



Annexure 3

CORRIGENDUM 2 TO THE CDW RFP Ref: LIC/CO/IT-BPR/CDW/2016-17 dated 19-12-2016

Sr.No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Modification in clause of RFP
1	Clause 2.9 - Activity schedule, Page 15	Last Date & Time for Bid Submission - Wednesday , 8th February, 2017 latest by 3.00 pm	Last Date & Time for Bid Submission - Wednesday , 15th February, 2017 latest by 3.00 pm
2	Clause 2.9 - Activity schedule, Page 16	Eligibility Bid opening date/time/ venue - Wednesday , 8th February, 2017 at 3.30 pm	Eligibility Bid opening date/time/ venue - Wednesday , 15th February, 2017 at 3.30 pm
3	Clause 3.5, Page 30	The bidder must have skilled staff, Organization, Financial resources and an Installed base adequate to ensure ongoing ability to deliver and support the proposed end-to-end solution, proposed, throughout the duration of the project, including the ability to provide timely response and service to LIC over the period of the contract. Bidder should provide documentary evidence of skilled staff on rolls.	This condition will be based on satisfaction of condition 3.4. The SI/OEM, whoever satisfies condition 3.4, must have skilled staff, Organization, Financial resources and an Installed base adequate to ensure ongoing ability to deliver and support the proposed end-to-end solution, proposed, throughout the duration of the project, including the ability to provide timely response and service to LIC over the period of the contract. SI/OEM should provide documentary evidence of skilled staff on rolls.
4	Clause 3.7, Page 30	Certificate from the company secretary (in original) detailing the pending litigation, if any, by the bidder or against the bidder, indicating the correct and current status of the case. In case there are no pending litigations by and against the bidder, the Certificate should explicitly mention that fact.	Certificate from the Company Secretary/Authorised Signatory (in original) detailing the pending litigation, if any, by the bidder or against the bidder, which will materially affect the ability of the Bidder to provide the Services under this RFP indicating the correct and current status of the case. In case there are no pending litigations by and against the bidder as mentioned above, the Certificate should explicitly mention that fact.
5	Clause 6.2.1, Page 63	The data warehouse solution should have been in the latest Gartner's leader quadrant	The data warehouse solution should have been in the Gartner's leader quadrant in any two years out of last three years.
6	Annexure -XII, Page 104	Statement of Undertaking from OEM (Database)	Format revised as per Annexure XII (Revised)

Place : Mumbai
Date : 02.02.2017

Executive Director (IT/BPR)



Annexure – XII (Revised): STATEMENT OF UNDERTAKING FROM OEM (Database)

To
The Executive Director(IT/BPR) ,
Information Technology Department,
Life Insurance Corporation of India ,
Central Office,'Yogakshema' ,J B Marg ,
Mumbai 400 021 .

Sir/Madam ,

Sub : Statement of Undertaking from OEM

Ref : Request For Proposal(RFP) Ref - LIC/CO/IT-BPR/CDW/2016-17 Dated: 19-12-2016

We, the undersigned Original Equipment Manufacturer ("OEM"), having read and examined in detail all the bidding documents in respect of the above mentioned Bid, in respect to product(s) offered / supplied by us and as a gesture towards our commitment for continued support for our product(s) / solution do hereby declare as under;

1. We confirm that we would support the installation, commissioning, integration and maintenance of products offered/supplied to the Life Insurance Corporation of India, herein referred to as Corporation.
2. On conclusion of the RFP process, as per OEMs Support agreement with LIC, we hereby confirm that we would treat Corporation as a preferred customer and that resolution of all problems and issues reported to us in fulfillment of the abovementioned Bid would be undertaken by us on priority basis.
3. We hereby confirm that the products / solutions being supplied to Corporation will not be declared end of sale/life during 24 months from the date of opening of bid or 12 months from the date of acceptance by Corporation, whichever is later, and that we shall support the same for a minimum period of 3 years from the date of its acceptance by the Corporation. If the same is de-supported by us for any reason whatsoever, we undertake to replace it with an equivalent or better substitute that is acceptable to Corporation, without any additional cost to Corporation and without impacting the performance of the solution in any manner.
4. On conclusion of the FRP process, as per OEMs Support agreement with LIC, we hereby agree to supply and/or install all new releases, versions, any type of update, upgrade patch and/or bug fixes for the software or firmware from time to time to the Corporation. Additionally, the documentation and training services associated with the product(s) shall be provided to the Corporation.
5. As far as we are aware, we hereby confirm that our partner M/s _____ (Bidder for this Bid) possess the necessary capability and training required to support our product(s).
6. On conclusion of the RFP process, we hereby agree to abide by the Support agreement with LIC and the products / solutions specifications provided by the bidder in relation to this Bid. We further agree to provision the required critical spares/components for meeting the uptime commitment as agreed by the bidder under this RFP.



7. In case of any dissatisfaction or default on part of our bidder M/s _____ (Bidder for this Bid) in providing the level of support desired by Corporation, we agree to extend the support required to meet the commitments made by the bidder without any financial liability to Corporation, if any and on mutually agreed terms.

8. In case of any change in our arrangement or terms of agreement with our bidder M/s _____ (Bidder for this Bid) for providing product support, we agree to maintain the level of support as desired by Corporation and as committed by our bidder under the abovementioned Bid and as detailed in our products / solutions specifications provided in relation to this Bid, without any financial liability to Corporation, if any and on mutually agreed terms.

9. We hereby agree to provide to Corporation, required assistance, consultancy and services beyond the defined scope of work to resolve issues under critical and unforeseen situations.

10. We hereby confirm our commitment towards providing the necessary support and assistance in case of any problems / issues arising due to integration of our product(s) with any other component(s) / product(s) as per the scope of this RFP, to the best of our ability.

11. We also confirm that in the event of Corporation deciding, at any time during the term of contract under this Bid, to re-locate the product(s) / setup, we will provide necessary assistance to Corporation to relocate the Equipment without any financial liability to Corporation.

We hereby confirm that this undertaking is made in good faith and the aforesaid declarations are binding on us for the entire term of contract under the aforementioned Bid.

Thanking you,

Yours faithfully, _____ (Signature)

For and on behalf of: _____ (Name of OEM)

Authorized Signatory

Name: _____

Designation: _____

Office Seal: _____

Place: _____ Date: _____