

**Corrigendum of RFP No. CRM/SCRB/CCTNS/SI/17/11 dated 23rd October 2019**  
**RFP for Selection of System Integrator for Comprehensive AMC (Annual Maintenance Contract) support of Data Centre, Disaster Recovery Centre & CAS application for CCTNS Mizoram**

## **Corrigendum No. 1**

**Mizoram Police : CCTNS Project**

**Reference: RFP No. CRM/SCRB/CCTNS/SI/17/11 dated 23rd October 2019**

The following clauses in the tender document may be read as follows:

- i. The revised last date, Time (deadline) for receipt of proposals in response to RFP through courier/ registered post/ by hand- **22<sup>nd</sup> November 2019 by 13.00 Hrs**
- ii. The revised Date, Time and Venue of opening of Technical Proposals received in response to the RFP notice- **22<sup>nd</sup> November 2019 at 1400 Hrs. at the O/o DySP (CCTNS), SCRB Office, SP Aizawl Office Building, Top Floor, Treasury Square, Aizawl**

Sl. No.	Section of the RFP	Page No.	Clause no.	Original Clause in the RFP	Revised clause	Remarks
1.	Section- III: Instructions to Bidders (ITB)	21	MANUFACTURER AUTHORIZATION: 41. OEM Authorization Letter	41.3 However, in cases where the OEMs declared the end of support/ end of extended support/ end of life of any particular model and the OEM declines or unable to give the authorization for the support. The bidder has to submit such confirmation from the OEM (email/letter on the OEM letter head with the contact details of the OEM authority). In such a case the best effort support solution suggested by the bidder may be considered.	41.3 However, in cases where the OEMs declared the end of support/ end of extended support/ end of life of any particular model and the OEM declines to give support and <b>the OEMs are unable to give the authorization/MAF certificate for the support</b> the bidder has to submit such confirmation from the OEM (email/letter on the OEM letter head with the contact details of the OEM authority). <b>Further, the bidder may not be liable for such unavailability of the updates/patches from the OEM.</b> <b>In such a case the best effort or managed solutions</b>	The clause is revised.

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					<b>regarding the updates/patches/technical support solution suggested by the bidder may be considered.</b>	
2.	Section VI: Scope of Work		7. Scope of work: 7.1. Broad scope of work: Point No-1	The selected bidder to provide comprehensive support and maintenance for the infrastructures at Data Center and DR locations consisting of application, Database, storage, backup, Network & security assets.	No Change	This is to clarify that the data backup and storage mechanism are provided by another third party. The scope of the bidder is to support and co-ordinate while taking the backup and storage of data by the concerned department for ensuring proper and error free backup.
3.	Section VI: Scope of Work	33	7.2. Detail Scope of work of the bidder for AMC : Management of System Software / Application licenses at DC and DR with AMC support. Point-C	The Bidder has to give support for the management of the OEM the existing various software licenses for CCTNS Mizoram namely Oracle Sun Solaris, Qmail Mail, MySQL and other related software which are running in the data center.	The Bidder has to give support for the management of the OEM of the existing various software licenses for CCTNS Mizoram namely Oracle Sun Solaris, MySQL and other related software which are running in the data center. <b>For the mailing solutionthe bidders may propose cost effective cloud based open source mailing solution (Opex Model) having its Data Centre in India. The mailing solution may be proposed for 300 users with an individual mail inbox size of 20 Mb.</b> In cases where the OEMs	The Qmail solution as mentioned in the RFP is excluded from the scope of work.

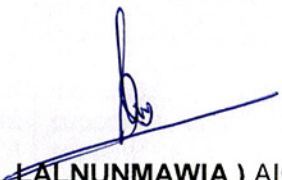


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					declared the end of support/ end of extended support/ end of life of any particular model and the OEM declines to give support and <b>the OEMs are unable to give the authorization/MAF certificate for the support</b> the bidder has to submit such confirmation from the OEM (email/letter on the OEM letter head with the contact details of the OEM authority). <b>Further, the bidder may not be liable for such unavailability of the updates/patches from the OEM.</b> In such a case the best effort or managed solutions regarding the updates/patches/technical support solution suggested by the bidder may be considered.	
4.	Section VI: Scope of Work	38	7.2. Detail Scope of work of the bidder for AMC 7. Risk Mitigation & Planning	a) Data Centre Network Security for external threat & the mitigation plan b) Identification various threat perception for Data Centre & on the best practices as per the industry standard c) Risk identification & mitigation plan for Data backup, recovery and disaster management d) Issue related to application testing, customization & rollout	No Change	Regarding the Risk Mitigation and Planning this is to clarify that the selected bidder has to asses and plan for the risk mitigation of the existing infrastructure and submit a recommendation report to Mizoram Police within 30 days post the signing of the contract. Further, the liability on the cost

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				d) Issue related to application testing, customization & rollout challenges in client location e) Risk identification for, OS patch management & licensing. f) Risk identification for Servers, mail back up g) Risk identification of CAS & other applications		post the signing of the contract. Further, the liability on the cost factor as per the recommendation will not be on the bidder.

  
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&  
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