bidder will manage the same without additional cost to OICL.	The existing solution is scalable in nature so that if OICL decides to implement biometric authentication for more applications in future, the selected bidder will manage the same without additional cost to OICL. Bidder has to quote for Per Man day Charge for new application integrations required under Table C: Optional Items of 11.1 Appendix 1: Bill of Material. This will be considered as part of TCO. The number of Man days for new integrations will be decided mutually between selected Bidder and OICL.

#	Page #	RFP Section	Original Clause	Revised Clause
				Separate purchase orders will be issued as per the requirement analysis and finalization of Functional Requirement Specification (FRS).
3.	21	General Scope, point vii	Customization of the application software, if required has to be done by the bidder at no additional cost to the OICL.	Customization of the application software, if required has to be done by the bidder. Bidder has to quote for Per Man day Charge for customization of the application software required under Table C: Optional Items of 11.1 Appendix 1: Bill of Material. Separate purchase orders will be issued as per the requirement analysis and finalization of Functional Requirement Specification (FRS). This will be considered as part of TCO. The number of Man days for new integrations/ Customization will be decided mutually between selected Bidder and OICL.
4.	21	General Scope, point xiii	The selected bidder is responsible for installation of biometric device drivers physically or remotely.	The selected bidder is responsible for installation of biometric device drivers physically at HO or remotely for PAN India support.
5.	22	General Scope, point xvi	The successful bidder shall provide a centralized helpdesk/ customer care center telephone number/ email/ fax number for attending user request/ complaints. The helpdesk/ customer care centre shall operate 24*7*365	The successful bidder shall deploy the resources at OICL's Head Office as part of Helpdesk support and provide services over email/ telephone number for attending user request / complaints.
6.	22	General Scope, point xix	Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW).	Any item of work/services/equipment not specifically mentioned above but considered essential for the completion of the work in all respect shall be deemed to be included in the scope of work (SOW). Bidder may quote for additional items as per the understanding of the RFP. No additional cost shall be borne by OICL.