

**RFP for Annual Maintenance Contract of IT Hardware RFP Ref: LIC/CO/IT-BPR/HW/AMC/2020-2021/05 Dated: 07/04/2020**

**CORRIGENDUM – I**

Following clarification is being issued under the above referred RFP. The bidders to note that this clarification shall form an integral part of the above referred RFP and resulting contracts, if any.

| Sr. No. | Clause ref.               | Clause (in brief) of RFP requiring clarification (s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Points of Clarification referred by Bidders    | LIC Clarification/ modification in clause (highlighted in bold)                                                                                                                                                             |
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| 1       | Page 8, Clause B.10.5 & 7 | <p>Pre Bid meeting (by pre-registration only): On Friday, 08/05/2020 from 03.00 p.m. to 04.00 p.m. in the meeting room LIC of India, Conference Room, Central Office, IT Department, Jeevan Seva Annexe, 3rd floor, S V Road, Santacruz (W), Mumbai – 400054.</p> <p>Only maximum 2 representatives of the bidder will be allowed to attend the meeting and the names of the attendees will have to be informed to the mail id as mentioned in column 10 on or before Thursday 07/05/2020. LICs decision in this matter will be final depending on the circumstances prevailing at that time</p> <p>Bid Submission Date &amp; Time: <b>On Tuesday, 19/05/2020, latest by 3:30 p.m.</b></p> | The Bid submission to be extended by few days. | <p>The Pre Bid Meeting is cancelled and the response to the Pre Bid Queries is being uploaded alongwith the Corrigendum-I</p> <p>Bid Submission Date &amp; Time: <b>On Thursday, 21st May 2020, latest by 3.30 p.m.</b></p> |
| 2       | Page 6,                   | <p><b>Scope of Work:</b></p> <p><b>AMC of Hardware for</b> Financial Years 2020-2023,</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                | <p><b>Scope of Work:</b></p> <p><b>AMC of Hardware for</b> Financial Years 2020-2024, i.e. from</p>                                                                                                                         |

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|   | Clause B.1                 | i.e. from 01/07/2020 to 30/06/2023. <b>The Hardware is located at various locations viz. CO/ ZO/ DO/ BO/ SO of LIC of India, spread across the country. The details of the same are available in the Organization Set up clause.</b>                                                                                                                                                                                                                                                             |  | 01/07/2020 to 30/06/2024.<br><b>The Hardware is located at various locations viz. CO/ ZO/ DO/ BO/ SO of LIC of India, spread across the country. The details of the same are available in the Organization Set up clause.</b>                                                                                                                                                                                                                                                                                                                                                           |
| 3 | Page 6,<br>Clause B.3      | <b>Empanelment Period</b><br>The Empanelment of the Vendors will be valid upto <b>30/06/2025</b> . However the AMC document has to be signed by the Vendor every year during each financial year incorporating any changes in the AMC document that might be in vogue at that time. LIC may decide to reduce the validity period of Empanelment or may cancel the Empanelment before the expiry of the validity of the Empanelment Period. The decision of LIC in this matter will be final.     |  | <b>Empanelment Period</b><br>The Empanelment of the Vendors will be valid upto <b>30/06/2024</b> . However if there are any changes to be incorporated in any financial year on mutual agreement with the AMC Vendor then the revised AMC document has to be signed by the Vendor incorporating the changes in the AMC document that might be in vogue at that time. LIC may decide to reduce or extend the validity period of Empanelment or may cancel the Empanelment before the expiry of the validity of the Empanelment Period. The decision of LIC in this matter will be final. |
| 4 | Page 14,<br>Clause 22.e.vi | If L1 Bidder fails to accept the Groups/ refuses to accept the Groups at approved L1 rate and/ or does not submit the required Performance Bank Guarantee, signed AMC agreement, then fresh RFP will be floated. EMD of such selected bidder shall be forfeited and that Bidder shall be blacklisted for participation in any future RFPs.                                                                                                                                                       |  | If L1 Bidder fails to accept the Groups/ refuses to accept the Groups at approved L1 rate and/ or does not submit the required Performance Bank Guarantee, signed AMC agreement, then fresh RFP will be floated. EMD of such selected bidder shall be forfeited and that Bidder shall be <b>debarred</b> from participation in any future RFPs floated by LIC.                                                                                                                                                                                                                          |
| 5 | Page 14,<br>Clause 22.e.xi | If the Selected Bidder of any Group after accepting the Group and submitting the required Performance Bank Guarantee backs out at any stage during validity of RFP, the AMC will be offered to the Vendors who are Empanelled AMC Vendors under the above RFP. The Performance Bank Guarantee of the selected bidder, who has backed out, shall be forfeited and the Bidder shall be blacklisted for participation in any of the future RFPs. LIC will take a considered decision in this matter |  | If the Selected Bidder of any Group after accepting the Group and submitting the required Performance Bank Guarantee backs out at any stage during validity of RFP, the AMC will be offered to the Vendors who are Empanelled AMC Vendors under the above RFP. The Performance Bank Guarantee of the selected bidder, who has backed out, shall be forfeited and the Bidder shall be <b>debarred</b> from participation in any of the future RFPs. LIC will take a considered decision in this matter                                                                                   |

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|   |                                   | depending on the circumstances and decision of LIC in this matter will be final.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | depending on the circumstances and decision of LIC in this matter will be final.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6 | Page 15, Eligibility Criteria C.1 | <p>The Bidder should be as on the date of submission of this bid, a registered Corporate in India, registered under the Company's Act 1956 and also under C.S.T., having presence across the country and should submit the Sales Tax, Service Tax, VAT registration for the State where their respective registered office and/ or billing offices are situated-</p> <p>Bidder should submit Company Profile as per <b><u>Annexure-EC(I)</u></b>. Copy of the registration along with the Copies of valid certificates for CST, Sales Tax, Service Tax, VAT registration.</p>                                  |  | <p>The Bidder should be as on the date of submission of this bid, a registered Corporate in India, registered under the Company's Act 1956 and also under C.S.T., having presence across the country and should submit the <b>GST registration</b> for the States where their respective registered office and/ or billing offices are situated-</p> <p>Bidder should submit Company Profile as per <b><u>Annexure-EC(I)</u></b>. Copy of the registration along with the Copies of valid certificates for CST and <b>GST registration</b>.</p> |
| 7 | Page 15, Eligibility Criteria C.4 | The bidder has to provide details of Top 3 customers (including LIC) being serviced by them, where the AMC revenue of the Bidder is 2 crore or more in any two of the last five financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016 and 2014-2015.                                                                                                                                                                                                                                                                                                                                                      |  | The bidder has to provide details of Top 3 customers (including LIC) being serviced by them, where the total AMC revenue of the Bidder from the Top 3 customers (including LIC) is 5 crore or more in any three of the last five financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016 and 2014-2015.                                                                                                                                                                                                                                      |
| 8 | Page 16, Eligibility Criteria C.7 | <p>The bidder should have minimum annual turnover of Rs. 35 Crores in any three of the last five Financial Years 2018-2019, 2017-2018, 2016-17, 2015-16 and 2014-2015 for Hardware Supply (Computer Systems &amp; Peripherals, Cloud Computing) and Servicing.</p> <p>Details should be submitted in <b><u>Part-A of Annexure EC (1)</u></b> along with copies of Audited Balance Sheet for the relevant years.</p> <p>If Audited Balance Sheet is not ready then the Vendor may provide provisional Balance Sheet for the financial year 2018-2019. However after the finalization of the Audited Balance</p> |  | <p>The bidder should have minimum annual turnover of Rs. 25 Crores in any three of the last five Financial Years 2018-2019, 2017-2018, 2016-17, 2015-16 and 2014-2015 for Hardware Supply (Computer Systems &amp; Peripherals, Cloud Computing) and Servicing.</p> <p>Details should be submitted in <b><u>Part-A of Annexure EC (1)</u></b> along with copies of Audited Balance Sheet for the relevant years.</p>                                                                                                                             |

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|    |                                   | Sheet it has to be submitted by the Bidder before the opening of the Commercial Bid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9  | Page 16, Eligibility Criteria C.8 | <p>The bidder should have been making Net Profit during any two of the last five financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016 and 2014-2015 from computer hardware supply and servicing business in India</p> <p>The details should be submitted in <b><u>Annexure-EC(I)</u></b> along with the copies of Profit and Loss Statements for the relevant years and Certificate from the Chartered Accountant of the Company, clearly mentioning about the Net Profit from Computer Hardware servicing business in India.</p>                                                                                                                                                                                                                                                                                                   |  | <p>The bidder should have been making Net Profit during <b>any three</b> of the last five financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016 and 2014-2015 from computer hardware supply and servicing business in India</p> <p>The details should be submitted in Annexure-EC(I) along with the copies of Profit and Loss Statements for the relevant years and Certificate from the Chartered Accountant of the Company, clearly mentioning about the Net Profit from Computer Hardware servicing business in India.</p>                                                                                                                                                                                                                                                                                                               |
| 10 | Page 16, Eligibility Criteria C.9 | The Bidder should have earned minimum AMC revenue of 2 Crores from Servicing Business ( AMC revenue from LIC can be included) in any three of the last five financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | The Bidder should have earned minimum AMC revenue of 5 Crores from Servicing Business ( AMC revenue from LIC can be included) in any three of the last five financial years 2018-2019, 2017-2018, 2016-2017, 2015-2016 and 2014-2015.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11 | Page 17, Clause D.2               | <p><b>Performance Bank Guarantee (PBG)</b><br/>A PBG (As per <b><u>Annexure-V</u></b>) to the tune of 15% of the AMC value of 2020-2021 shall be submitted by the selected bidders.</p> <p>The Performance Bank Guarantee shall be submitted within 15 days from the date of intimation/ letter issued for selection as Vendor failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs. 25,000/-.</p> <p>The PBG should be of a Nationalized Bank only and should be valid for the period of 42 months and the claim period will for additional three months that is upto 45 months from the date of submission of PBG. The PBG should be submitted in multiples of three. The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of</p> |  | <p><b>Performance Bank Guarantee (PBG)</b><br/>A PBG (As per <b><u>Annexure-V</u></b>) to the tune of <b>10% of the AMC</b> value of 2020-2021 shall be submitted by the selected bidders.</p> <p>The Performance Bank Guarantee shall be submitted within 15 days from the date of intimation/ letter issued for selection as Vendor failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs. 25,000/-.</p> <p>The PBG should be of a Nationalized Bank only and should be valid for the period of 51 months and the claim period will for additional three months that is upto 54 months from the date of submission of PBG. The PBG should be submitted in multiples of three. The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of</p> |

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|    |                        | his obligations as per this RFP, including refusal to take up AMC for the equipment covered under AMC. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 20 days from the time stipulated, LIC, at its discretion, may cancel the allotment and it will be treated as vendor has backed out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  | his obligations as per this RFP, including refusal to take up AMC for the equipment covered under AMC. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 20 days from the time stipulated, LIC, at its discretion, may cancel the allotment and it will be treated as vendor has backed out.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12 | Page 22,<br>Clause E.a | <p>C: AIOs and Hybrid Laptops:</p> <p>AIO:</p> <p>For any breakdown of AIO desktop, the same should be resolved within 4 working hours from the call booking in LIC's HCT Module and if it is not resolved within 4 hours, standby of equivalent or higher configuration should be immediately provided by way of an AIO or a high end P.C within 24 hours at the Zones. However at Central Office location standby should be by way of an AIO only within 24 hours. Further, if the breakdown complaint is not resolved within 3 working days, the AIO should be replaced within a period of two weeks from the date of complaint booking, with a new AIO Desktop. For delay in providing immediate standby and/ or delay in replacement beyond 5 days, the SLA as defined in the Chart of Penalties above, will charged separately from date of complaint, as per the Chart of Penalties (a) above.</p> <p>Hybrid Laptop:</p> <p>For any breakdown of Laptop Model LP-1A-2 the same should be attended within 24 hours from the call booking in LIC's HCT Module and if the complaint is not resolved satisfactorily within the resolution time a standby laptop has to be provided immediately by the Vendor. However if the laptop is deemed as irreparable then it should be replaced with a laptop of equivalent or higher configuration to the user official within a</p> |  | <p>C: AIOs and Hybrid Laptops:</p> <p>AIO:</p> <p>For any breakdown of AIO desktop, the same should be resolved within 4 working hours from the call booking in LIC's HCT Module and if it is not resolved within 4 hours, standby of equivalent or higher configuration should be immediately provided by way of an AIO or a high end P.C within 24 hours at the Zones. However at Central Office location standby should be by way of an AIO only within 24 hours. Further, if the breakdown complaint is not resolved within 3 working days, the AIO should be replaced within a period of two weeks from the date of complaint booking, <b>with an AIO Desktop of equivalent or Higher configuration</b>. For delay in providing immediate standby and/ or delay in replacement beyond 5 days, the SLA as defined in the Chart of Penalties above, will charged separately from date of complaint, <b>as per the Chart of Penalties (b) above</b>.</p> <p>Hybrid Laptop:</p> <p>For any breakdown of Laptop Model LP-1A-2 the same should be attended within 24 hours from the call booking in LIC's HCT Module and if the complaint is not resolved satisfactorily within the resolution time a standby laptop has to be provided immediately by the Vendor. However if the laptop is deemed as irreparable then it should be replaced with a laptop of</p> |

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|    |                          | period of 15 working days, penalty will be charged separately for standby not provided and for replacement not done within 15 working days, as per the Chart of Penalties (a) above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | equivalent or higher configuration to the user official within a period of 15 working days, penalty will be charged separately for standby not provided and for replacement not done within 15 working days, <b>as per the Chart of Penalties (b) above.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 13 | Page 23,<br>Clause E.e   | For any breakdown of AIO desktop, the same should be resolved within 4 working hours from the call booking in LIC's HCT Module and if it is not resolved within 4 hours, standby of equivalent or higher configuration should be immediately provided. Further, if the breakdown complaint is not resolved within 3 working days, the AIO should be replaced within a period of two weeks from the date of complaint booking, with a new AIO Desktop. For delay in providing immediate standby and/ or delay in replacement beyond 5 days, the SLA as defined in the Chart of Penalties above, will charged separately from date of complaint, as per the Chart of Penalties (a) above. |  | For any breakdown of AIO desktop, the same should be resolved within 4 working hours from the call booking in LIC's HCT Module and if it is not resolved within 4 hours, standby of equivalent or higher configuration should be immediately provided. Further, if the breakdown complaint is not resolved within 3 working days, the AIO should be replaced within a period of two weeks from the date of complaint booking, <b>with an AIO Desktop of equivalent or Higher configuration.</b> For delay in providing immediate standby and/ or delay in replacement beyond 5 days, the SLA as defined in the Chart of Penalties above, will charged separately from date of complaint, as per the Chart of Penalties (b) above. |
| 14 | Page 21,Clause D.6.o.iv. | The downtime / breakdown period will be reckoned from the date and time of logging of the complaint through the Hardware Complaint Tracking Module by LIC's authorized official/ user. Complaint ID no. allotted by the module will be the reference no. for any query in this regard. Vendor has to track and monitor complaints through the Vendor Portal, developed by LIC.                                                                                                                                                                                                                                                                                                          |  | The downtime / breakdown period will be reckoned from the date and time of logging of the complaint through the Hardware Complaint Tracking Module by LIC's authorized official/ user. Complaint ID no. allotted by the module will be the reference no. for any query in this regard. Vendor has to track and monitor complaints through the Vendor Portal, developed by LIC.<br><br>However for breakdown calls booked after 5.30 pm by a user official on a working day will be treated as a call booked on the next working day at 10.30 am.                                                                                                                                                                                  |

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| 15 | Page 21, Clause D.6.o.v     | Complaint(s) will be deemed to be resolved if Online Call Closing Report (CCR) in the LIC's HCT Module is closed. Details will be entered in the online CCR by the service engineer and authenticated by the user/ programmer of respective LIC Office. System date and time will be taken for closure.                                               |  | Complaint(s) will be deemed to be resolved if Online Call Closing Report (CCR) in the LIC's HCT Module is closed. Details will be entered in the online CCR by the service engineer and authenticated by the user/ programmer of respective LIC Office. System date and time will be taken for closure.<br>However if for any reasons like non connectivity to the system or due to non access to the system by the Vendor engineer for closing the calls in the HCT module, the servicing engineer of the AMC Vendor should record the call closure in the manual call register on the letter head of the Vendor with the signature of the Vendor Engineer and the signature of the user and upon actual call closure the manual record has to be made use by the engineer and user for closing the calls in the HCT Module. |
| 16 | Page 24.1                   | <b>General Conditions :</b><br>The Vendor will monitor all the breakdown complaints through the HCT Module of LIC and maintain the Inventory through LIC's Vendor Portal. The Vendor will take up the AMC of the Hardware from 01/07/2020 and provide the AMC support for the Hardware upto 30/06/2023 and in the extension period as decided by LIC. |  | <b>General Conditions :</b><br>The Vendor will monitor all the breakdown complaints through the HCT Module of LIC and maintain the Inventory through LIC's Vendor Portal. The Vendor will take up the AMC of the Hardware from 01/07/2020 and provide the AMC support for the Hardware upto 30/06/2024 and in the extension period as decided by LIC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 17 | Page 13, Clause 21.b & 21.c | The outer sealed Envelope shall be opened by the Tender Opening Committee of LIC in the presence of the bidders/their authorized representatives who choose to attend, as per the activity schedule. The decision on this matter will be taken by LIC according to the situations prevailing then.                                                    |  | The current lockdown due to the COVID-19 pandemic and the social distancing norms to be followed due to the pandemic has forced LIC to not open the Bid in the presence of the Bidders. Hence the Pre Contract Integrity Pact, Bid Processing fees and the EMD will be submitted in a separate envelope and will be opened in the presence of the Bidders. The other Eligibility Bid documents will be opened later by the Tender Opening Committee and evaluated by our evaluation committee. Any clarifications to be sought will be sent by mail and the response to the same will be as desired by LIC.                                                                                                                                                                                                                   |

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| 18 | Page 13, 22.e       | <p><b>Commercial Bid Evaluation: (Commercial bid opening and thereafter Online Reverse Auction at the discretion of LIC):</b></p> <p>The commercial bids submitted by the Bidders will be opened. After the commercial Bid opening if LIC decides to conduct the Online Reverse Auction then only the date to conduct the Online Reverse Auction will be decided by LIC. If LIC decides then the Online Reverse Auction will be conducted and the eligible Bidders will be informed about the “Business Rules” and the details of the ORA, subsequently. The decision of LIC in this matter is final and will solely depend on the circumstances prevailing then.</p> <p>The L1 rate will be discovered and declared as <b><u>L1 rate</u>, based on the outcome of the Online Reverse Auction</b>. LICs decision in this matter will be final. After approval from the Competent Authority the activity as under will be undertaken</p> |  | <p><b>Commercial Bid Evaluation: (Commercial bid opening and thereafter Online Reverse Auction):</b></p> <p>The commercial bids submitted by the Bidders will be opened. After the commercial Bid opening LIC will conduct the Online Reverse Auction at a date that will be decided by LIC. The Online Reverse Auction will be conducted and the eligible Bidders will be informed about the “Business Rules” and the details of the ORA, subsequently. The decision of LIC in this matter is final and will solely depend on the circumstances prevailing then.</p> <p>The L1 rate will be discovered and declared as <b><u>L1 rate</u>, based on the outcome of the Online Reverse Auction</b>. LICs decision in this matter will be final. After approval from the Competent Authority the activity as under will be undertaken</p> |
| 19 | Page 24, Clause 5.a | <p><b>Force Majeure Clause</b></p> <p>The Vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the Vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | <p><b>Force Majeure Clause</b></p> <p>The Vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the Vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, <b>pandemic</b> order/action or regulations of government, local or other public authorities.</p>                                                                                                                                                                                                                                                                                                                   |



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| 20 | Page 29-30,<br>Clause O.2 | <p>The Selected Vendors have to appoint a National Project Manager (NPM) and Zonal Single Point of Contact (SPOC). The Selected Bidder has to nominate SPOC for the allotted Zone(s) and Divisions of LIC who will be required to conduct monthly meeting with the Regional Manager (IT) / Manager(IT) of respective Zones/ Divisions for ensuring smooth implementation of the project.</p> <p>The selected bidder(s) shall participate in an introductory meeting at Zonal offices after allotment of group(s)/ selection, within 10days from the date of allotment. The Regional Manager (IT) of the respective Zone will organize the Introductory Meeting in the Zonal Office on the said date. The attendees of the meeting will be as under:</p> <p><u>From Bidder's side:</u></p> <ul style="list-style-type: none"> <li>a. NPM and/ or Zonal SPOC</li> <li>b. Zonal SPOC and/or Divisional SPOCs</li> <li>c. Divisional SPOCs (who may be the senior most resident engineer of the respective Division).</li> </ul> <p><u>From LIC's side:</u></p> <ul style="list-style-type: none"> <li>a. Regional Manager (IT) and</li> <li>b. Officials of the Hardware Desk of the Zone.</li> </ul> |  | <p>The Selected Vendors have to appoint a National Project Manager (NPM) and Zonal Single Point of Contact (SPOC). The Selected Bidder has to nominate SPOC for the allotted Zone(s) and Divisions of LIC who will be required to conduct monthly meeting with the Regional Manager (IT) / Manager(IT) of respective Zones/ Divisions for ensuring smooth implementation of the project.</p> <p>The selected bidder(s) shall participate in an introductory meeting at Zonal offices after allotment of group(s)/ selection, within 10 days from the date of allotment. The Regional Manager (IT) of the respective Zone will organize the Introductory Meeting in the Zonal Office on the said date. The attendees of the meeting will be as under:</p> <p><u>From Bidder's side:</u></p> <ul style="list-style-type: none"> <li>a. NPM and/ or Zonal SPOC- <b>Introductory Meeting at Zones</b></li> <li>b. Zonal SPOC and/or Divisional SPOCs- <b>Introductory Meeting at Divisions.</b></li> <li>c. Divisional SPOCs (who may be the senior most resident engineer of the respective Division).</li> </ul> <p><u>From LIC's side:</u></p> <ul style="list-style-type: none"> <li>a. Regional Manager (IT) at Zone /Manager IT at Divisions and</li> <li>b. Officials of the Hardware Desk of the Zone /Divisions.</li> </ul> |
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**EXECUTIVE DIRECTOR (IT/BPR)**