



Information Technology – Central Office, 'Yogakshema', Jeevan Bima Marg, P.B.No.19953, Mumbai- 400021,  
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REF: CO/IT-BPR/HW/COCLD-CORR-VII

Date: 29/12/2017

**RFP Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/17-18/04 Dated: 23/10/2017**  
**CORRIGENDUM – VII**

Following clarification is being issued under 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.

**RFP Related**

| SLNO | 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    | Pg-9,10<br>Bid Submission<br>/ Eligibility<br>Bid opening | Bid Submission<br>Date & Time<br><br>Eligibility Bid<br>Opening<br>date/time/venue | Bid Submission to be extended by few days   | <b>On 04/01/2018 latest by 3.30 p.m.</b><br>The Eligibility Bids will be opened by the Tender opening committee of LIC in the presence of the bidders' representatives who choose to attend, at the above mentioned address, on <b>04/01/2018 at 4.00 p.m.</b>                                                                                                                                                                                                                                                                                                                                |
| 2    | Pg-40<br>K.1.a) SLA<br>Breakdown<br>Table                 | SLA Incident<br>Breakdown                                                          | Overall Penalty Cap to be considered        | a) In case of any breakdown / malfunctioning of HCI hardware, hardware components, accessories, system software etc., the relevant defect should be attended to within 2 hours, 4 hours, 6 hours onsite of the receipt/ notice of the complaint for Critical Level L1, L2, L3 calls respectively as per the Incident & Defect Resolution Matrix.<br><br>On failing to do so, penalty will be levied in case of every event of breakdown / defect/ malfunctioning of hardware, hardware component, accessories, system software, due to patch download / upload or for any reason, as follows: |

|                                                   |                                                   |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
|---------------------------------------------------|---------------------------------------------------|-----------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------|-------------------------------------|---------------------------------------------------|-----------------------------|-----------------------------------|------|-----------------------------|-----------------------------------|---|------------------------------|-----------------------------------|------|----------------------------------|------------------------------------|---|----------------------------------------|-------------------------------------|---|---------------------|-------------------------------------|
|                                                   |                                                   |                                                     |                                      | <table><tr><td>Sr No</td><td>Period of delay</td><td>Penalty amount</td></tr><tr><td>1</td><td>&gt;Two hours up to four hours</td><td>Rs.1,000 per hour or part thereof</td></tr><tr><td>2</td><td>&gt;Four hours up to six hours</td><td>Rs.2,000 per hour or part thereof</td></tr><tr><td>3</td><td>&gt;Six hours up to eight hours</td><td>Rs.5,000 per hour or part thereof</td></tr><tr><td>4</td><td>&gt; Eight hours up to twelve hours</td><td>Rs.10,000 per hour or part thereof</td></tr><tr><td>5</td><td>&gt; Twelve hours up to twenty four Hours</td><td>Rs. 20,000 per hour or part thereof</td></tr><tr><td>6</td><td>&gt; Twenty four hours</td><td>Rs. 30,000 per hour or part thereof</td></tr></table> | Sr No                                             | Period of delay | Penalty amount                      | 1                                                 | >Two hours up to four hours | Rs.1,000 per hour or part thereof | 2    | >Four hours up to six hours | Rs.2,000 per hour or part thereof | 3 | >Six hours up to eight hours | Rs.5,000 per hour or part thereof | 4    | > Eight hours up to twelve hours | Rs.10,000 per hour or part thereof | 5 | > Twelve hours up to twenty four Hours | Rs. 20,000 per hour or part thereof | 6 | > Twenty four hours | Rs. 30,000 per hour or part thereof |
| Sr No                                             | Period of delay                                   | Penalty amount                                      |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 1                                                 | >Two hours up to four hours                       | Rs.1,000 per hour or part thereof                   |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 2                                                 | >Four hours up to six hours                       | Rs.2,000 per hour or part thereof                   |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 3                                                 | >Six hours up to eight hours                      | Rs.5,000 per hour or part thereof                   |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 4                                                 | > Eight hours up to twelve hours                  | Rs.10,000 per hour or part thereof                  |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 5                                                 | > Twelve hours up to twenty four Hours            | Rs. 20,000 per hour or part thereof                 |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 6                                                 | > Twenty four hours                               | Rs. 30,000 per hour or part thereof                 |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 3                                                 | Page-42<br>K. Service Level Agreement Point 4     | Service Level Agreement – Site-uptime Penalty Table | Overall Penalty Cap to be considered | <div>Required Site-Uptime and Penalties applicable if the desired Site uptimes are not met</div> <table><tr><td>Required Site-Uptime on Monthly basis (All sites)</td><td>99.9%</td></tr><tr><td>Percentage Site-up time(both sites)</td><td>Penalty Applicable (% of the Notional AMC amount)</td></tr><tr><td>99.9</td><td>0</td></tr><tr><td>99.8</td><td>1</td></tr><tr><td>99.7</td><td>2</td></tr><tr><td>99.6</td><td>3</td></tr><tr><td>99.5</td><td>4</td></tr></table>                                                                                                                                                                                                                                            | Required Site-Uptime on Monthly basis (All sites) | 99.9%           | Percentage Site-up time(both sites) | Penalty Applicable (% of the Notional AMC amount) | 99.9                        | 0                                 | 99.8 | 1                           | 99.7                              | 2 | 99.6                         | 3                                 | 99.5 | 4                                |                                    |   |                                        |                                     |   |                     |                                     |
| Required Site-Uptime on Monthly basis (All sites) | 99.9%                                             |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| Percentage Site-up time(both sites)               | Penalty Applicable (% of the Notional AMC amount) |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 99.9                                              | 0                                                 |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 99.8                                              | 1                                                 |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 99.7                                              | 2                                                 |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 99.6                                              | 3                                                 |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |
| 99.5                                              | 4                                                 |                                                     |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                   |                 |                                     |                                                   |                             |                                   |      |                             |                                   |   |                              |                                   |      |                                  |                                    |   |                                        |                                     |   |                     |                                     |

|                                                    |                                                                                                             |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---|------|---|------|---|------|---|----|---|-----------|----|-----------|----|-----------|----|-----------|----|-----------|----|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
|                                                    |                                                                                                             |                         |                                      | <table><tr><td>99.4</td><td>5</td></tr><tr><td>99.3</td><td>6</td></tr><tr><td>99.2</td><td>7</td></tr><tr><td>99.1</td><td>8</td></tr><tr><td>99</td><td>9</td></tr><tr><td>98.9-98.0</td><td>10</td></tr><tr><td>97.9-97.0</td><td>15</td></tr><tr><td>96.9-95.0</td><td>20</td></tr><tr><td>94.9-92.0</td><td>25</td></tr><tr><td>91.9-90.0</td><td>30</td></tr><tr><td>For every 0.5% decrease in site uptime(after 90.0)</td><td>additional 1% of the Notional AMC Amount will be deducted as penalty plus the base cap on 90.0% Site uptime</td></tr></table> <p><b>[Notional AMC Amount –8% of the Hardware Cost]</b></p>                                                                                                          | 99.4 | 5 | 99.3 | 6 | 99.2 | 7 | 99.1 | 8 | 99 | 9 | 98.9-98.0 | 10 | 97.9-97.0 | 15 | 96.9-95.0 | 20 | 94.9-92.0 | 25 | 91.9-90.0 | 30 | For every 0.5% decrease in site uptime(after 90.0) | additional 1% of the Notional AMC Amount will be deducted as penalty plus the base cap on 90.0% Site uptime |
| 99.4                                               | 5                                                                                                           |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 99.3                                               | 6                                                                                                           |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 99.2                                               | 7                                                                                                           |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 99.1                                               | 8                                                                                                           |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 99                                                 | 9                                                                                                           |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 98.9-98.0                                          | 10                                                                                                          |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 97.9-97.0                                          | 15                                                                                                          |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 96.9-95.0                                          | 20                                                                                                          |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 94.9-92.0                                          | 25                                                                                                          |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 91.9-90.0                                          | 30                                                                                                          |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| For every 0.5% decrease in site uptime(after 90.0) | additional 1% of the Notional AMC Amount will be deducted as penalty plus the base cap on 90.0% Site uptime |                         |                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |
| 4                                                  | Page-43<br>K. Service Level Agreement<br><b>Point 8(New)</b>                                                | Service Level Agreement | Overall Penalty Cap to be considered | <p><b>8. Penalty Cap –</b></p> <p><b>a)</b> The total penalty for Delivery and Installation shall not exceed <b>20%</b> of the <b>Total Hardware Cost</b>.</p> <p><b>b)</b> The overall accrued penalty(other than the above) shall not exceed <b>20%</b> of the <b>Total Contract Value and Total AMC Value</b> for the warranty period and AMC period respectively.</p> <p><b>c)</b> Accrued Penalties will be assessed on a half-yearly basis and LIC will recover the same from any payment due to the Vendor, or asking the Vendor to pay at the counter or by invoking the PBG.</p> <p><b>d) If the maximum cap is reached, LIC will review the situation and at its sole discretion, may consider cancelling the contract.</b></p> |      |   |      |   |      |   |      |   |    |   |           |    |           |    |           |    |           |    |           |    |                                                    |                                                                                                             |



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**Clarifications**

| SLNO | RFP Clause                                                                           | Request to consider                  | Remarks           |
|------|--------------------------------------------------------------------------------------|--------------------------------------|-------------------|
| 1    | Request for Change in Eligibility/Commercial/Technical queries(not mentioned above). | Seeking relaxation on these queries. | <b>No change.</b> |

**EXECUTIVE DIRECTOR (IT/BPR)**