

**Responses to Pre-bid Queries received through mail and during thePre-bid meeting**

Sr. No.	RFP Page No.		Current Clause	Proposed Clause/Clarification/Amendment	LIC's Response
1	Minimum Eligibility Criteria (MEC) Point 4. Page No. 17.	Minimum Eligibility Criteria (MEC) Point 4. Page No. 17.	The Bidder must have successfully executed at least three (3) projects involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	We humbly request your kind consideration for relaxation of this clause as follows :.The Bidder must have successfully executed at least two (2) projects involving the supply or upgrade of Oracle Exadata/Oracle Exadata Opex Model/Exadata CC systems in the last Six (6) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	Please refer to Corrigendum-2
2	Section-C: Instructions to Bidders Point No. 30- Page No. 33	Section-C: Instructions to Bidders Point No. 30- Page No. 33	Bidder has to deploy sufficient nos. of professionals with qualification, certification, experience etc.	1. We request you to kindly clarify the minimum number of professionals required to be deployed along with their role-wise experience and certification criteria.	The implementation team shall consist of personnel with a minimum of three (3) years of hands-on experience in Oracle Exadata systems. At least one (1) team member shall hold a valid Oracle Certified Exadata Professional certification, and at least one (1) team member shall hold a valid Oracle Certified Database Administrator (DBA) certification.
3	16	Minimum Eligibility Criteria	The Bidder must have successfully executed at least three (3) projects involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	The Bidder must have successfully executed at least <b>one (1) projects</b> involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 3.5 Crores	Please refer to Corrigendum-2

4	16	Minimum Eligibility Criteria	The Bidder must have an average turnover of minimum Rs.100 crore during each of the three previous financial year(s). 2022-2023, 2023-2024 and 2024-2025.	In case the bidding company/firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process.	Please see the Corrigendum -2 issued. --- "In case the bidding company/ firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted. "
5	71	Section F: Payment terms	<ul style="list-style-type: none"> <li>• 60% of the cost of Hardware items of the Commercial Bid (Indicative) Format at Annexure-IX shall be paid after delivery of entire solution at the specified locations mentioned in the PO.</li> <li>• 30% of the cost of Hardware items and shall be paid on Go-Live date.</li> <li>• Go-Live will be reckoned as the implementation date of Exadata, other associated servers after successful Installation and integration, acceptance testing and documentation of entire solution and services at the locations specified as per the scope of work mentioned in Section-E above.</li> <li>• 10% of the cost of Hardware items of the Commercial Bid Form at Annexure-IX shall be paid after one months of Go-Live date and after submitting documentation on any Configuration changes/ modifications done after Go-Live.</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of the cost of Hardware items of the Commercial Bid (Indicative) Format at Annexure-IX shall be paid after delivery of entire solution at the specified locations mentioned in the PO.</li> <li>• 10% of the cost of Hardware items and shall be paid on Go-Live date.</li> <li>• Go-Live will be reckoned as the implementation date of Exadata, other associated servers after successful Installation and integration, acceptance testing and documentation of entire solution and services at the locations specified as per the scope of work mentioned in Section-E above.</li> <li>• 10% of the cost of Hardware items of the Commercial Bid Form at Annexure-IX shall be paid after one months of Go-Live date and after submitting documentation on any Configuration changes/ modifications done after Go-Live.</li> </ul>	Please refer to corrigendum- 2

6		Minimum Eligibility Criteria (MEC). Sl. No. 4, Page No. 17	The Bidder must have successfully executed at least three (3) projects involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	Oracle has confirmed that Oracle Customer Success Services(CSS) is same as Oracle Advance Customer Services(ACS). So request you to change the Clause to: The Bidder must have successfully executed at least three (3) projects involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS)/Oracle Advance Customer Services(ACS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	Please refer to Corrigendum-2
7		Activities to be performed at Yotta DC, Panvel, Mumbai Section E, Page 60	Installation of Oracle software and creation of a new Catalog Database on one of the newly installed staging servers at Yotta DC, Mumbai. The existing catalog database shall be migrated to the new catalog database, which shall be deployed on a separate virtual machine created on new staging server.	What Virtualization method need to be used, is the software already available with Bank or need to be provided by bidder	For creating the virtual machines required for the new staging server at Yotta DC, the RHEL KVM virtualization option can be used. LIC holds corporate RHEL licenses, which include the necessary virtualization capabilities. Therefore, the bidder does not need to provide any additional hypervisor software and shall use the existing RHEL subscription to create and configure the virtual machines for deploying the new Oracle Catalog Database.
8		Activities to be performed at Yotta DC, Panvel, Mumbai Section E, Page 60	Installation and configuration of the latest version of Oracle Enterprise Manager (OEM) on a virtual machine provided by LIC from its private cloud. The OEM database shall be migrated from the existing OEM server to the new server. The Bidder shall configure monitoring for all target systems, set up alerts and thresholds, and deploy required agents on all monitored hosts.	Where is the source EM database located and what is the current size of it	Existing Enterprise manager(EM) is on an Independent server located at Yotta DC. Total size of Database is 73 GB as of now.

9		Activities to be performed at Yotta DC, Panvel, Mumbai Section E, Page 60	Rack installation and Reconfiguration of the existing Commvault Media Server relocated from Vile Parle DC, Mumbai to Yotta Data Center, Mumbai, including IP changes and backup configuration updates, in coordination with the existing service provider.	Who is the existing service provider and what will be their scope of support	The involvement of the existing service provider will be limited. The successful bidder will be required to coordinate with the existing service provider to thoroughly understand the current configurations and setup. The bidder shall be responsible for relocation of the components, re-assembly at the new location, implementation of necessary configuration and IP changes, and ensuring that all relocated devices are fully operational post-migration. The devices are covered under ATS support, and the bidder shall, if required, coordinate with the respective OEMs for any re-configuration or technical support.
10		Activities to be performed at CTRLS-Bangalore DC Section E, Page 60	Installation of Oracle software and creation of a new Catalog Database on one of the new staging servers at Bangalore DC, including migration of the existing catalog database to the new server. The Catalog Database shall be deployed on a separate virtual machine.	What Virtualization method need to be used, is the software already available with Bank or need to be provided by bidder	For creating the virtual machines required for the new staging server at Bangalore DC, the RHEL KVM virtualization option can be used. LIC holds corporate RHEL licenses, which include the necessary virtualization capabilities. Therefore, the bidder does not need to provide any additional hypervisor software and shall use the existing RHEL subscription to create and configure the virtual machines for deploying the new Oracle Catalog Database.
11		Delivery of hardware Section E, Page 61	The successful bidder shall be responsible to arrange for successful delivery of the required hardware and software components at both the DC and DR locations. The new primary DC location is at Yotta DC, Mumbai and the DR location is at CTRLS Bengaluru COLO	Is there any connectivity already available b/w VileParle DC and Yota DC, If yes, what is the bandwidth available	Please refer to RFP-Page no-64. The existing Bandwidth is limited and cannot be used to transfer huge files across network
12		Section E, Page 59	De-installation, transportation, Relocation of the Oracle ZS9-2 Backup Appliance, Quantum LTO-9 Full-Height Tape Library, two Dell switches, Commvault Media Server, and Far-Sync Server from Vile Parle DC, Mumbai to Yotta DC, Mumbai in co-ordination with existing service provider.	What is the timelines decided for this movement	Please refer to the RFP--Page -76-Clause-Project Implementation Period. All the activities mentioned in Section E i.e. Scope of Work should be completed within maximum 16 weeks from the date of acceptance of the Purchase Order.

13		Annexure-IX: Indicative Commercial Bid, Page 101	Staging servers - Qty = 5	Qty is mentioned as 5, but rest of the document says 4	Please refer to the Corrigendum -1 issued
14		Annexure-IX: Indicative Commercial Bid, Page 101	Managed Services	What is the scope of managed services (Day 2 operations) for Exadata and Staging Servers	The scope of managed services (Day-2 operations) for Exadata and Staging Servers is as per Section-E (Scope of Work) covering Maintenance & Support and Professional & Technical Services, and Section-G (Warranties) pertaining to Maintenance during the Warranty Period.
15		2.1. Contract period, Page 35	Total 16 weeks for delivery, configuration, migration and GO LIVE	16 Weeks for the whole project is too short for this kind of project where physical movement of appliances are also involved, Please extend it to min 6 months	No change. Please be guided by the terms and conditions mentioned in RFP
16		Annexure-IX: Indicative Commercial Bid	Managed Services	Request you to please define the Scope of Managed Services. Any Resource required for Day 2 operations at DC and DR	The scope of managed services (Day-2 operations) for Exadata and Staging Servers is as per Section-E (Scope of Work) covering Maintenance & Support and Professional & Technical Services, and Section-G (Warranties) pertaining to Maintenance during the Warranty Period.
17		Time Scheduel for Delivery & Installation, Page 76	Delivery of Exadata X11M-HC QR System in Yotta DC, Mumbai and Staging servers and OASG server(Oracle Advanced Services Gateway Server E6-2L) in Yotta DC & CTRLS DC , Bangalore - Delivery Schedule is 6-8 weeks from Acceptance of PO	Request you to change the Clause to: Delivery of Exadata X11M-HC QR System in Yotta DC, Mumbai and Staging servers and OASG server(Oracle Advanced Services Gateway Server E6-2L) in Yotta DC & CTRLS DC , Bangalore - Delivery Schedule is 16-18 weeks from Acceptance of PO	No change. Please be guided by the terms and conditions mentioned in RFP
18		Time Scheduel for Delivery & Installation, Page 76	Completion of all the activities mentioned in Section E i.e. Scope of Work Date of implementation of last device shall be taken as date of installation of all devices - Timeline is 16 weeks from Acceptance of PO	Request you to change the Clause to: Completion of all the activities mentioned in Section E i.e. Scope of Work Date of implementation of last device shall be taken as date of installation of all devices - Timeline is 32 weeeeks from Acceptance of PO	No change. Please be guided by the terms and conditions mentioned in RFP
19		Liquidated Damages, Page 73	All activities as per agreed timelines: 0% of the total contract value per week of delay or part thereof for the first 16 weeks. Thereafter, the rate of penalty will be 0.1% of the total contract value per week or part thereof.	The Penalty is very stringent here. So, request you to change the Clause to: All activities as per agreed timelines: 0% of the total contract value per week of delay or part thereof for the first 16 weeks. Thereafter, the rate of penalty will be 0.05% of the total contract value per week or part thereof.	No change. Please be guided by the terms and conditions mentioned in RFP

20		Table 2, Required System-Uptime and Penalties applicable if the desired system uptimes are not met, Page 78	Required Uptime of solution/service on Quarterly basis - 99.95%	Request you to kindly clarify how 99.95% uptime will be calculated	Please refer to the RFP Section-H: Service Level Agreement (SLA)
21		Table 2, Required System-Uptime and Penalties applicable if the desired system uptimes are not met, Page 78	Percentage Uptime and applicable Penalty: -Uptime 99.95% and above : Nil Penalty -Uptime <99.95% up to 98.95%: Penalty 5% of Quarterly AMC -Uptime <98.95% up to 97.95%: Penalty 7% of Quarterly AMC -Uptime <97.95% up to 97%: Penalty 9% of Quarterly AMC -Uptime <97%: Penalty 9% of Quarterly AMC bill + 0.10% of AMC amount , for every additional hour of downtime thereof	The Penalties are very stringent. So, request you to change the Penalty Clause to: -Uptime 99.95% and above : Nil Penalty -Uptime <99.95% up to 98.95%: Penalty 1% of Quarterly AMC -Uptime <98.95% up to 97.95%: Penalty 2% of Quarterly AMC -Uptime <97.95% up to 97%: Penalty 5% of Quarterly AMC -Uptime <97%: Penalty 5% of Quarterly AMC bill + 0.10% of AMC amount , for every additional hour of downtime thereof	No change. Please be guided by the terms and conditions mentioned in RFP
22	Page-77	Section-H: Service Level Agreement (SLA)	1. Delivery of all equipment should be within 6-8 weeks from date of placing of order. In the event of the any or all equipment(s) not being delivered, installed, tested and commissioned within a period of 16 weeks from date of Purchase Order, a penalty of 0.10% of the total cost for each week or part thereof the delay, subject to maximum amount of 5% percent of the total cost will be charged to Bidder. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.	We request LIC to kindly reconsider the penalty for delay, currently defined as 0.10% per week, and reduce it to 0.05% per week.	No Change. Please be guided by the terms and conditions in RFP
23	Page-71	Section-F: Payment Terms	Payment terms for Hardware and Software items and services:	The RFP links payment for hardware supply and CSS installation to the Go-Live milestone. We request LIC to consider the following industry-aligned structure: a) Hardware: 90% on delivery & successful installation; 10% on Go-Live. b) CSS Services: Milestone-based payment tied to installation, configuration, migration & testing phases.	Please refer to Corrigendum-2
24	Page-71	Section-F: Payment Terms	Payment terms for Hardware and Software items and services:	The RFP specifies quarterly advance AMC/ATS payments. We request LIC to revise this to annual advance, which aligns with standard Oracle practice.	No Change. Please be guided by the terms and conditions in RFP

25	Page-78	Section-H: Service Level Agreement (SLA)	2. f) The Bidder shall ensure that the full configuration of the equipment is available to the LIC in proper working condition viz. uptime of 99.95% of the time on a 24 x 7 x 365 basis.	We kindly request LIC to review and moderate the uptime percentages (99.95% quarterly) to a lower value for the SLA-linked uptime penalty structure.	No Change. Please be guided by the terms and conditions in RFP
26	Page-76	Section-G: Warranties	Time Schedule for Delivery & Installation 3. Delivery of Exadata X11M-HC QR System in Yotta DC, Mumbai and Staging servers and OASG server (Oracle Advanced Services Gateway Server E6-2L) in Yotta DC & CTRLS DC, Bangalore	The RFP specifies a 6–8 weeks delivery window for hardware. We request LIC to revise it to 8–10 weeks.	No Change. Please be guided by the terms and conditions in RFP
27	Page-66	Section-E: Scope of Work	ix. Closure of observations: The selected bidder shall ensure prompt compliance and closure of all observations, findings, recommendations, queries, and advisories arising from any Audit, Concurrent Audit, Management Audit, Information Security Audit, External Audit, Inspection, IT Risk Management review, IT Compliance review, Comprehensive Security Review, or any audit or review conducted by LIC or any regulatory authority, from time to time, in respect of the solutions provided and the solution setup.	Is this requirement applicable only for the Exadata platform? Or Does it also apply to the Dell Staging Servers supplied by the bidder?	This requirement applies to both Exadata System and Staging servers supplied by the bidder
28	Page 10	Activity schedule	Last Date for Bid Submission -16.02.2026 latest by 3:30 p.m.	brief extension of 8-10 days on the due date for the RFP - LIC/CO/IT-DT/2025-26/ODS/Exadata/01 dated 04.02.2026 which is currently due on 16 <sup>th</sup> Feb 2026.	Please refer to Corrigendum-2
29	Page-74	Section-G Warranties	The offer must include on-site product replacement warranty for one year from the date of delivery of the systems and 4 years AMC thereafter. The warranty will also include supply of all updates and upgrades.	RFP specifies three years support and warranty. Please clarify	Please refer to corrigendum-2
30	Minimum Eligibility Criteria (MEC) Point 4. Page No. 17.	Minimum Eligibility Criteria (MEC) Point 4. Page No. 17.	The Bidder must have successfully executed at least three (3) projects involving the supply or upgrade of Oracle Exadata systems in the last five (5) financial years. Out of these, the Bidder must provide at least one (1) reference project demonstrating the provision of Oracle Customer Success Services (CSS) for implementation. Each project must have had a purchase order (PO) value exceeding INR 5 Crores	Request to consider experience in last 7 years instead of 5 years	Please refer to corrigendum-2
31	Page 10	Activity schedule	Last Date for Bid Submission -16.02.2026 latest by 3:30 p.m.	Request to consider extension of last date of submission of bid by another seven days	Please refer to Corrigendum-2