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REF: CO/IT-BPR/HW/AMT-CORR-VII **Date: 06/04/2018**

Supply, Installation, Commissioning and Maintenance of IT Asset Management and Patch Management Tool for Desktops/Laptops/Servers

RFP REF: LIC/CO/IT-BPR/HW/AMT/2017-18/05 Dated: 12/12/2017

CORRIGENDUM – VII

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.

RFP Related

<table>
<tr><th>Sr. No.</th><th>Clause ref.</th><th>Clause (in brief) of RFP requiring clarification (s)</th><th>Points of Clarification referred by Bidders</th><th>LIC Clarification/modification in clause (highlighted in bold)</th></tr>
<tr><td>1</td><td>Page 29, Clause I – Point 14</td><td>Terms & Conditions for Deliverables and Timelines</td><td>Time lines to be increased</td><td>a) The timelines for the delivery of hardware is as below:
<table>
<tr><td colspan="4">Table – E</td></tr>
<tr><td colspan="2">Phase-I
1) Delivery and Installation period (Windows Assets – Desktops/Servers/Laptops)</td><td>Penalty for delay in Delivery and Installation beyond 90 days* (per Day of cost of undelivered item)</td><td>Maximum Penalty</td></tr>
<tr><td>Delivery:</td><td>45 Days</td><td rowspan="3">@ 0.2% for delay up to 10 days and then @ 0.5%</td><td rowspan="3">15.0% of the Hardware cost</td></tr>
<tr><td>Maintenance of uniformity of Login credentials across all Windows assets</td><td>10 Days</td></tr>
<tr><td>Installation:</td><td>35 days (across India)</td></tr>
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<table>
<tr><td colspan="2">Phase-II
2) Delivery and Installation period (Linux Assets – Desktops/Servers/Laptops) *
* - (If additional hardware is required for this phase)</td><td>Penalty for delay in Delivery and Installation beyond 140 days* (per Day of cost of undelivered item)</td><td>Maximum Penalty</td></tr>
<tr><td>Delivery:</td><td>45 Days</td><td rowspan="2">@ 0.2% for delay up to 10 days and then @ 0.5%</td><td rowspan="2">15.0% of the Hardware cost</td></tr>
<tr><td>Maintenance of uniformity of Login credentials across all Linux Assets</td><td>20 days</td></tr>
<tr><td>Installation:</td><td>75 days (across India)</td><td></td><td></td></tr>
</table>
</td>
</tr>
<tr>
<td>2</td>
<td>Evaluation point Page 21 - Point 5</td>
<td>Reference companies, where similar ITAM solution was implemented successfully by the bidder. The References of only BFSI/Govt. PSU/PS Banks/Corporates (Turnover > 200Cr) will be considered, where the solution is implemented on an asset count of atleast 30000 IT assets</td>
<td>To re-clarify -
1) Both domestic and Global references are acceptable.
2) Installed Asset Count(in a Single Installation) will be across all assets.
3) Minimum one reference of >100000.</td>
<td>Scoring Model Criteria and the modified (clause-H, point-2.c.8) -

Ratings given by the reference companies, where similar ITAM solution was implemented successfully by the bidder. The references of only BFSI/Govt. PSU/PS Banks/Corporates(Turnover > 200Cr ; Fin. Statement supporting this TO should be submitted) will be considered, where the solution is implemented on an asset count of atleast 10000 IT assets(across all assets in a single installation).

References submitted by Bidder/OEM should be given by Indian company only. Global reference by Bidder/OEM can be accepted if either the Supplier or the Customer is an Indian Company.

[The references should be validated by the reference company on its letterhead/mail with sign and seal. There should be atleast 2 or more such references. The ratings given by the companies whose Purchase Order References are submitted by the bidder are also valid. Such ratings for all mentioned references must have been obtained within the last 3 Fin.</td>
</tr>
</table>

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				years, ie, 2016-17, 2015-16, 2014-15 and the current Financial year. The average of all references will be taken for consideration.]
3	Payment Term-Page 28 ; Point 16	d) **50%** of the payment**(Hardware and Software Cost)** will be made on delivery of the Hardware and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp and Octroi receipt (if any) or the Delivery Report (DR) which is generated online from LIC's Module and Octroi receipt (if any). e) **35%** payment**(Hardware and Software Cost)** will be made on installation, Acceptance Test and Go Live (completion of entire scope of work activity to make the hardware ready for use) of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for	Request LIC to change this payment term as- 20% on installation, Acceptance Test and Go Live (completion of entire scope of work activity to make the hardware ready for use) of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment, from the Vendor. There is no need for submission of hard copy of the installation report.	**Payment Schedule for both Phases-I and II** d) **60% of Total Cost of phase-wise Solution (excluding Software, L2 resource cost and AMC)** will be made on delivery of the Hardware and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp and Octroi receipt (if any) or the Delivery Report (DR) which is generated online from LIC's Module and Octroi receipt (if any). e) **25% of Total Cost of phase-wise Solution** will be made on installation, Acceptance Test and Go Live (completion of entire scope of work activity to make the hardware ready for use) of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment, from the Vendor. There is no need for submission of hard copy of the installation report. f) **Balance 15% payment of Total Cost of Solution after two months** from the date of issuance of certificate of successful commissioning and implementation of the **respective Phase(viz, Phase-I and Phase-II).** g) **80% of the payment for Software will be made on Delivery of Software Licenses of the respective Phase(viz, Phase-I and Phase-II).** h) **Balance 20% will be made after successful implementation of the respective Phase(viz, Phase-I and Phase-II).** i) **L2 resource cost(from the date of go live) and AMC shall be payable quarterly in arrears**.

		Installation Payment, from the Vendor. There is no need for submission of hard copy of the installation report. f) **Balance 15% payment(Hardware and Software Cost) after six months** from the date of issuance of certificate of successful commissioning and implementation of the project.		j) **One-time Implementation Costs shall also be payable[(of the respective Phase(viz, Phase-I and Phase-II)] which will be part of the Total Cost of Solution.** k) **Phase-wise costs to be quoted in the Commercial Annexure.**
4	D. SCOPE OF WORK, point 2, Page 16	Complete automation of IT client management processes including discovery and inventory, advanced analytics, software delivery, remote desktop control, patch management and system migration.	Patch Component of the Solution to be separately quoted	Complete automation of IT client management processes including discovery and inventory, advanced analytics, software delivery, remote desktop control and system migration. **Patch Management component shall be part of the solution but shall be quoted separately in the Commercial Annexure.**
5	Page-33 J. Service Level Agreement **Point 7(New)**	Service Level Agreement	Overall Penalty Cap to be considered	**7. Penalty Cap –** **a)** The total penalty for Delivery and Installation shall not exceed **15%** of the **Total Hardware Cost**. **b)** The overall accrued penalty (other than the above) shall not exceed **15%** of the **Total Contract Value and Total AMC Value** for the warranty period and AMC period respectively. **c)** Accrued Penalties will be assessed on a half-yearly basis and LIC will recover the same from any payment due to the Vendor, or asking the Vendor to pay at the counter or by invoking the PBG. **d) L2 penalty capped at 10% of the Total Resource Cost every year (subject to overall 15% Total Penalty Cap)** **e) If the maximum cap is reached, LIC will review the situation and at its sole discretion, may consider cancelling the contract.**

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6	I. Terms and Conditions, Point 18 **(New)**	Terms and Conditions 18. Exit Management		**18. Exit Management** **a) This clause sets out the provisions which will apply on expiry or termination of the Contract, the Project Implementation, Operation and Management SLA.** **b) In the case of termination of the Project Implementation and/or Operation and Management SLA, the Parties shall agree at that time whether, and if so during what period, the provisions of this clause shall apply.** **c) The Parties shall ensure that the parties themselves as well as their respective associated entities carry out their respective obligations set out in this Exit Management clause.**
7	D. SCOPE OF WORK, Page 16, Point 15 **(New)**	Introductory Meeting (IM) & Structured Meetings		**Introductory Meeting (IM) & Structured Meetings:** 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) of LIC who will be required to conduct monthly meeting with the Regional Manager (IT) of respective Zones for ensuring smooth implementation and quarterly meeting for monitoring/maintenance of the project. 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: **From Bidder's side:** a. NPM and/ or b. Zonal SPOC and **From LIC's side:** a. Regional Manager (IT) and b. Officials of the Hardware Desk of the Zone. The Agenda of the above Introductory Meeting will be as under: i. Handing over of the contact and/or escalation matrix for the Zone by the NPM to RM (IT). ii. Handing over of the Branch-wise Hardware Module Users and Approvers list with email id and contact Nos. by Regional Manager (IT) to NPM. iii. Presentation on the LIC Modules, Hardware Complaint Tracking Module, Purchase Order Module, Delivery & Installation Module, Payment Module &

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				Vendor Portal by RM (IT) or LIC official nominated by RM (IT). The selected Bidder(s), shall submit DO/BO-wise mapping of support centre to respective RM (IT) of the zone during the Introductory Meeting (IM), containing a three level contact and/ or escalation matrix (as applicable), mapped to each of LIC's offices. The contact matrix can contain the details of the engineer who is on the roll of the Selected Vendor / service partner at the first level but the escalation matrix has to necessarily contain the details of Empanelled Selected Vendor's own officials. The Purchase Order shall be issued by the respective zones/ Central Office only after the submission of Escalation Matrix and holding of the Introductory Meeting. In case of failure to hold the Introductory Meeting with the Regional Manager (IT) of the Zone(s) allotted to the selected bidder and/ or In case of failure in handing over the Escalation Matrix, during the Introductory Meeting with Regional Manager (IT), by the selected Vendor(s) penalty may be charged.
8	D. SCOPE OF WORK, Page 16, Point 16 **(New)**	Point 16 **(New)**		Project Management has to be completed by OEM/with OEM support till implementation.
9	Annexures	Covering Letter		**Download the Annexure document for Covering Letter.**
10	Page 8 , Bid Submission Date Point – 7 & 8	Bid Submission Date and Eligibility Bid Opening	Bid Submission Date to be extended by a few days.	**On 24/04/2018 latest by 2.30 p.m.** **The Eligibility Bids will be opened by the Tender opening committee of LIC in the presence of the bidders' representatives who choose to attend, at the above mentioned address, on 24/04/2018 at 3.00 p.m.**
11	Clause-H Point-3, Page 21	3. Commercial Bid Evaluation: Commercial Bid Opening and ORA: **a)** The Commercial Bid Opening and Evaluation will be done for the bidders declared successful after the Technical Bid Evaluation and POC. The rules of the ORA will be shared with the eligible bidders subsequently after the opening of	Commercial Evaluation will be on TCO basis(taken as a composite figure for all commercial components)	**3. Commercial Bid Evaluation: Commercial Bid Opening and ORA:** **a) The Commercial Bid Opening and Evaluation will be done for the bidders declared successful after the Technical Bid Evaluation and POC. The rules of the ORA will be shared with the eligible bidders subsequently after the opening of the Commercial Bid for the Online Reverse Auction process[TCO basis -(taken as a composite figure for all commercial components)]**

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		the Commercial Bid for the Online Reverse Auction process[TCO basis - the total of Part-I(Solution/ Hardware Cost), Part-II(Services of L2 Engineers) and Part-III(AMC quotes) of the Commercial Bid].		
12	Clause-I.5.a.ii Conflict of Interest	ii) LIC requires that the Bidder provides professional, objective, and impartial advice and at all times hold LIC's interests paramount, avoid conflict with other assignments or its own interests, and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other projects or contracts, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.	Conflict of Interest Clause to be modified.	ii) LIC requires that the Bidder provides professional, objective, and impartial advice and at all times hold LIC's interests paramount, avoid conflict with other assignments or its own interests, and act without any consideration for future work.

Commercial

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)
1	Comm. Annexure	Commercial Annexure	Phase-wise commercial component and Patch Management component to be included in the Commercial Annexure	Phase-wise commercial components included **Revised Commercial Annexure-II**

Clarifications and General Instructions

Sr. No.	RFP Clause	Request to consider	Remarks
1	Request for Change in Eligibility/Commercial/Technical queries(not mentioned above).	Seeking relaxation on these queries.	**No change.**

General Instructions:

1) **Solution stack to be submitted clearly mentioning details of each component used in the solution and the reference page numbers for the quoted components in the Bid Document.**
2) **Rating sheet score to be submitted by the Bidder clearly mentioning the relevant page number supporting the score in the Bid Document.**
3) **Strict compliance for the BIDs to be submitted in Spiral Binding format only(already mentioned in the RFP).**
4) **MAF to be submitted for every component used in the Solution in proper format(wordings should match with the format given in the RFP) along with the Technical Bid only.**

EXECUTIVE DIRECTOR(IT/BPR)