Corrigendum No.2

In continuation to this office E-Tender no. CELDK/REDSM/AMC/2024-25/002, RFx No. 7000031932 the subject **"Annual Service Contract of REDSM Software for a period of One years with Back-to-Back support from OEM at SLDC, Airoli".**

The following points are updated in the E-Tender as below;

Scope of Work:

13. *The selected Bidder shall be responsible for the System Administration, Database Administration which shall include but not limited to following activities,*

   a. *Database Administration: Incremental and Full Backup & Restoration, Patches Installation, Upgradation, Performance Tuning, DBA (Database Administration) Activities and any other works related to Database.*

   b. *Operating System Administration: Installation / Re-installation of OS, Installation / Re-Installation / Configuration of tools / software / Patches / bug fixes etc., Incremental and Full Backup & Restoration, Disk Space & OS Services Management and any other works related to Operating System.*

14. *Bidder shall be responsible for implementation of Cyber Security related advisories/alerts related to the ReDSM System, received from CERT-In, CERT-GO, CERT-Trans, CSK, NCIIPC and other statutory agencies within the timelines stipulated by the agencies or MSLDC, without any additional cost to MSLDC.*

15. *Information Security and Audit- You should comply with all the present and future provisions of the MSETCL Information Security Policy/NCIIPC Guidelines/Guidelines of CERT/CEA, Respective Govt. Agencies and provide such regulatory requirements at no additional cost to MSETCL during the contract period. The Systems may be audited by MSETCL/any other Regulatory Authority or Authority appointed by MSETCL and any observation pointed out by these bodies have to be complied by the vendor within the timelines stipulated by the agencies or MSETCL, without any additional cost to MSETCL. ReDSM web application shall be subjected to Cyber Security Audit (including VAPT and functional/OS audit) at any time during the contract period. The auditors may be internal/ external. The vendor should provide solution and implementation for all the audit points raised by MSETCL's internal/external team during the contract period, within the stipulated timelines, without any extra cost. Extreme care should be taken by the vendor to ensure that the observations do not get repeated in subsequent audits.*

Terms & Conditions:

2. d. *Cyber Security Advisory / VAPT recommendation compliance report (if any), certified from MSLDC, IT personal.*

A revised new version E-Tender document is uploaded for further bidding purpose under the head of technical attachment. The previous technical attachment is discarded henceforth.

For further details visit our **https://srmetender.mahatransco.in/**

SD/-
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