

**RFP for Annual Maintenance Contract of Computer Hardware & Peripherals**  
**RFP Ref: LIC/CO/IT-BPR/HW/2024-25/02 Dated: 16.07.2024**

**Corrigendum-2**

<b>Sl No.</b>	<b>RFP Document Reference &amp; Page No.</b>	<b>Clause (in brief) of RFP/Existing Text</b>	<b>Revised Clause</b>
1	C.15: Instructions for bid submission  Page 18	The Bidder will have to submit the AMC quote in percentage of the Basic Hardware cost. The bidder will have to submit the quote between 3.50% and 6.00% (both inclusive) in the GeM portal in multiples of 0.01%.	The Bidder will have to submit the AMC quote in percentage of the Basic Hardware cost. The bidder will have to submit the quote between 4.50% and 6.50% (both inclusive) in the GeM portal in multiples of 0.01%.
2	D: Eligibility Criteria No. 6 Experience of bidder  Page 22	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	The bidder should have provided AMC services for minimum <b>30,000</b> assets comprising of Computer Hardware and peripherals <b>to a single customer</b> in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.
3	D: Eligibility Criteria No. 7 Experience of bidder  Page 22	The bidder should have own presence/ offices/ Service centres across all the 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices at the major metro cities of India.	The bidder should have own presence/ offices/ Service centres in at least <b>4 out of 8</b> Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices in atleast <b>4 metro cities</b> of India.
4	D: Eligibility Criteria No. 9 Experience of bidder  Page 23	<b>ISO Certification:</b> The bidder/ OEM should have the following ISO Certifications or their higher versions: i. ISO 9001:2015 Quality Certification (OEM and Bidder) ii. ISO 20000-1:2018 Certification (AMC Vender) iii ISO 27001:2013 Certification (SI)	<b>ISO Certification:</b> The bidder should have the following ISO Certifications or their higher versions: i. ISO 9001:2015 ii. ISO 20000-1:2018 iii ISO 27001:2013

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5	F.2.d. Posting of Resident Engineers  Page 34	<p><b>Qualification of Hardware Engineer:</b> The vendor shall provide experienced hardware engineers with a minimum qualification of a bachelor's degree with 3 months certification in hardware/ network and 3 month experience as hardware/ network engineer.</p>	<p><b>Qualification of Hardware Engineer:</b> The vendor shall provide experienced hardware engineers with either of the following minimum qualifications: 1. Any bachelor's degree with 3 months certification in hardware/ network and 3 month experience as hardware/ network engineer. 2. H.Sc. with 3 months certification in hardware/ network and 2 years experience as hardware/ network engineer. 2. BE/ BTech/ B.Sc. (IT)/ B.Sc. (CS)/ BCA/ MCA/ 3 year Diploma in Electronics/ Computer Science/ Information Technology, or equivalent.</p>
6	Annexure V Page 53	Annexure V: Bidder Profile	Revised Annexure V: Bidder Profile
7	Annexure XI: Sample AMC Document  Page 61	<p>Items excluded from AMC: o Print cartridges for Dot Matrix Printers, Inkjet Printers, MFPs and Line Printers.</p>	<p>Items excluded from AMC: o Print cartridges for Dot Matrix Printers, Inkjet Printers, MFPs and Line Printers. o Print heads for Dot Matix Printers.</p>