

**RFP Ref. No: LIC-CO/IT-BPR/NMS/RFP/2017-18/01 Dated: 15/03/2018 for “Implementation & Maintenance of Network Management Solution” (NMS)
Corrigendum**

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
1	Page 28, Section 3.3		Added after Point No 14 of B. Service Desk Manager(SM)	C. Data Migration from the Existing System(NM and SM) to the corresponding new systems. 1. Data since both from the existing 01/04/2014 NM and the SM system has to be migrated to the new system. 2. The new system should be able to use this data like the new data for all types of processing available in the new system including past SLA reporting. 3. Data migration shall be a parallel independent activity along with milestone 1 and milestone 2.
2	Page 31, Section 3.21 Project timeline		Section 3.21 is Revised	Project timeline <u>Milestone 1</u> The successful bidder shall supply, install, configure and customize all hardware, operating systems, databases, all related software, NM and SM and completion of pre-implementation training as per relevant sections of the RFP, so as to start basic monitoring. Basic monitoring here means starting of all operations except SLA configuration and integration of NM and SM. The completion of the milestone shall be verified by LIC for completion and sign off for the milestone. This Milestone should be achieved within 12 weeks from the date of issue of purchase order by LIC. <u>Milestone 2</u> SLA configuration and integration of NM and SM. Complete implementation, integration, customizations and successful user acceptance testing (UAT) as per scope of work in RFP and the contract resulting from the RFP including completion of Milestone 1. This Milestone should be achieved within 24 weeks from the date of issue of purchase order by LIC. <u>Milestone 3</u> Completion of post- implementation training as per the relevant sections of the RFP. This Milestone should be achieved within 30 weeks from the date of issue of purchase order by LIC. <u>Milestone 4</u> Data migration from existing system and to pick up of buy back hardware from LIC premises as per corrigendum. The AMC shall start from the date of sign off for the Milestone 2 and shall be for a period of 5 years from that date. This Milestone should be achieved within 24 weeks from the date of issue of purchase order by LIC.
3	Page 36, Clause 4 Payment Terms	Page 36, Clause 4 Payment Terms	Revised	Revised Payment terms published (Addendum 1)
4	Page 38, Section 5. SLA for NMS –	Section 5. SLA for NMS	Revised	Revised SLAs published (Addendum 2)
5	Page 75, Annexure – X	Annexure – X: Indicative Commercial Bid Template	Revised	Revised Commercial Bid format published (Addendum 3)
6	Page 26, Section 3.3 A Point No 12	Existing: 12. Change Management, Incident Management and knowledge management	Revised	Revised: 12. Performance monitoring, incident management and knowledge management.
7	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Annexure – II : Conformity with Eligibility Criteria Annexure – V: Track Record of Past similar projects	Annexure – IV (page 60-65) Annexure – II (page 57-58) and Annexure – V (Page 66)	Revised	Please refer revised Annexure – IV: Functional/Non Functional/Technical Specifications of NMS published along with corrigendum. (Addendum 4), revised Annexure – II : Conformity with Eligibility Criteria (Addendum 5) and revised Annexure – V: Track Record of Past similar projects (Addendum 6)
8	Page no 27-28 , B. Service Desk Manager(SM)	Added after point 14, page no 27-28	Added	15. The system shall provide detailed SLA reports for different vendors (for network lines and devices) of LIC based on the respective contracts. The system shall also provide reports of calculation of payable amounts, deductions based on SLAs with details and consolidation of the same and provide it as feed to LIC's core accounting system for payment voucher generation. LIC shall provide APIs for the integration. The system shall also provide all these reports in viewable, pdf and excel formats.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
9	Page 30-31,Section 3.20 Training	3.11 Training and 3.20 Training -point no. VIII	Revised	The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training. The detailed training documents should be given to the training participants. The detailed theory & hands-on training should be imparted by the OEM Authorized personnel at LIC premises at central office and Zonal training centers. The training facilities shall be made available by LIC, the Bidder will have to ensure that training is imparted in a professional manner through certified and experienced personnel (other than on-site Personnel) and proper course-ware is given to every person attending the training.
10	Page 30-31,Section 3.20 - Training	I. Pre-Implementation: Provide training to the LIC personnel/ Onsite and offsite support team on the product architecture, functionality and the design for each solution under the scope of this RFP	Point no I is Revised	I. Pre-Implementation: Provide training to the 150 LIC personnel/ Onsite support team for 10 hours on the product architecture, functionality and the design for each solution under the scope of this RFP
11	Page 30-31,Section 3.20 - Training	II. Post Implementation: Provide hands-on training to the LIC personnel/ Onsite and offsite support team on operations, alert monitoring, policy configuration for all solutions etc.	Point no II is Revised	II. Post Implementation: Provide hands-on training to the 150 LIC personnel/ Onsite personnel for 18 hours support on operations, alert monitoring, policy configuration for all solutions etc.
12	Page 10, 1.9 Earnest Money Deposit.		Added below point a	a1 The EMD of the unsuccessful Bidders as per the commercial evaluation, will be returned to the Bank of the Bidder without interest: a1.1 after the process under this RFP is over, and a1.2 the contract between LIC and the Successful Bidder gets executed or the purchase order issued by LIC with respect to this RFP is honored by the Successful Bidder.
13	Page No 7, 1.1 Invitation to Bid, Below 1st paragraph		added Below 1st paragraph	Interested entities are advised to study this RFP document carefully before submitting their proposals in response to the RFP. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP/agreement entered pursuant to the RFP and may request for additional information, if required, from the Bidder. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof are deemed to be so taken after taking into account the commercial acumen and LIC does not guarantee or warrant suitability hereof or success to Bidder/Bidders or any other person or party. This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the bidder.
14	Page 7, 1.2 Qualification Criteria		added	If solution OEM is submitting the bid in response to this RFP as SI, then the same technology of that OEM cannot be proposed by any other SI.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
15	Page 12-13, 1.10 Activity Schedule	1.10 Activity Schedule	Added text below Activity Schedule table.	The above schedule is tentative only and subject to change. Any changes will be notified through website. The formulation of the evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC and its decision shall be final and no correspondence seeking clarifications on the decision shall be entertained. Amendments/corrigendum, if any, to this RFP would be hosted on our website only. The Eligibility & Technical Bids will be opened by the Tender opening committee of LIC in the presence of the bidders/ representatives who choose to attend. The Indicative Commercial Bids of the technically qualified bidders will be opened on the notified date, by the Tender Opening Committee of LIC in the presence of the bidders/ representatives who choose to attend. Reverse Auction schedule will be notified on the LIC website http://www.licindia.in/Bottom-Links/Tenders only.
16	Page No- 15-16, 1.13 Instructions for Bid Submission, under point 'd'		Added	iv. Pre-contract Integrity Pact (duly filled and signed), EMD and Bid processing fee not enclosed v. Bids are not submitted in respective envelopes as stipulated above.
17	Page 15-16, 1.13 Instructions for Bid Submission, below point 'm'		Added	n. Overwriting/correction in the commercial bids are not permitted and any such overwriting in commercial bid will lead to its rejection. o. The contents of the Soft copies submitted in a READ-ONLY CD/DVD (Separate CD/DVDs for Technical and Commercial Bid in respective sealed envelopes) and the contents of the Hard copies shall be exactly the same. However contents of Hard Copy will prevail. r. During scrutiny of technical bid, if any technical specification/s of any item is/ are changed by mutual consent to meet our requirement, all the Bidders will be informed of the same and asked to submit fresh quotation for that/ those item/s if any, in a separate cover duly sealed and super-scribed "REVISED Supply, Implementation and Maintenance of Network Management Solution".
18	Page 20, 1.18.4. Online Reverse Auction		added to section 1.18.4 after existing text	The Commercial bid (indicative) as per Annexure X shall be submitted in a separate sealed cover. After the opening of Commercial Bids (indicative) of technically qualified bidders, Online Reverse Auction will be held. a) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder. b) LIC shall conduct the 'Online Reverse Auction Process' for the L1 Bid Price determination. During reverse auction, the participating bidders shall input only the total cost that they have to offer. c) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder. d) The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services /Professional Support/Training / OEM Services/Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC's decision in this matter shall be final and binding. e) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding 2nd and 4th Saturday of month, Sundays and Holidays under NI Act. As applicable in Maharashtra), failing which LIC reserves the right to reject the bid and forfeit EMD.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
				f) The commercial figure quoted will be an all-inclusive figure inclusive of out of pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such GST etc. g) The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time. h) LIC will determine the Start Price and other parameters for the Reverse Auction – i. on its own and / or ii. evaluating the price band information available in the commercial bids (indicative) of the technically qualified bidders and / or iii. based on the lowest quote received in the commercial bids (indicative). i) In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid and EMD.
19	Page 21, 1.21 Right to terminate the Process	Section 1.21 Right to terminate the Process	added 1.21B Notification of Award:	1.21B Notification of Award: LIC will notify the successful bidder in writing, that its bid has been accepted. In case the tendering process has not been completed within the stipulated period, LIC may like to request the bidders to extend the validity period of the bid and EMD.
20	Page 14, 1.12 Consortium	1.12 Consortium	Revised Section 1.12	1.12 Consortia or sub-contractor : No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise
21	Page 44, 6.12. Confidentiality	6.12. Confidentiality	Added in section 6.12. Confidentiality	6.12A Confidentiality and privacy 1) Confidential Information not to be disclosed Information relating to the examination, clarification, comparison and evaluation of the bids submitted shall not be disclosed to any of the responding firms or their representatives or to any other person not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its bid. The Bidder including but not limited to its personnel, its agents and Associates is bound by the conditions of the Non-Disclosure Agreement submitted by the Bidder in response to the RFP as per Annexure IV - NDA. During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/third party the information so received. The bidder will: a) Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP; b) Advise each such employee, before he or she receives access to information, of the obligation of the bidder under this agreement and require such employee to honour these obligations. The Bidder will treat as confidential all data and information about LIC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of LIC. Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
				2) Exceptions to obligations The obligations on the parties under this clause will not be taken to have been breached to the extent that Confidential Information: i. is disclosed by a party to its Advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract; ii. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities; iii. is disclosed by LIC; iv. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly; v. is shared by LIC within LIC's organization, or with another Agency, where this serves legitimate interests; vi. is authorized or required by law, including under the contract, to be disclosed; vii. is in the public domain otherwise than due to a breach of this clause ----; viii. Is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or ix. Is independently developed by the Recipient without use or reference to such Confidential Information. 3) Obligations on disclosure Where a party discloses Confidential Information to another person: i. Pursuant to clauses i, ii or v of Clause 2 above, the disclosing party must notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential; ii. Pursuant to clauses iii and iv of Clause 2 above, the disclosing party must notify the receiving party that the information is Confidential Information. 4) Additional confidential information i. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract. ii. Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation. 5) Period of confidentiality The obligations under this clause continue, notwithstanding the expiry or termination of the contract: i. Any item of information, for the contract period and one year thereafter; and ii. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.
22	page 45, 6.14.3. Notification of a conflict of interest		Added 6.14.4 Ambiguities within the Document after 6.14.3. Notification of a conflict of interest	6.14.4 Ambiguities within the Document In case of ambiguities or discrepancies within this RFP, the following principles shall apply: a) Apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable. b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause; c) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and d) As between any value written in numerals and that in words, the value in words shall prevail.
23	Page 50, 6.22.1. Serving of notices	Existing Text: LIC's Address for Project specific Legal notices: Chief (Legal), LIC of India, Central Office 4th Floor, Yogakshema, West Wing, Jeevan Bima Marg, Mumbai 400021.	Replaced	LIC's Address for Project specific Legal notices: The Executive Director (IT/BPR), Life Insurance Corporation of India Central Office, IT Dept, 2nd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (West), Mumbai 400054

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
24	Page 51, 6.22.2. Effective on receipt	6.22.2. Effective on receipt A Notice given in accordance with the contract takes effect when it is received.	Added after the existing text	(or at a later time specified in it), and is taken to be received: i. If hand delivered, on delivery; ii. If sent by prepaid post, on the second Business Day after the date of posting (or on the seventh Business Day after the date of posting if posted to or from a place outside India).
25	Page 53-54, Appendices a. Appendix – I Definitions	Bid: The Bidder's written submissions in response to the RFP signed by its Authorized Signatory.	Revised	Bid/Proposal: The Bidder's written submissions in response to the RFP signed by its Authorized Signatory.
26	Page 53-54, Appendices a. Appendix – I Definitions		Added	Acceptance of Tender: Means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender.
27	Page 53-54, Appendices a. Appendix – I Definitions	Existing Text: L1 quote: Lowest Price discovered through the Commercial Evaluation which may or may not comprise: Online Reverse Auction	Revised	L1 quote: Lowest price discovered through Online Reverse Auction.
28	Page 53-54, Appendices a. Appendix – I Definitions	L1 Bidder: Bidder with L1 quote.	Removed	L1 Bidder/ Successful bidder/ Vendor : Defined separately
29	Page 53-54, Appendices a. Appendix – I Definitions	Vendor: Selected/ Successful Bidder as an outcome of the RFP with whom LIC signs the Contract.	Removed	L1 Bidder/ Successful bidder/ Vendor : Defined separately
30	Page 53-54, Appendices a. Appendix – I Definitions		Added	L1 Bidder/ Successful bidder/ Vendor : Means the Bidder who is found to be the L1 (lowest) bidder after Online Reverse Auction.
31	Page 53-54, Appendices a. Appendix – I Definitions		Added	Order/PO: Means the purchase order issued in favour of the selected bidder.
32	Page 53-54, Appendices a. Appendix – I Definitions		Added	"Solution"/ "Services"/ "Work"/ "System"/ "IT System" : Means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligation of the Supplier covered under this RFP.
33	Page 53-54, Appendices a. Appendix – I Definitions		Added	Working Day: Shall be construed as a day excluding 2nd and 4th Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies or State Governments or Central Government of India as applicable to the concerned LIC office.
34	Page 53-54, Appendices a. Appendix – I Definitions		Added	Eligibility Bid: This tender process is based on two bid procedure (Technical and Commercial). Eligibility conditions are used in this tender in lieu of empanelling process. Where the words "eligibility bid" appears the same should be read and understood as "response to eligibility conditions criteria".
35	Page 53-54, Appendices a. Appendix – I Definitions		Added	Default Notice: Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
36	Page 53-54, Appendices a. Appendix – I Definitions		Added	Terms of Reference: Means the section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
37	Page 53-54, Appendices a. Appendix – I Definitions		Added	Specified Personnel : Personnel deployed by the Vendor on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.
38	Page 53-54, Appendices a. Appendix – I Definitions		Added	NI act: Means Negotiable Instruments Act, 1881 by concerned State Government or Central Government of India.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP/Existing Text	Added/Removed/Revised	Modifications Details
39	Page 55, Appendices b. Appendix – II Definitions		Added	DVD : digital video disc
40	Page 48, Section 6.19.4	Any information or documents disclosed by a party under this clause 5.21	Revised	Any information or documents disclosed by a party under this clause 6.19
41	Page 48, Section 6.19.5	Each party to a Dispute must pay its own costs of complying with this clause 5.21	Revised	Each party to a Dispute must pay its own costs of complying with this clause 6.19
42	Page 48, Section 6.19.7	A party to a Dispute may terminate the dispute resolution process by giving notice to the other party after it has complied with the provision of this clause 5.21; Clauses 5.21.4 and clause 5.21.5 survive termination of the dispute resolution process.	Revised	A party to a Dispute may terminate the dispute resolution process by giving notice to the other party after it has complied with the provision of this clause 6.19; Clauses 6.19.4 and clause 6.19.5 survive termination of the dispute resolution process.
43	Page 48, Section 6.19.8	If a party to a Dispute breaches provision of this clause 5.21, the other party does not have to comply with those clauses in relation to the Dispute.	Revised	If a party to a Dispute breaches provision of this clause 6.19, the other party does not have to comply with those clauses in relation to the Dispute.
44	Page 59, Annexure – III : Bidder Organization Details	Registered Office Address	Revised	"Registered Office Address" shall also mean "Bidder's Address for Project specific Legal notices"
45	Page 7, 1.3 Terms and Conditions	Added to the existing section	Added	All reference dates will be reckoned from the date of the RFP unless mentioned explicitly.
46	Page 48, 6.20.2. Termination and reduction for convenience	6.20.2.5. LIC is not liable to pay compensation under clause "c" and "d" above	Revised	6.20.2.5. LIC is not liable to pay compensation under clause "6.20.2.3" and "6.20.2.4" above
47	Section 3. Scope of Work , 4. Payment Terms and 5. SLA for NMS		Revised	All appearances of 'bidder' is replaced by 'successful bidder/vendor' across sections Section 3. Scope of Work , 4. Payment Terms and 5. SLA for NMS
48	Page 18, section 1.14 'c', Page 53 a. Appendix – I Definitions, Page 15 section 1.13 'c', Page 7 section 1.3 Terms and Conditions		Revised	All appearances of 'annexure' in the referred sections is replaced with 'annexures'
49	Page 33 Scope of work	Section 3.24 Buy-Back Arrangements added to existing scope of work section	Added	Section 3.24 Buy-Back Arrangements : Within ten working days of the completion of milestone 4, as per section 3.21 Project timeline, the Vendor representative will meet LIC Team and finalize the schedule for pickup of Buy back Hardware. The base price of each server shall be published before Online Reverse Auction. The vendor shall arrange pick up as per the schedule finalized. The hardware specifications are as follows: 5 servers(CPU- Intel(R) Xeon(R) CPU E5540 @ 2.53GHz4 CPU Quad Core single/dual , HDD-147gb x 2, RAM-32/16/24/16/8 GB).

Executive Director