

MINUTES OF PRE-BID MEETING

Brief Description of Procurement:	Request for Proposal for Warranty Extension of Dell Servers, Switches, San Storage and VSphere, vCenter.
Bid Ref:	Ref: CO/ITSD/PORTAL/WE-RFP/2021-22 dated 23.09.2021.
Date and Time of Pre-Bid Meeting	27 th September, 2021, 11.30 AM Onwards.
Venue of Pre-Bid Meeting	Virtual (Online) Meeting.

The following officials of LIC of India were present in the pre-bid meeting:

1. Ms. Monica Jagdhari, Secretary (IT/SD)
2. Ms. K. Rama, Deputy Secretary (IT/SD)
3. Mr. Pramod Kumar, Deputy Secretary (IT/SD)
4. Mr. Saurav Ganguli, Asst. Administrative Officer, (IT/SD)

The following Bidders' Representatives attended the pre-bid meeting:

#	Name of Prospective Bidder / Firm / OEM	Name of the Representatives
1.	M/s Ashtech Infotech (India) Pvt. Ltd	Mr. Dharmesh Varaiya, Ms. Chhaya Navale
2.	M/s CMS IT Services	Mr. Prasad Patil
3.	M/s Dell Technologies Pvt. Ltd.	Mr. C. Ravi Kiran, Mr. Rajesh
4.	M/s VisualSoft Technologies Pvt. Ltd.	Mr. Mahesh Swamy

Proceeding of the pre-bid meeting is as follows:

1. At the exchange of introduction between representatives of LIC and the bidders, the Deputy Secretary, IT/SD made a briefing about the scope of services and purpose of the pre-bid meeting. It was also clearly mentioned that the Details of assets (service tag) for warranty extension will be shared with those bidders submitting the MAF from the OEM i.e. M/s Dell Technologies Pvt. Ltd. to co_ittenders@licindia.com.
2. Thereafter, prospective bidders were requested to put up their queries related to the scope and terms and conditions given in the EOI document.
3. The queries from prospective bidders were appropriately responded.
4. The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as per Annexure_Pre_Bid_Queries.

Annexure_Pre_Bid_Queries

Clarifications/ Response pertaining to queries / suggestions received for Proposal for Warranty Extension of Dell Servers, Switches, San Storage and VSphere, vCenter.

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SR No	Pg No	RFP Clause Description	Query / Suggestions	Response
1	31	6.2 SERVICES LOCATION	Obligation to provide Services: The OEM to offers to provide Services as per the SLA quoted.	Agreed
		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.		
2	44	9. SERVICE LEVEL AGREEMENT (SLA)	1. Coverage Type of Brocade Switch to Post Standard Support 4HR 2. Coverage Type of SAN to 22 Months with Pro support 24/7 Mission Critical 4HR and 2 months with Dell Extended Maintenance support 4 HR 3. Servers under Pro support 24/7 Mission Critical 4 HR Support 4. Desktop : Pro-Support , NBD (Next Business Day on-site) 5. Vmware under Production Support Coverage	Agreed
		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)		

Place: Mumbai

Date: 30.09.2021

(Dy. Secretary, IT/SD)