

RFP Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19 dated 03.10.2018
Corrigendum to RFP for Implementation and Maintenance of Enterprise Mail Messaging Solution

Sl No.	RFP Document Reference(s)	RFP Clause	Corrigendum
1	35	LIC reserves the right to terminate the Contract with one month's notice, without assigning any reasons and decision of LIC in this matter will be final.	LIC reserves the right to terminate the Contract with three month's notice, without assigning any reasons and decision of LIC in this matter will be final.
2	Annexure – XII: Terms and Conditions of Annual Maintenance Contract for Hardware and Software items of RFP and Maintenance during Warranty	The PM will generally include the following but is not limited to Servers: -De-fragmentation, dusting and cleaning of monitor, keyboard, mouse, etc wherever applicable and necessary. Any other servicing/ maintenance/ upgradation job which may be entrusted to engineers from time to time by LIC of India.	The PM will generally include the following for Servers: -De-fragmentation, dusting and cleaning of KVM ,switches, servicing/ maintenance/ updation job etc wherever applicable and necessary as per RFP
3	4.19Confidentiality and privacy	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to termination of contract, legal action and and vendor will be blacklisted	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to termination of contract, legal action and and vendor will not be allowed to participate in bids floated by LIC for a period of 3 years .
4	Annexure – XI: Functional Requirements -Point 1.4	1.4 Whether the solution proposed is “Scalable” (upto 157500 users) Mail DB size of 65 TB in first year to 75 TB in sixth year	1.4 Whether the solution proposed is “Scalable” (upto 157500 users). Total Allocatable Mail Box Disk Space ---- 250 TB Data size of other logs ,applications ,temporary space, cache, backup/restore, redundancy etc. is to be estimated additionally by bidder.This 250 TB is without deduplication and compression.
5	5.3.2 .16	16) Configuration of the RAID or Virtualisation etc. should be as per best industry practices so as to provide 99.5% uptime	16) Configuration of the RAID , Virtualisation, Converged infrastructure/integrated systems or HyperConverged Infrastructure or Convention SAN storage etc. should be as per best industry practices so as to provide 99.5% uptime. Bidder may provide Hardware in either of the options of DAS or SAN so as to provide 99.5% uptime and scalability.

RFP Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19 dated 03.10.2018
Corrigendum to RFP for Implementation and Maintenance of Enterprise Mail Messaging Solution

6	4.27.1 Right to terminate	4.27.1 Right to terminate If Vendor(s) fails to comply with the clause 4.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving vendor(s) written notice of 30 days. If the contract is terminated under the contract, LIC is liable for payments only for Services rendered before the effective date of termination	4.27.1 Right to terminate If Vendor(s) fails to comply with the clause 4.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving vendor(s) written notice of 90 days. If the contract is terminated under the contract, LIC is liable for payments only for Services rendered before the effective date of termination
7	sec 5.3.3.9	5.3.3 .9 Software and software licenses when being proposed should take into consideration software licenses already in procured by LIC as given below a) Windows Server Std CAL 2012 – 48315 in number b) Windows Server 2012 Std – 3 in number c) RHEL server licenses –Enterprise	5.3.3 .9 Software and software licenses when being proposed should take into consideration software licenses already in procured by LIC as given below a) Windows Server 2012 Std – 3 in number b) RHEL server licenses –Enterprise c) Windows Server CALs if required , would be procured by LIC separately and bidder is not required to quote for the same in this bid
8	5.3.2.5	Redundancy	5) Hardware to be redundant with minimum fault tolerance of 1 with RAID 5 for Mail Box storage, Mail routing , RAID 1 for Transaction logs and OS.. Hardware infrastructure can either of the following 1. Conventional San storage + Server 2. Converged Infrastructure/Integrated Systems only SSD Storage 3. Hyperconverged Infrastructure with only SSD Storage
9	Annexure – XI: Functional Requirements -Point 6	6. List of Hardware Proposed: (Mandatory) (only for on –premises) For 1,50,500 email accounts and the proposed H/W should scalable to 1,57,500 email accounts Growth and for Growth of 4 cr mails per year reaching 40.66 crore total number of mail processed by sixth year by Solution. Mail DB size 65 TB in first year to 75 TB in sixth year	6. List of Hardware Proposed: For 1,57,500 email accounts and the proposed H/W should be capable of mail flow of 41 cr mails per year with Total Consolidated Mail Box size of 250 TB.

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10	5.3.2.20	20) The Hardware proposed should conform to the following specifications	addition of point iv to Clause 5.3.2.20 iv)Hyperconverged Infrastructure -Hyperconverged Infrastructure software should be in leaders or challengers quadrant of Gartners Magic quadrant for Hyperconverged Infrastructure 2018 v)Converged Infrastructure/Integrated Systems - Converged infrastructure/Integrated Systems should be in leaders or challengers quadrant of Gartner Magic Quadrant report on Integrated Systems 2016/2017/2018
11	Annexure – XI: Functional Requirements -Point 10		addition of point 10 10.10 What is the Hardware infrsrcture proposed can either of the following 1.Conventional San storage + Server 2.Converged Infrastructure/Integrated Systems only SSD Storage 3.Hyperconverged Infrastructure with only SSD Storage --Specify details 10.11)Hyperconverged Infrastructure -Whether the Hyperconverged Infrastructure software is in leaders or challengers quadrant of Gartners Magic quadrant for Hyperconverged Infrastructure 2018 --Mandatory 10.12)Converged Infrastructure/Integrated Systems -Whether the Converged infrastructure/Integrated Systems is in leaders or challengers quadrant of Gartner Magic Quadrant report on Integrated Systems 2016/2017/2018--Mandatory 10.13)-Whether the Hardware is redundant with minimum fault tolerance of 1 with RAID 5 for Mail Box storage,Mail routing ,RAID 1 for Transaction logs and OS -Mandatory
12	Annexures IX Eligibility Criteria Point No 3 , page no 104	Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained EMail Messaging Solution comprising 10,000 and more mailboxes each in at least 3 organisations, in the specific delivery method i.e On-premises being proposed , in India, in the last 3 financial years (2015-16, 2016-17, 2017-18). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.	Bidder should demonstrate experience of supply,implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained proposed E-Mail Messaging Solution comprising 5,000 and more mailboxes each in at least 2 organisations, in the specific delivery method i.e. on-premises, in India, in the last 5 financial years (2013-14,2014-15,2015-16, 2016-17,2017-18). For this purpose, the implementation start date/Purchase Order Date as well as completion date/Go- Live should be within last 5 Financial years.

RFP Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19 dated 03.10.2018
Corrigendum to RFP for Implementation and Maintenance of Enterprise Mail Messaging Solution

13	sec 5.2 Current Mailbox sizes and New Mail Boxes sizes required in New E-mail Messaging Solution - Individual/ personal id and Departmental/ Generic id type	Columns in table -New Size per mailbox and New Total Size GB	sec 5.2 Current Mailbox sizes and New Mail Boxes sizes required in New E-mail Messaging Solution -Individual/ personal id and Departmental/ Generic id type - Table Deleted
14	Clause 2.1 Invitation to Bid and Clause 5.1 Executive Scope of work	LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and Software In CAPEX model with 24x7 availability to be implemented in Centralised Architecture at LIC Data Centres with an on – premises delivery method	LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and Software In CAPEX model with 24x7 availability to be implemented in Centralised Architecture at LIC Data Centres with an on – premises delivery method, with option of flexibility to move to public cloud within India, if available, at no additional license cost, in future for upto 10000 email Accounts.
15	Annexure X, Page 108	The proposed messaging solution architecture should be centralized, and the delivery method should be on-premise (CAPEX)	The proposed messaging solution should be Enterprise Class E-Mail Messaging Solution including required Hardware and Software In CAPEX model with 24x7 availability to be implemented in Centralised Architecture at LIC Data Centres with an on – premises delivery method, with flexibility to move to public cloud within India, if available, at no additional license cost, in future for upto 10000 email Accounts.
16	4.27.2 Termination and reduction for convenience	LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	LIC may, at any time, by a prior written notice of 90 days, terminate the contract or reduce the scope of the Services.
17	4.3 Option to extend Contract Period	LIC reserves right to extend the validity of the contract with successful vendor(s) subject to conditions that: 1) Services of the successful vendor(s) are satisfactory	LIC reserves right to extend the validity of the contract with successful vendor(s) subject to conditions that: 1) Services of the successful vendor(s) are satisfactory within the scope of the RFP
18	sec 5.2 Messaging system statistics	New Mail Box size or Exchange DB to be allocated (as per new mail box sizes for existing mail ids given in table above) Mail DB size ----65 TB in first year to 75 TB in sixth year	Total Allocatable Mail Box Disk Space ---- 250 TB Data size of other logs ,applications ,temporary space, cache, backup/restore, redundancy etc. is to be estimated additionally by bidder. This 250 TB is without deduplication and compression.

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Corrigendum to RFP for Implementation and Maintenance of Enterprise Mail Messaging Solution

19	2.3 Acceptance of Terms and Conditions	Responding to this RFP and submission of the bid by the Bidder will be deemed as consent of acceptance 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 issued, if any, will be contractually binding on the bidders.	Responding to this RFP and submission of the bid by the Bidder will be deemed as consent of acceptance from the Bidder to the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications issued, if any, will be contractually binding on the bidders.
20	4.16 Indemnity	AS PER RFP	Subject to Clause 4.16.2 below, Vendor(s) will undertake to indemnify LIC from and against all Losses on account of bodily injury, death or damage to tangible personal property of any person, corporation or other entity attributable to the Vendors' negligence or wilful default in performance, non-performance under the contract. If LIC promptly notifies Vendor(s) in writing of a third party claim against LIC that any Service provided by Vendor(s) infringes a copyright Patent or trade secret of any third party, Vendor(s) will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. 4.16.2 The indemnities set out in Clause 4.16.1 shall be subject to the following conditions: viii. in the event that Vendor(s) is obligated to indemnify LIC pursuant to this Clause, Vendor(s) will, upon payment of such Indemnity in full, be subrogated to all rights and defences of LIC with respect to the claims to which such indemnification relates; and
21	Annexure – X: Conformity with Technical Requirements L-Backup Software point 4	The bidder should provide appropriate back up software, backup client agent, hardware solution , tape library required for taking backups	The bidder should provide appropriate back up software i.e Backup solution for taking Disk to Disk backups ,backup client agent, hardware solution, a. The software Licence should include full backup set including Database, OS, logs, Application etc. proposed by the bidder. b. Should be Backup system for Disk to Disk backup
22	5.3.6 Facility Management, 2) support Process Page No 81	The onsite support resources should re-install/ reconfigure any component/ system of the Mail Messaging Solution supplied by the bidder, in case of crash of those components / system or problem or patch/upgrades.	The onsite support resources should re-install/ reconfigure any component/ system of the Mail Messaging Solution supplied by the bidder, in case of crash of those components / system or problem or patch/updates.
23	Page no 116, Mobile Access point 10	The solution should support encryption on device and memory card to prevent unauthorized access of data on supported mobile devices.	The solution should support encryption on device to prevent unauthorized access of data on supported mobile devices.

RFP Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19 dated 03.10.2018
Corrigendum to RFP for Implementation and Maintenance of Enterprise Mail Messaging Solution

24	Clause 5.1 Executive Scope of work	This document, hereinafter called Request for Proposal or RFP, is issued to the bidders to bid for 1) Supply of Software and its licenses for an Enterprise Class E-mail Messaging Solution and Hardware in Centralised Architecture on Premises in Capex Model with HA and DR	This document, hereinafter called Request for Proposal or RFP, is issued to the bidders to bid for 1) Supply of Software and its licenses for an Enterprise Class E-mail Messaging Solution and Hardware in Centralised Architecture on Premises in Capex Model with HA and DR , with flexibility to move to public cloud within India, if available, at no additional license cost ,in future ,if required for 10000 users
25	Cl.4.18	Vendor(s) will also maintain insurance for all the Deliverables including Hardware during the contract period with LIC.	Vendor(s) will also maintain insurance for all the Deliverables including Hardware during the contract period with LIC upto date of delivery
26	4.18Insurance	Vendor(s) will also maintain insurance for all the Deliverables including Hardware during the contract period with LIC.	Vendor(s) will also maintain insurance for all the Deliverables including Hardware during the contract period with LIC upto date of delivery
27	33Access of Service Engineers to the machines: -	Violation of this will lead to legal action, recovery of damages and blacklisting.	Violation of this will lead to legal action, recovery of damages and bidder will not be allowed to participate in bids floated by LIC of India for a period of 3 years
28	9. Performance (page 130)	Does the Bidder recommend a separate Load Balancer (if a native solution is not available)? If yes, cost of load balancer to be included in Commercial Bid Form	Does the Bidder recommend a separate Load Balancer (if a native solution is not available)? Load balancer should be in High Availability (cost of load balancer to be included in Commercial Bid Form)
29	Annexure X, Page 108	The proposed messaging solution architecture should be centralized, and the delivery method should be on-premise (CAPEX)	The proposed messaging solution should be Enterprise Class E-Mail Messaging Solution including required Hardware and Software In CAPEX model with 24x7 availability to be implemented in Centralised Architecture at LIC Data Centres with an on – premises delivery method, with flexibility to move to public cloud within India, if available, at no additional license cost, in future for upto 10000 email Accounts.
30	sec 5.3.2 .20 ii) Server specifications	CPU - Latest generation x86, 64 Bit Intel® Xeon® Processor or higher with at least 32 cores and cache of 48MB or above	The Server Configuration Specifications other than Active Directory (Enterprise Class Per Node/Server) - Minimum of 2 x 18 core CPUs of latest generation Intel Xeon Scalable Platform based processor (Gold and above) or equivalent or higher processor. Minimum of 256 GB RAM(DDR4) or higher Minimum of 2 x 1 Gbps NICs Minimum of 2 x 10 Gbps Ports All Flash SSD Hard Disks. [Overheads of management and system setup to be taken care of separately] The Bidder must provision all the Network Components within the different hardware/servers/Backup Library proposed in the solution including Switches/Network Cables etc. at DC and DR respectively.

RFP Ref: LIC/CO/IT-BPR/EMS/RFP/2018-19 dated 03.10.2018
Corrigendum to RFP for Implementation and Maintenance of Enterprise Mail Messaging Solution

31	sec 5.3.2 .20 ii) Server specifications	CPU - Latest generation x86, 64 Bit Intel® Xeon® Processor or higher with at least 32 cores and cache of 48MB or above	The Server Configuration Specifications for Active Directory (Enterprise Class Per Node/Server) Primary Site and DR Site in High Availability along with 1 Server at each of the 8 Zones - Minimum of 12 core CPU of latest generation Intel Xeon Scalable Platform based processor (Gold and above) or equivalent or higher processor. Minimum of 64 GB RAM(DDR4) or higher Minimum of 2 x 1 Gbps NICs Minimum of 2 x 10 Gbps Ports All Flash SSD Hard Disks.
32	Page 16, point 8, Last Date & Time for Bid	Last Date & Time for Bid Submission-12 th Nov, 2018 latest by 2.30 pm	Last Date & Time for Bid Submission -22 nd Nov , 2018 latest by 2.30 pm
33	Page 17, point 9 Eligibility Bid opening date/time/ venue	Eligibility Bid opening date/time/ venue The Pre-contract Integrity Pact & Eligibility and Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend the Eligibility Bid opening on 12 th Nov , 2018 latest by 3.00 pm at the above mentioned address.	Eligibility Bid opening date/time/ venue The Pre-contract Integrity Pact & Eligibility and Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend the Eligibility Bid opening on 22 nd Nov , 2018 latest by 3.00 pm at the above mentioned address.
03.11.2018		EXECUTIVE DIRECTOR(IT/BPR)	