

**Life Insurance Corporation of India**  
**I.T. Dept., Central Office, Mumbai**  
**RFP for Supply, Installation, Integration and Support of Network Routers etc. for LIC of India**  
**Ref: CO/IT-BPR/NW/RFP/2019-20/03 Dated: 04.02.2020**  
**Revised SLAs**

| SN | Description                                                                                                                                                                                                                                                                           | Penalty                                                                                                                                                                                                                                                       |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 63 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 63 days period from the date of issue of the purchase order. | 0.2% of the cost of all the components of the delayed item ordered for that location, per day from the 64 <sup>th</sup> day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.  |
| 2  | In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.                      | 0.5% of the cost of all the components of the breakdown item (affected device) ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO. |
| 3  | In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint.                                      | 0.2% of the cost of all the components of the malfunctioning appliance ordered for that location per each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.                                |
| 4  | Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.                                                                                                                                               | 0.5% of the cost of all the components of the item for which standby equipment has to be provided for each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.                               |
| 5  | In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments.                                                                                                                                                            | The cost such incurred towards the same will be adjusted against any amount payable or PBG. However, the Warranty will continue for such equipments.                                                                                                          |
| 6  | In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.    | In case the bidder fails to replace the equipment, the cost of the equipment would be adjusted against any amount payable or PBG                                                                                                                              |
| 7  | The details of SDM are not communicated to LIC within 4 weeks of receipt of PO                                                                                                                                                                                                        | Rs.500/- per day subject to a maximum of Rs.50, 000/- .                                                                                                                                                                                                       |
| 8  | Delay in posting of on-site support Personnel beyond eight weeks from the date of issue of purchase order for onsite support.                                                                                                                                                         | Rs.500/- per day subject to a maximum of Rs.50, 000/-.                                                                                                                                                                                                        |
| 9  | Delay in submitting a list of support center addresses, contact person & the resolution/response/escalation matrix for locations as mentioned in RFP beyond 4 weeks. Updated escalation matrix is to be provided in case of any change.                                               | Rs.500/- per daysubject to a maximum of Rs.50, 000/- .                                                                                                                                                                                                        |

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|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13 | Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO                                                                                      | Rs.500/- per daysubject to a maximum of Rs.50, 000/- .                                                                                                                                                                                 |
| 14 | If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.                                 | Rs.500/- per day for the delayed partsubject to a maximum of Rs.50, 000/- .                                                                                                                                                            |
| 15 | If CV and certified documents of the proposed candidates are not submitted within 6 weeks from date of Purchase Order (PO)                                                                     | Rs.500/- per day per candidatesubject to a maximum of Rs.50, 000/- .                                                                                                                                                                   |
| 16 | The on-site Personnel should be present in LIC's premises as per the RFP conditions.                                                                                                           | Double the proportionate amount for the relevant onsite support charges will be deducted for any non-compliance.                                                                                                                       |
| 17 | If the on-site Personnel leaves before expiry of 6 months for reasons other than death and hospitalisation.                                                                                    | 2 % of the Annual on-site charges for the each incident. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30 days to suitably replace the Personnel. |
| 18 | In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.    | Penalty of Rs.500/- per instance.                                                                                                                                                                                                      |
| 19 | In case vendor wants to change the onsite person, an overlapping period of at least 14days has to be there between the new and old onsite support person. If not done, penalty will be imposed | Rs. 1000/- per daysubject to a maximum of Rs.50, 000/- .                                                                                                                                                                               |
| 20 | In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 30 days.                                                                   | Rs. 1000/- per daysubject to a maximum of Rs.50, 000/-.                                                                                                                                                                                |