



Information Technology – Central Office, 'Yogakshema', Jeevan Bima Marg, P.B.No.19953, Mumbai- 400021,
Tel: (022)22841109, 66598675, Fax : (022)22851915, Email : ed_itbpr@licindia.com

REF: CO/IT-BPR/HW/AMT-CORR-V

Date: 01/03/2018

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

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

Sl. No.	RFP Reference	RFP Clause	Query / Clarification	LIC Response
1	Clause L: 14. Signing of Contract (New clause)	"Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications/ corrigendum(s) issued, if any, will be contractually binding on the bidders and no separate agreement shall be entered into with the Selected Bidder."	Bidder requests that deviations and modifications suggested by the Bidder be taken into consideration at the time of finalisation of all terms and conditions applicable to both Parties for this RFP.	Signing of contract: The selected bidder (vendor) has to sign a contract with LIC as per the terms and conditions of the RFP on a Rs.250/- non-judicial stamp-paper. This initial contract will be called as the Master Service Agreement (MSA) which will act as the comprehensive contract document between LIC and vendor for all purpose/conditions related to the RFP. The MSA will be the permanent reference & the contract document (with subsequent modifications, if any). The modifications to the MSA will be mutually agreed and will be accommodated in the form of addendum/schedules to the MSA since procedural aspects, services etc. will be continuously evolving. On behalf of LIC, MSA will be signed by the Executive Director(IT/BPR), Central Office, IT/BPR dept. Mumbai. No other contract will be required to be signed by any of other LIC-offices.
2	Penalties , Page no 31 of RFP – chart of penalties	Maximum penalty for H/W break down is 2 times of the cost of H/W item	This should be capped at 2% of the cost of H/W item	Maximum penalty for H/W breakdown is equal to the cost of H/W item.



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3	Page 8 , Bid Submission Date Point – 7 & 8	Bid Submission Date and Eligibility Bid Opening	I would like to request for an extension of 15 days from the current submission date as the RFP has multiple stacks other than the main ITAM solution. This demands us to interact and discuss with multiple OEM partners in order to get the best solution	On 09/03/2018 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 09/03/2018 at 3.00 p.m.
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Clarifications

Sl. No.	RFP Reference	RFP Clause	Query / Clarification	LIC Response
1	LIC_RFP_FOR_AMT_12 122017.pdf; Page-18; 4. Role of the L2 Engineer	The proposed L2 engineer will be placed at LIC's Office and will be responsible for all installation/trouble shooting issues that may be escalated to him/ her and which can be resolved remotely. He/ She will also proactively monitor the servers using the alerts generated by management software installed in the servers. In this case if the problem cannot be resolved remotely then same will be assigned to the respective field engineer and followed up for resolution. The L2 engineer will also be expected to guide the Field engineers for resolution of the problem.	Please confirm our understanding: A) the main role of the L2 engineer will be to "administer" and support the ITAM solution for availability and performance. B) L2 Engineers will not be expected to "operate" the ITAM solution. ITAM solution will be "operated" by LIC - for routine patching of assets, software deployment etc.	The Vendor has to do monitoring, administration and day-to-day operations of the ITAM solution in co-ordination with LIC officials.
2	F. APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, Page No 17	The selected Vendor shall be required to post resident engineer for solution monitoring.	Request to confirm payment terms for L2 engineer as LIC has asked to quote the yearly price for the same.	The payment terms for L2 Engineers shall be made quarterly in arrears and it shall be part of the MSA.
3	Consolidated- Queries.pdf; Q#10 and Q#68	Consolidated Queries	While response to Q#10 says that LIC monitoring tools will be used for monitoring the deployed solution, response to Q#68 says that the required monitoring solution has to be deployed by the bidder. Please clarify what is correct.	The monitoring should be a part of the ITAM solution.



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4	Clause C.10.j)	NDA	As per RFP, NDA needs to be submitted along with PBG. However it is still mentioned as a document to be submitted along with the Bid Submission. Kindly confirm if this is to be submitted along with the Bid or later only by the winning bidder.	The notarized NDA(on 250/- stamp paper) needs to be submitted in the Envelope-II (Eligibility Bid).
5	Technical Scoring Model	TABLE – Technical Scoring Model Criteria Implementations with proposed OEM(No. of Customers/ References – Min 2 ; EC – G.6): >2 Ref- 10, 2 Ref - 5	We are assuming that the implementation can be considered either from Bidder/OEM as mentioned on page no 19 of the original RFP. Kindly clarify so that we are clear while submitting our bid.	Implementations of proposed solution by Bidder/OEM can be submitted.
6	Clause G.1	Eligibility Criteria	Can LOA/POA terms be used interchangeably. Our organization issues a LOA from the competent authority to sign the bids for each RFP separately.	The Power of Attorney/Board Resolution certified copy for the Authorized Signatory needs to be submitted.
7	Corrigendum III, point 12	The bidder/OEM should have executed Purchase Orders worth total of atleast Rs 20 Crores for supply and maintenance of Asset Management Solution in India in the last three financial years (i.e. 2016-17, 2015-16, & 2014-15 along with the current financial year) with implementations in the BFSI/Govt. Sector/PS Banks/PSUs/ Corporates(having Turnover more than 200 Crores ; Fin. Statement supporting Turnover of the Corporate should be submitted).	We request if we can submit a self-attested undertaking on our letter head mentioning the total ITAM/ITSM business BMC software has done in the country in last 3 years and also the names of the customers with whom we have done business, and on request of LIC we will present the PO directly to LIC	The PO copies needs to be submitted displaying atleast the Total PO value for the relevant Financial years as per Terms of the RFP.

8	General Technical Query	General Technical Query	Monitoring for resource utilization on desktops and laptops is not part of an industry standard IT Asset and Patch management solution. As desktops and laptops are not used 24X7, monitoring for resource utilization of every device is not considered by enterprises. As part of software asset management, we provide utilization of software in each device which can be meaningfully used for asset management. So request LIC to not consider this point of device resource utilization in this RFP.	The basic monitoring should be a part of the ITAM solution. Monitoring of assets is required at specific intervals and not 24 x 7.
9	General Technical Query	General Technical Query	Software licensing for scope of this RFP would be based on the number of devices for patch management solution and number of users assigned for management/administration of IT assets for Asset Management solution. So irrespective of the office locations, we would offer our commercials for the overall project. Hence request you to consider overall commercial value in part I of your commercial annexure, rather than considering the pricing split across 5 line items based on office locations.	The Reverse Auction will be considered on the Total Cost of Ownership basis only. The bidder has to give the bifurcation after the RA is over as mentioned in the Commercial Annexure.
10	General Technical Query	General Technical Query	Remote control of Assets with administrative rights to control the remote machine is not part of an industry standard IT asset and patch management solution. So request LIC to not consider this requirement in scope of this RFP	This is LIC's requirement.
11	Page 23 / clause 8 / Pricing & Taxes	a) Bids shall be inclusive of all taxes, duties, levies etc., but exclusive of GST as applicable.	a) Bids shall be inclusive exclusive of all taxes, duties, levies etc., but and exclusive of GST as applicable.	No Change. GST and other taxes in vogue will be paid.
12	General Query regarding ITAM Solution	General Query regarding ITAM Solution	Pls share the network architecture till the last office including satellite, marketing,branche offices,, how offices are connected to network?	The last mile connectivity, ie, from the DOs to the BOs is 2 mbps.



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13	General Query regarding ITAM Solution	General Query regarding ITAM Solution	Bifurcation of small/medium/large branch offices in total count of 2048?	Approximately in the ratio of 30:40:30.
14	General Query regarding ITAM Solution	General Query regarding ITAM Solution	Can we re-use existing PC's in branch and other offices as a data collection node and what's the current hardware configuration of those PC's?	Yes. A 4 GB RAM Windows PC is allotted to all branches which can be reused.
15	14. Deliverables and Timelines Page No 28	Delivery and Installation period Delivery: 45 days Installation: 25 days	Since this solution has to be implemented across 8 ZO & 113 DO, we request LIC to change the Delivery timeline to 90 days and installation timeline to 50 days.	Please refer the RFP and subsequent Corrigenda.
16	Other queries seeking relaxation in conditions	Request for Change in Eligibility/Commercial/Technical queries(not mentioned above).	Seeking relaxation on these queries.	No change.

EXECUTIVE DIRECTOR (IT/BPR)