

Date: 22/02/2017

**RFP REF: LIC/CO/IT-BPR/HW/AMC/2016-17/06 Dated: 14/02/2017**  
**CORRIGENDUM – I**

Following clarification is being issued to 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.

| Sr. No. | Clause ref.  | Clause (in brief) of RFP requiring clarification (s)                                                                                                   | Points of Clarification referred by Bidders                                     | LIC Clarification/ modification in clause (highlighted in bold)                                                                                                                                                                           |
|---------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Page 8, B.10 | Bid Submission Date & Time: On Wednesday, 8 <sup>th</sup> March 2017, latest by 3.30 P.M.                                                              | The Bid submission to be extended by few days on account of holidays in August. | <b>Bid Submission Date &amp; Time: On Thursday, 16<sup>th</sup> March 2017, latest by 3.30 P.M.</b>                                                                                                                                       |
| 2       | Page 15, C.4 | The bidder has to provide details of Top 3 customers (including LIC) being serviced by them, where the AMC revenue of the Bidder is more than 50 lacs. | Clarification required on the financial year for which the revenue is required. | <b>The bidder has to provide details of Top 3 customers (including LIC) being serviced by them, where the AMC revenue of the Bidder is more than 50 lacs in any two of the last three financial year 2015-2016, 2014-2015, 2013-2014.</b> |

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| 3 | Page 17,D.5   | <p><b>Terms &amp;Conditions for servicing of Hardware:</b></p> <p>The selected Vendor will sign an AMC agreement (Annual Maintenance Contract). The terms and conditions, SLAs for servicing of the Hardware are defined in the AMC document. These terms and conditions, SLAs will be applicable to the selected Vendor. However, LIC reserves the right to revise these terms &amp; conditions in AMC, in future, in the interest of LIC . The Vendor will arrange for the Introductory Meeting with all the Regional Managers (IT) of the selected group and with Secretary (IT/BPR) for Central Office, within 15 days of intimation (through e mail) to the Vendor for the selected Group.</p> | Clarification with respect to Vendor. | <p><b>Terms &amp;Conditions for servicing of Hardware:</b></p> <p>The selected Vendor will sign an AMC agreement (Annual Maintenance Contract). The terms and conditions, SLAs for servicing of the Hardware are defined in the AMC document. These terms and conditions, SLAs will be applicable to the selected Vendor. However, LIC reserves the right to revise these terms &amp; conditions in AMC, in future, in the interest of LIC on discussion with the AMC Vendor. The Vendor will arrange for the Introductory Meeting with all the Regional Managers (IT) of the selected group and also with Secretary (IT/BPR) at Central Office, within 15 days of intimation (through e mail) to the Vendor for the selected Group.</p> |
| 4 | Page 18,D.6.f | <p>If the damage to the hardware is due to the power fluctuations or physical damage due to mishandling by LIC personnel or the damage by external factors, LIC would bear the cost of the parts damaged but the onus of proving this will be on the Vendor. However, the Vendor will be required to provide immediate system/solution as standby with same configuration or higher and with all services restored as if it is a normal breakdown</p>                                                                                                                                                                                                                                               |                                       | <p><b>If the damage to the hardware is due to the power fluctuations or physical damage due to mishandling by LIC personnel or the damage by external factors, LIC would bear the cost of the parts damaged but the onus of proving this will be on the Vendor. However, the Vendor will be required to provide immediate system/solution as standby with same configuration or higher and with all services restored as if it is a normal breakdown within 24 hours.</b></p>                                                                                                                                                                                                                                                            |

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| 5. | Page<br>22,E.a.Table<br>E.b & E.c | <p><b>AIOs and Laptops:</b></p> <p><b>AIO:</b>For any breakdown of AIO desktop, the same should be resolved within 4 working hours from the call booking in LIC's HCT Module and if it is not resolved within 4 hours, standby of equivalent or higher configuration should be immediately provided. Further, if the breakdown complaint is not resolved within 3 working days, the AIO should be replaced within a period of two weeks from the date of complaint booking, with a new AIO Desktop. For delay in providing immediate standby and/ or delay in replacement beyond 5 days, the SLA as defined in the Chart of Penalties above, will be charged separately from date of complaint, as per the Chart of Penalties (a) above.</p> <p><b>Hybrid Laptop:</b> For any breakdown of Laptop Model LP-1A-2 the same should be attended within 24 hours from the call booking in LIC's HCT Module and if the complaint is not resolved satisfactorily within the resolution time a standby laptop has to be provided immediately by the Vendor. However if the laptop is deemed as irreparable then it should be replaced with a new laptop of equivalent or higher configuration to the user official within a period of 15 working days, penalty will be charged separately for standby not provided and for replacement not done within 15 working days, as per the Chart of Penalties (a) above.</p> | <p><b>Clarification</b><br/>required on<br/>replacement<br/>if new or<br/>equivalent or<br/>higher.</p> | <p><b>AIO:</b><br/>For any breakdown of AIO desktop, the same should be resolved within 4 working hours from the call booking in LIC's HCT Module and if it is not resolved within 4 hours, standby of equivalent or higher configuration should be immediately provided by way of an AIO or high end P.C. within 24 hours at the Zones. However at Central Office location standby should be by way of AIO only within 24 hrs. Further, if the breakdown complaint is not resolved within 3 working days, the AIO should be replaced within a period of two weeks from the date of complaint booking, with a new AIO Desktop. For delay in providing immediate standby and/ or delay in replacement beyond 5 days, the SLA as defined in the Chart of Penalties above, will be charged separately from date of complaint, as per the Chart of Penalties (a) above.</p> <p><b>Hybrid Laptop:</b><br/>For any breakdown of Laptop Model LP-1A-2 the same should be attended within 24 hours from the call booking in LIC's HCT Module and if the complaint is not resolved satisfactorily within the resolution time a standby laptop has to be provided immediately by the Vendor. However if the laptop is deemed as irreparable then it should be replaced with a laptop of equivalent or higher configuration to the user official within a period of 15 working days, penalty will be charged separately for standby not provided and for replacement not done within 15 working days, as per the Chart of Penalties (a) above.</p> |
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**EXECUTIVE DIRECTOR (IT/BPR)**