

Ref: CO/ITSD/PORTAL/WE-RFP/2021-22/C1

Date: 30.09.2021

Corrigendum- (1)

Brief Description of procurement	Request for Proposal for Warranty Extension of Dell Servers, Switches, San Storage and VSphere, vCenter.
Bid Reference	Ref: CO/ITSD/PORTAL/WE-RFP/2021-22 dated 23.09.2021.

Please take note of the following correction:

	Correction	Service Location	Sl. No. 6.2, Page no. 31
1.	Existing: Obligation to provide Services: The OEM to offers to provide Onsite Services to LIC at Mumbai and / or at such locations as may be required by LIC. Revised: Obligation to provide Services: The OEM to offers to provide Services as per the SLA quoted.		
	Correction	SERVICE LEVEL AGREEMENT (SLA)	Sl. No. 9, Page no. 44
2.	Existing: LIC expects that the OEM/Bidder shall be bound by the Service Levels described in this document. The Selected bidder has to complete the activity of renewal of warranty within 3 working days from the date of issuance of Purchase Order given by LIC. Comprehensive Onsite Support and Parts replacement. 4Hour (24x7) (4 hrs response on-site 24x7). The warranty has to be extended from the date of existing warranty end date and on the same terms as application to the existing warranty for the assets. Coverage Type for SAN /Storage/ Switch : Pro-Support* 24x7 w/ Priority On-Site (4 hour) Mission Critical Technical Support Desktop : Pro-Support , NBD (Next Business Day on-site) Revised: a. Coverage Type of Brocade Switch: Post Standard Support 4HR. b. Coverage Type of SAN: 22 Months with Pro support 24/7 Mission Critical 4HR and 2 months with Dell Extended Maintenance support 4 HR. c. Servers under Pro support: 24/7 Mission Critical 4 HR Support. d. Desktop: Pro-Support, NBD (Next Business Day on-site). e. Vmware under Production Support Coverage.		

Place: Mumbai

(Dy. Secretary, IT/SD)