

REF: CO/IT-BPR/HW/AMT-CORR-III

Date: 05/02/2018

Supply, Installation, Commissioning and Maintenance of IT Asset Management and Patch Management Tool for Desktops/Laptops/Servers

RFP REF: LIC/CO/IT-BPR/HW/AMT/2017-18/05 Dated: 12/12/2017

CORRIGENDUM – III

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

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	RFP Main Document ; Page 20 , Point 10 G - Eligibility Criteria	In case the bidder is not OEM, the OEM should provide full support(back to back support) in implementation of the project and during the Warranty period of 5 years .	Confirmation that the OEM has their Support & Development centre in India, with 1000+ support personnel	OEM should have a support centre in India and should provide full support(back to back support) in implementation of the project and during the project period. The bidder should have mechanism of providing support to deployed hardware spread across the country through own resources or through appointed service partners. A letter of authorization (MAF) to this effect from OEM(s) to be submitted as per the format given in the MAF Annexure.
2	Page 29, Clause I – Point 16(g)	Breakdown charges during warranty period	Warranty period changed	g) The breakdown charges if any, during the warranty period of three years accumulated will be recovered from any amount payable to the Vendor or by invoking the Performance Bank Guarantee available with LIC.
3	Page 29, Clause I – Point 17(a)	Terms & Conditions for maintenance of Hardware during the Warranty period	Warranty period changed	All the Hardware items, as per specifications given in Technical Bids , shall be under a comprehensive on-site warranty covering all parts and technical support for a period of three years . Post that the Systems shall be maintained under Comprehensive Annual Maintenance (inclusive of Annual Technical Support for Software, if any) with onsite support for four years .
4	Page 33, Clause K	ANNUAL MAINTENANCE CONTRACT	Warranty period changed	After the expiry of the Warranty Period for three years , the Vendor shall enter into a comprehensive Annual maintenance Contract (AMC) with LIC at the rates quoted for four years on yearly basis on the terms and conditions as defined above. However, LIC reserves the right to revise these terms &

				conditions in AMC except the rates quoted, in future in the interest of LIC.
5	Page 53, Annexure-V	Undertaking for Warranty and AMC	Warranty period changed	We hereby accept all the Term & Conditions of the RFP and extend complete warranty for the hardware for a period of three years from the date of installation and four years AMC thereafter as per the terms and conditions stated in the RFP document referred above.
6	Page 49, Annexure-IV	Non-disclosure Agreement	Value of Stamp Paper made uniform for all documents	To be executed over Rs.250 Stamp/Franked paper & notarized
7	Page 44, Pre-Contract Integrity Pact	PRE-CONTRACT INTEGRITY PACT	To be submitted on Rs. 250/- Stamp paper	To be submitted on Rs. 250 Stamp paper (No deviations in wordings permitted)
8	Page 6, Clause C, Point 2	Terms and Conditions	The contents of the RFP along with the Annexure(s), clarifications/ corrigendum(s) issued, if any, will be contractually binding on the bidders and no separate agreement shall be entered into with the Selected Bidder.	The contents of the RFP along with the Annexure(s), clarifications/ corrigendum(s) issued, if any, will be contractually binding on the bidders. Master Servicing Agreement(MSA) shall be part of the contract after the bidding process.
9	Eligibility Criteria - Page 20 ; Point 9	The bidder should quote for the models of the OEM who has valid ISO Certifications or their higher versions as follows: i). ISO 9001:2008 Quality Certification ii).ISO14000: Complying Environmental Standards iii).The bidder should have ISO 20000 Certification for service management.	To re-clarify - i) ISO 9001:2008 Quality Certification – (Software OEM to submit) ii) ISO14000: Complying Environmental Standards (Hardware OEM to submit) iii) The bidder should have ISO 20000 Certification for service management. - (Bidder / SI to submit)	The bidder should quote for the models of the OEM who has valid ISO Certifications or their higher versions as follows: i) Bidder and OEM should have ISO 9001:2008 - Quality Certification. ii) Hardware OEM should have ISO14000 - Complying Environmental Standards. iii) The Bidder/SI/Authorized Service Partner should have ISO 20000 Certification for service management.
10	Evaluation point Page 21 - Point 5	Reference companies, where similar ITAM solution was implemented successfully by the bidder. The References of only BFSI/Govt. PSU/PS	To re-clarify - 1) Both domestic and Global references are acceptable. 2) Installed Asset Count(in	Scoring Model Criteria and the modified (clause-H, point-2) given below -

		Banks/Corporates (Turnover > 200Cr) will be considered, where the solution is implemented on an asset count of atleast 30000 IT assets	a Single Installation) will be across all assets. 3) Minimum one reference of >100000.	
11	Payment Term-Page 28 ; Point 16	d) 50% of the payment will be made on delivery of the Hardware and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp and Octroi receipt (if any) or the Delivery Report (DR) which is generated online from LIC's Module and Octroi receipt (if any). e) 30% payment will be made on installation, Acceptance Test and Go Live (completion of entire scope of work activity to make the hardware ready for use) of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment, from the Vendor. There is no need for submission of hard copy of the	Request LIC to change this payment term as- 20% on installation, Acceptance Test and Go Live (completion of entire scope of work activity to make the hardware ready for use) of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment, from the Vendor. There is no need for submission of hard copy of the installation report.	d) 50% of the payment(Hardware and Software Cost) will be made on delivery of the Hardware and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp and Octroi receipt (if any) or the Delivery Report (DR) which is generated online from LIC's Module and Octroi receipt (if any). e) 35% payment(Hardware and Software Cost) will be made on installation, Acceptance Test and Go Live (completion of entire scope of work activity to make the hardware ready for use) of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment, from the Vendor. There is no need for submission of hard copy of the installation report.

		installation report. f) Balance 20% after six months from the date of issuance of certificate of successful commissioning and implementation of the project.		f) Balance 15% payment(Hardware and Software Cost) after six months from the date of issuance of certificate of successful commissioning and implementation of the project.
12	G-Eligibility Criteria – Page 19, Point 6	f) The bidder/OEM should have executed Purchase Orders worth total of at least Rs 30 Crores for supply and maintenance of Asset Management Solution in India in the last three financial years (i.e. 2016-17, 2015-16, & 2014-15) with implementations in the BFSI/Govt. Sector/PS Banks/PSUs/Corporates (having Turnover more than 200 Crores).	We request to relax the purchase order value to at least 15 Crores for supply and maintenance of Asset Management Solution in India in the last three financial years (i.e. 2016-17, 2015-16, & 2014-15) with implementations in the BFSI/Govt. Sector/PS Banks/ PSUs/Corporates (having Turnover more than 200 Crores).	f) The bidder/OEM should have executed Purchase Orders worth total of at least Rs 20 Crores for supply and maintenance of Asset Management Solution in India in the last three financial years (i.e. 2016-17, 2015-16, & 2014-15 along with the current financial year) with implementations in the BFSI/Govt. Sector/PS Banks/PSUs/ Corporates(having Turnover more than 200 Crores ; Fin. Statement supporting Turnover of the Corporate should be submitted).
13	D. SCOPE OF WORK, point 1-d, Page 15	The Bidder/OEM has to act as technical-advisor to LIC for Cloud setup by way of evaluation, demonstration, etc. as and when required by LIC, submit findings/reports to LIC and give suggestions/recommendations, whenever required. Necessary resources (including Level-3 support) have to be deployed by Bidder/OEM (only when required and not on a regular basis) for technical assistance at no additional cost to LIC.	Is requirement to have cloud bases solution or on-premises.	The Bidder/OEM has to act as technical-advisor to LIC for Cloud setup(on premises) by way of evaluation, demonstration, etc. as and when required by LIC, submit findings/reports to LIC and give suggestions/ recommendations, whenever required. Necessary resources (including Level-3 support) have to be deployed by Bidder/OEM (only when required and not on a regular basis) for technical assistance at no additional cost to LIC. The Bidder should assist LIC in integrating the Solution into a Cloud based setup, when the LIC Private Cloud is in place.
14	Page 15, D, 1.	The primary site will be in Vile Parle DC. Location of Near DR shall be named later.	Do LIC require Infra in DR site? What is the DR Policy? What is the Backup Policy? Do we have to include the Infra for DR and Backup in this proposal?	The primary site will be in Vile Parle DC. Location of Near DR at Pune and Infra same as in DC setup(Primary).

15	D. SCOPE OF WORK: Page 15, Point 1-b	The solution should comply with CVC/DFS/MeitY and other regulatory guidelines including IRDAI(Information and Cyber Security for Insurers), ISO27001:2013/ISO22301/IT Act 2001(along with its amendments) standards as modified from time to time.	Most of the OEMs develop their solutions globally and may not have country specific certification. We request to remove this clause or relax this clause to allow submission of available certificates.	The solution should comply with CVC/DFS/MeitY and other regulatory guidelines including IRDAI(Information and Cyber Security for Insurers), ISO27001:2013/ISO22301/IT Act 2001(along with its amendments) standards as modified from time to time, ie, the solution should comply with the regulations in vogue.												
16	Clause F - 2.	a) Should be an OEM Certified L2 engineer(minimum B.Tech/BE/equivalent qual.), having the above skills b) Should have been an employee of the OEM/ Vendor or should have been deputed to a similar of another customer (PSU/Govt./Pvt. Banks etc.) and should have handled & managed project for a period of at least 2 years.	Request to relax the OEM certification criteria to rephrase it as "experience in implementation of the domain of solution being proposed". Also, there are very few PSU/Govt/ Pvt banks who have implemented these solutions together. Hence relax this criteria too.	a) Should be an OEM Certified L2 engineer(minimum B.Tech/BE/ equivalent qual.), having proven experience in the domain of IT Asset Management Solution implementation and having knowledge of one or more of the other skills mentioned. b) Should have been an employee of the OEM/Vendor or should have proven expertise in implementing the OEM Solution of another customer [PSU/Govt./Pvt. Banks/ Corporates(having Turnover more than 200 Crores) etc.] and should have handled & managed the project for a period of at least 2 years.												
17	J : Service Level Agreement Page 30	Formula for the Site Uptime Calculation (Monthly): Site Uptime (%) = Total working hours during the Month (LESS) Total downtime during the Month ----- ----- X 100 Total working hours during the Quarter	Correction required in the formula. The value division is by "Total working hours during the quarter". Which should be "Total working hours during the month"	Formula for the Site Uptime Calculation (Monthly): Site Uptime (%) = Total working hours during the Month (LESS) Total downtime during the Month ----- X 100 Total working hours during the Month												
18	Page-32 J. Service Level Agreement Point 4	Service Level Agreement – Site-uptime Penalty Table	Overall Penalty Cap to be considered	Required Site-Uptime and Penalties applicable if the desired Site uptimes are not met <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></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
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															

				<table><tr><td>99.5</td><td>4</td></tr><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> [Notional AMC Amount – 8% of the Hardware Cost]	99.5	4	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
99.5	4																											
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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																											
19	Page-33 J. Service Level Agreement Point 7(New)	Service Level Agreement	Overall Penalty Cap to be considered	7. Penalty Cap – a) The total penalty for Delivery and Installation shall not exceed 15% of the Total Hardware Cost. b) The overall accrued penalty(other than the above) shall not exceed 20% of the Total Contract Value and Total AMC Value for the warranty period and AMC period respectively. c) 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. d) If the maximum cap is reached, LIC will review the situation and at its sole discretion, may consider cancelling the contract.																								
20	Clause-J (5)	Table-2: Penalties regarding onsite L2 engineers.	This clause is contradicting with clause F(3&4). Bidder request to clarify that penalty mentioned in Section J(5) will only be applicable. Moreover maximum penalty for onsite L2 engineers is capped to 10% of L2 engineer’s annual rate.	Clause J.5 (Other Penalties) will be applicable for the relevant points mentioned in Clause F(3 & 4). Overall Penalty Cap(Point 7) has been introduced in Clause – J(Service Level Agreement).																								
21	Clause-I(7)(i)	Performance Bank Guarantee(PBG)	Warranty changed, so PBG period to be reduced	The Performance Bank Guarantee should be valid for the period of 39 months																								
22	Annexure-VI-B	Annexure-VI-B(PBG)	Warranty changed, so PBG period to be reduced	This Bank Guarantee will be valid for a period up to _____ (for a period of 39 months from the date of submission)																								

23	Page 8 , Bid Submission Date Point – 7 & 8	Bid Submission Date and Eligibility Bid Opening	Bid Submission Date to be extended by a few days.	On 23/02/2018 latest by 2.30 p.m. 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 23/02/2018 at 3.00 p.m.
24	Page No.35 Clause L.5; Limitation of Liability;	Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/Vendor to pay liquidated damages to LIC and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	We submit that there are no exceptions to the disclaimer of liability for indirect damages and all exceptions should only apply to overall liability cap. Hence we propose modification of this clause as follows: Both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of business, loss of reputation, loss of use, loss of production or loss of profits or interest costs. The aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to criminal negligence or willful misconduct or payment obligations for services already delivered and in case of infringement of intellectual property rights. “Willful Misconduct” means where a party intentionally causes actual harm upon the other party and does not involve error	Both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of business, loss of reputation, loss of use, loss of production or loss of profits or interest costs. The aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment or criminal negligence or willful misconduct or payment obligations for services already delivered and in case of infringement of intellectual property rights. “Willful Misconduct” means where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form. “Criminal Negligence” means a serious disregard to an obvious risk.

			or mistake in any form. “Criminal Negligence” means a serious disregard to an obvious risk.	
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Clause H, point-2 : Criteria for Technical Evaluation

- Only the bidders qualifying all the Eligibility Criteria(all 10 points of Clause G) will be eligible for the next stage of Evaluation, ie, Technical Evaluation.
- Apart from complying with the 'Clause H, point-1', the Bidder should also comply with all the detailed Technical Specifications mentioned in the **last revised Technical Annexure**(Deviations, if any, should be clearly justified and should meet the specified requirement with relevant documentation). LIC, at its sole discretion, may/may not accept the deviation and will evaluate the same on its merit and suitability to the specified requirement.
- The bidders who are qualified from this stage will be evaluated further based on the Technical Scoring Model Criteria mentioned below –

TABLE – Technical Scoring Model Criteria

SLNO	Criterion	Points	
		Item	Value
1	Average Turnover for the last 3 Financial Years(Eligibility Criteria(EC) Rs 100 Cr ; EC - G.2)	Turnover(>500 Cr)	15
		Turnover(300-500 Cr)	10
		Turnover(100-300 Cr)	5
2	Partnership with proposed Asset Management Solution OEM(Minimum 1 Year ; EC – G.5)	>1 Yr	10
		1 Yr	5
3	Total Purchase Order(Rs 20 Cr from minimum 2 implementations ; EC - G.6) [PO copy should display atleast the Total Value of the Contract and composite solution value, including hardware supplied as a part of solution can be shown]	>50 Cr	15
		30-50 Cr	10
		20-30 Cr	5
4	Implementations with proposed OEM(No. of Customers/ References – Min 2 ; EC – G.6)	>2 Ref	10
		2 Ref	5
5	Installed Asset Count(in a Single Installation)	>50000	15
		30001 – 50000	10
		10000 - 30000	5
		<10000	0
6	Number of Assets(RHEL/Linux/Unix based assets in the above Installation)	>20000	10
		10000 - 20000	5
		<10000	3

7	Hardware components proposed in the Solution in latest available relevant Magic Quadrant(Servers, Load Balancers, Switches, etc.). Relevant Documentation to be submitted.	Leaders(>1 component)	15
		Leaders(1 component)	10
		Challengers(> 1 component)	10
		Challengers(Only 1 component)	5
		Other quadrants	0
8	Ratings given by the reference companies, where similar ITAM solution was implemented successfully by the bidder. The references of only BFSI/Govt. PSU/PS Banks/Corporates(Turnover > 200Cr ; Fin. Statement supporting this TO should be submitted) will be considered, where the solution is implemented on an asset count of atleast 10000 IT assets. [The references should be validated by the reference company on its letterhead/mail with sign and seal. There should be atleast 2 or more such references. The ratings given by the companies whose Purchase Order References are submitted by the bidder are also valid. Such ratings for all mentioned references must have been obtained within the last 3 Fin. years, ie, 2016-17, 2015-16, 2014-15 and the current Financial year. The average of all references will be taken for consideration.]	Very Good Rating	10
		Good Rating	5
		Average Rating	3

IMP NOTE :

- The SLNOs 1 to 4 are Eligibility related points and the bidder has to ensure the minimum qualifying criteria which are already specified in 'Clause G – Eligibility Criteria' and subsequent Corrigenda.
 - The SLNO 8 is mandatory for all bidders and they have to comply with the requirement by way of Official Letter/Email from the Referenced Company which must mention the rating('Very Good'/'Good'/'Average') obtained by the bidder/OEM. The ratings given by the companies whose Purchase Order References are submitted by the bidder are also valid. Such ratings for all mentioned references must have been obtained within the last 3 Fin. years, ie, 2016-17, 2015-16, 2014-15 and the current Financial year.
- d) The top 5 bidders scoring at least 70 marks will be eligible for POC. However, if required, LIC may, at its sole discretion, relax this condition to ensure atleast 3 DISTINCT OEM Solution Stacks are available for POC. All bidders quoting a particular OEM Solution Stack whose POC has been declared successful by the Technical team from LIC, shall become eligible for Commercial Evaluation. In case, the POC of a particular OEM Solution Stack is declared unsuccessful, all bidders quoting that OEM Solution Stack shall be declared ineligible and shall not be allowed to participate in the next stage of Evaluation.
- e) The result/score will be informed to all participating bidders individually and LIC's decision in this matter will be final.
- f) POC shall be conducted for the eligible OEM solution stacks as mentioned above and as per the POC criteria, but not limited to, the objectives mentioned in the table given below -

TABLE – POC Criteria

SLNO	POC Criterion to be demonstrated by the bidder(in LIC/Bidder/OEM premises)	Pass / Fail
1	Demonstrate Automated Asset Discovery(Linux and Windows)	
2	Demonstrate Automated Software Discovery(Linux and Windows)	
3	Demonstrate capability to integrate custom tag parameter(LIC Inventory No) for devices through API/alternative mechanism	

4	Demonstrate Web based dashboard for monitoring of Assets/Licenses/Patches etc.	
5	Demonstrate Remote control of Assets with administrative rights to control the remote machine	
6	Demonstrate Resource Utilization monitoring capability	
7	Demonstrate distribution and installation of authorized software	
g) All the objectives mentioned above(but not limited to) should be successfully achieved and demonstrated before the Technical team from LIC to become eligible for Commercial Evaluation. h) It is the responsibility of the bidder/OEM to ensure that the particular OEM Solution Stack quoted by them works seamlessly in the LIC environment as per the requirements specified in the RFP document and is successfully integrated into the existing eco-system including, but not limited to, the network, security environment, various regulatory compliances, etc. Notwithstanding the above, LIC's decision will be final and binding on the bidders. 3. Commercial Bid Evaluation: Commercial Bid Opening and ORA: a) The Commercial Bid Opening and Evaluation will be done for the bidders declared successful after the Technical Bid Evaluation and POC. The rules of the ORA will be shared with the eligible bidders subsequently after the opening of the Commercial Bid for the Online Reverse Auction process[TCO basis - the total of Part-I(Solution/Hardware Cost), Part-II(Services of L2 Engineers) and Part-III(AMC quotes) of the Commercial Bid].		

Technical

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	Annexure-I - Sr. No. 48	Can leverage the local PC as a software distribution point for a subnet; has an election mechanism to identify the best candidate to be the distribution point, and can control the number of concurrent sessions.	Election mechanism for the best distribution point will add load to the network. Specific to a particular OEM.	Can leverage the local PC as a software distribution point for a subnet; and can control the number of concurrent sessions.
2	Annexure-I - Sr. No.50	Can uninstall prior versions of a package when installing a replacement package(without scripting).	If any software is not installed by the software distribution solution, it will to write scripts. Please rephrase the requirement as "Can uninstall prior versions of a package when installing a replacement package."	Can uninstall prior versions of a package when installing a replacement package(with/without scripting).
3	Annexure-I – Sr.No. 15-23	CMDB Section	CMDB is not the database where the details of IT Assets or patch mgmt are stored. These details are stored in the Asset Database or inventory database for most of the Asset mgmt solutions. Adding a CMDB will increase load on deployment in terms of time, cost, subsequent operations and also may complicate the processes. CMDB is usually part of service desk for all OEMs. It may be a specific OEM that offers CMDB as part of Asset mgmt solution. Please remove CMDB section completely.	CMDB or Centralized Database proposed in the Solution can be used. Centralized Database Clause added in all relevant Technical Specifications.
4	Annexure - I - Sr. No.15	The CMDB should have built-in drift management capabilities to capture and report on infrastructure drift based on infrastructure attributes like RAM, memory, etc.	Please elaborate what is expected by term " built-in drift management capability". Seems to be OEM specific term. Please remove	The CMDB should have drift management capabilities to capture and report on infrastructure drift based on infrastructure attributes like RAM, memory, etc.

Commercial

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	Part-III	Commercial Annexure	Software support Cost to be included	Software ATS included during AMC period Revised Commercial Annexure-II
2	Clause F. Page 17	Shift Hours -9.00 a.m. to 9.00 p.m. Number of L2 Engineers - 2	There will be 2 shifts of Engineers from 9.00 a.m. to 9.00 p.m. So kindly clarify Do we have to provide one Engineer in each shift which makes total of 2 or 2 Engineers per shift. If it is 2 nos. of L2 Engineer per shift then total of 4 Nos. of L2 Engineers will be required.	Bidder can propose more than 2 based on the scope of work subject to a maximum of 6 L2 engineers Revised Commercial Annexure-II
3	Part-III	Commercial Annexure	Warranty period changed to 3 years and AMC period increased to 4 years	AMC quotes modified for the relevant period Revised Commercial Annexure-II

EXECUTIVE DIRECTOR(IT/BPR)