

CORRIGENDUM – I

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.

Sr. No	Clause ref.	Clause (in brief) of RFP requiring clarification (s)	Points of Clarification / Referred by Bidders	LIC Clarification/ modification in clause
1	Page 14 clause 3.3	Bidding Process	Empanelled Vendors/Bidders interested in submitting Bid will have to submit separate sets of Bids, in case a Vendor/Bidder wishes to submit Bids for both the Co-Location Data Centers.	Vendors/Bidders interested in submitting Bid will have to submit separate sets of Bids, in case a Vendor/Bidder wishes to submit Bids for both the Co-Location Data Centers
2	Page 16 Clause- 3.8(iii)	Activity Schedule Address For Submission of Bid	The Executive Director (IT/SD), LIC of India, Central Office, IT Department, Jeevan Seva Annexe building, 2nd floor, SV Road, Santacruz (W), Mumbai - 400 054	The Executive Director (IT/SD), LIC of India, Central Office, IT Department, Jeevan Seva Annexe building, 3rd floor, SV Road, Santacruz (W), Mumbai - 400 054
3	Page 25 Clause 3.14	Instruction to bid submission	Migration of data in case of end of contract/ change of platform/service quality issues	This line has been dropped.
4	Page 31, Clause 3.21	Documents required for Bid submission	New Point added in clause 3.21	3.21(f). All these 4 envelopes should be put in single envelope and should be super scribed as "Hosting of eFEAP Next Infrastructure in Co-location Data Center with location (Bengaluru/Navi Mumbai)". In case bidder wishes to submit bids for both the co-location data centre, separate sets of documents as prescribed in point 3.21 needs to be submitted for each location.
5	Page 34 Section 5	5. SCOPE AND OTHER REQUIREMENTS.	The Vendor is required to comply with all regulation for maintaining co-location site as DC/DR for production/ DR / DR drills.	This line has been dropped.

6	Page 35 Clause 5.1 (xiii)	Data Centre Location and specification	99.99% Uptime on monthly basis is required for the DC Environmental Infrastructure and services.	Minimum 99.982% Uptime on monthly basis is required for the DC Environmental Infrastructure and services.
7	Page 35 section 5 clause 5.2(iv)	Security	The Vendor shall provide a dedicated server cage area for LIC in the server room/ Hall area. The caged area must be Meshed Caged dedicated for LIC's Data Center. The hardware components kept inside caged area should not be visible from outside.	The Vendor shall provide a dedicated server cage area for LIC in the server room/ Hall area. The caged area must be Meshed Caged dedicated for LIC's Data Center.
8	Page 35 Clause 5.2(vii)	Security	The doors to the server hall should be able to withstand a bomb blast.	This point has been dropped.
9	Page 36 clause 5.2(xv)	Security	The VENDOR should comply with LIC's IS Security policy in key concern areas relevant to the RFP. Some of the key areas are as under a) Responsibilities on system access control and administration b) Custodial responsibilities for assets of LIC being managed by or assigned to the vendor. c) Physical Security of the facilities. d) Physical and logical separation from other customers of the VENDOR. e) Incident response and reporting procedures.	The VENDOR should comply with key concern areas relevant to the RFP. Some of the key areas are as under a) Custodial responsibilities for assets of LIC being managed by or assigned to the vendor. b) Physical Security of the facilities. c) Physical separation from other customers of the VENDOR. d) Incident response and reporting procedures.
10	Page 37 clause 5.3 (iii)	Power switches and other items related to Power.	The Vendor shall provide adequate power points in the Server cage area allocated to LIC. All payments by LIC will be made quarterly in arrears, throughout the tenure of the contract. LIC requires a power meter that can measure the exact power consumed by LIC's equipment in LIC's server caged area. This consumed power will be payable by LIC provided in the commercials throughout the tenure of the contract. The service provider shall provide Dual meter for measuring the electricity units consumed by LIC for the servers/ equipment presently hosted and future additions from time to time. One meter will be for measuring the electricity units consumed from the supply received from electricity board and the other for measuring the units consumed during the operation of generator. LIC will pay only for consumed power.	The Vendor shall provide adequate power points in the Server cage area allocated to LIC. All payments by LIC will be made quarterly in advance excluding monthly power charge, while power charges will be paid monthly in arrears on consumption basis throughout the tenure of the contract. LIC requires a power meter that can measure the exact power consumed by LIC's equipment in LIC's server caged area. The service provider should provide 2 meters: One at power source and one for the caged Area of LIC for better transparency.
11	Page 37 clause 5.4(i)	Network and Network Cabling.	The VENDOR shall provide one-time LAN cabling (and thereafter maintenance of same), interconnecting all the racks, from the Network rack to the Server Racks as per the network design provided by LIC.	This Point has been dropped.

12	Page 37 clause 5.4(ii)	Network and Network Cabling	The VENDOR has to provide inter-rack cabling which should be structured with proper labeling / marking as per LIC requirement. The inter rack cabling should support 10G / 25G. Details will be provided to the Vendor later.	This Point has been dropped.
13	Page 38 clause 5.4(v)	Network and Network Cabling	The Vendor in their communication area shall have Telecom junction box / multiplexers of various link service providers and should be available in and around the facility building for LIC's use	The Vendor in their communication area shall have Telecom junction box / multiplexers of various link service providers and should be available in and around the facility building for LIC's use i.e. co-Location site must be carrier neutral.
14	Page 38 clause 5.4(x)	Network and Network Cabling	The Vendor shall extend the connection from the Multiplexers / Junction boxes to LIC's server caged area. The Vendor shall agree to make such changes at no extra cost to LIC	The Vendor shall extend the connection from the Multiplexers / Junction boxes to LIC's server caged area.
15	Page 39 clause 5.8(i)	Review Meeting with Vendor	LIC will review and discuss the performance during first week of every month.	LIC will review and discuss the performance during meeting held at mutually agreed date.
16	Page 39 clause 5.9	DR Drill	i. Automated switchover/ failover facilities (during DC failure and DR Drills) to be provided and ensured by selected bidder. The switchback mechanism shall also be automated. ii. The selected bidder shall propose a plan of action for DR Management, DR Drill Plans. DR Drill has to be conducted once in every quarter	This clause has been dropped.
17	Page 39 clause 5.10(ii)	Seating space	LIC anticipates the seating space / work stations for its personnel at the facility where LIC's DC is going to be hosted along with space for keeping safe for backups. The number of personnel and workstation required will be informed to the bidder subsequently/after.	LIC anticipates the seating space / work stations for its personnel at the facility where LIC's DC is going to be hosted. The number of personnel and workstation required will be informed to the bidder subsequently/after.
18	Page 41 clause 5.11(viii)	Building Management System	Data Center should host a Network Operations Center (NOC) fitted with bullet-proof glass, to CCTV cameras monitoring every aisle and doorway.	Data Center should host a Network Operations Center (NOC) having CCTV cameras monitoring every aisle and doorway.
19	Page 41 Section 5 clause 5.12(iii)	Conditions.	The Vendor shall provide all necessary help to LIC appointed System Integrator or Vendor while moving LIC's equipment into the site. For example, entry permission for vehicles carrying equipment, parking of such vehicles to be closer to the lift till the time the equipment is being offloaded, use of lift / service lift, assist in procedures documentation, providing trolley to carry heavy equipment to the allocated cage / room, etc. Storage/ godown facility to be provided for a period of 6 to 8 weeks with exclusive access to LIC authorized personnel to meet the time gap between supply and installation. LIC should not incur any extra cost for availing these said services.	The Vendor shall provide all necessary help to LIC appointed System Integrator or Vendor while moving LIC's equipment into the site. For example, entry permission for vehicles carrying equipment, parking of such vehicles to be closer to the lift till the time the equipment is being offloaded, use of lift / service lift, assist in procedures documentation, providing trolley to carry heavy equipment to the allocated cage / room, etc. Storage/ godown facility to be provided for a period of 2 to 3 weeks with exclusive access to LIC

				authorized personnel to meet the time gap between supply and installation. LIC should not incur any extra cost for availing these said services.
20	Page 42 Section 5 clause 5.12(vii)	Conditions.	Storage / Godown: Throughout the contract period secured Storage/Godown facility to be provided for a period of 6 to 8 weeks with access to LIC's authorized personnel, to meet the time gap between delivery and installation of equipment and / or storing buyback equipment, at no extra cost to LIC	Storage / Godown: Throughout the contract period secured Storage/Godown facility to be provided for a period of 2 to 3 weeks with access to LIC's authorized personnel, to meet the time gap between delivery and installation of equipment and / or storing buyback equipment, at no extra cost to LIC
21	Page 42 Section 5 clause 5.12(xi)	Conditions.	The selected bidder shall provide; a) the details of the monitoring and management tools, b) solution for Helpdesk, c) the deployment details at NOC and SOC, d) escalation matrix to be adopted, e) the detailed plan for Network and Security, f) the LAN/WAN transformation plan and, g) Other required details	The selected bidder shall provide; a) the details of the monitoring and management tools, b) solution for Helpdesk, c) the deployment details at NOC and SOC, d) escalation matrix to be adopted, e) Other required details
22	Page 43 clause 5.12(xvii)	Conditions.	The Vendor should manage and maintain this equipment throughout the contract tenure.	The Vendor should manage and maintain its equipment throughout the contract tenure.
23	Page 43 clause 5.12(xviii)	Conditions.	The selected bidder has to ensure that the co-location site shall work as desired and the bidder is also responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work, without adding any line item in the Bill of Materials.	The selected bidder has to ensure that the co-location site shall work as desired and the bidder is also responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work.
24	Page 43 Section 5 clause 5.12(xx)	Conditions.	Post installation of equipment/application by the selected bidder, LICs existing application support vendor and LIC (and/or any third party appointed by LIC for the purpose) will conduct the acceptance test and verify the completeness and compliances of the installation to the configuration and relevant settings	This point has been dropped.
25	Page 43 clause 5.12(xxi)	Conditions.	Selected bidder shall provide support for the development of detailed activity plans for recovery for all systems.	This point has been dropped.

26	Page 43 Section 5 clause 5.12(xxii)	Conditions.	The selected bidder shall also provide a tool/mechanism to trigger DR switchover. Selected bidder shall provide support for the development of a detailed disaster recovery plan. This plan document will contain steps/procedures to switch over services To DR site in the event of invocation of disaster at DC site. Selected bidder shall also document steps for restoring services from DR site to DC site.	This point has been dropped.
27	Page 43 clause 5.12(xxiii)	Conditions.	Selected bidder shall provide support with the development of detailed operating manuals for the implemented replication solution from system administrator's perspective.	This point has been dropped.
27	Page 57 section 9 clause 9.3(c)	Prices	The prices quoted must include all the costs, charges, like manpower costs, fuel and energy charges, repairs and maintenance charges of the facility, communication charges, lease line charges, license fees (if applicable), royalties, rent (if any), insurance, handling charges, and incidental charges	The prices quoted must include all the costs / charges.
28	Page 57 section 9 clause 9.4(a)	Payment Terms	The payments towards providing Data Center services will be released on QUARTERLY basis at the end of quarter.	All payments by LIC will be made quarterly in advance excluding monthly power charge, while power charges will be paid monthly in arrears on consumption basis throughout the tenure of the contract.
29	Page 57 section 9 clause 9.4(b)	Payment Terms	The invoices towards the services provided in preceding three months must be submitted within 5 days from the end of third month. The amount payable will be calculated and approved by Life Insurance Corporation of India and payments shall be released within 15 days from submission of invoices.	The invoices towards the services provided in next three months must be submitted 5 days before the start of every 3 month. The amount payable will be calculated after deduction of any penalty and approved by Life Insurance Corporation of India, and payments shall be released within 15 days from submission of invoices.
29	Page 78 section 9 clause 9.25	Pricing & Taxes	The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.	The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC.

30	Page 89 section 9 clause 9.4(b)	Resolution time	Level	Type of Infrastructure	Function / Type of Technology	Typical Resolution Time	Level	Type of Infrastructure	Function / Type of Technology	Typical Resolution Time
			Critical	Environmental Infrastructure	<ol style="list-style-type: none"> 1. Access controls 2. UPS supply 3. Air conditioning 4. Fire Detection System 5. Water Detection systems 6. Humidity Controllers 7. Gen-sets 8. Building Management System 9. LAN and cross connect cabling 10. Power 	Within 10 minutes	Critical	Environmental Infrastructure	<ol style="list-style-type: none"> 1. Access controls 2. UPS supply 3. Air conditioning 4. Fire Detection System 5. Water Detection systems 6. Humidity Controllers 7. Gen-sets 8. Building Management System 	Within 20 minutes
			Critical	Network	WAN links, cross connects, LAN between cage and seating area, inter-rack connectivity provided by the vendor	Within 10 minutes	Critical	Network	WAN links, cross connects, LAN between cage and seating area.	Within 20 minutes
			KEY	Environmental Infrastructure	All other environmental infrastructure being a part of vendor solution and not considered as CRITICAL.	Within 30 minutes	KEY	Environmental Infrastructure	All other environmental infrastructure being a part of vendor solution and not considered as CRITICAL.	Within 30 minutes
31	Page 104 Annexure B	Technical Bid Form (Covering Letter)	Technical Bid Form (Covering Letter)				Technical bid form (Covering Letter) Annexure B has been revised and is attached in corrigendum			
32	Page 108 Annexure D	Technical bid	Technical bid				Technical bid Annexure D has been revised and is attached in corrigendum.			

33	Page 128 Annexure H	Commercial bid	Commercial bid	Commercial bid Annexure H has been revised and is attached in corrigendum.
34	Page 140 Annexure L	Contract Agreement /SLA -Terms & Conditions	Contract Agreement /SLA -Terms & Conditions	Annexure L has been revised and is attached in corrigendum.

Sr. No.	Clause ref.	Clause (in brief) of RFP requiring clarification (s)	Queries Referred by Bidders	LIC Response/Clarification
1	Page 113 Annexure D S.N 47	Annexure D Technical Bid	Request Option to measure the same from distribution PDU.	Please be guided by corrigendum
2	Page 37 clause 5.3 (ii)	Power switches and other items related to Power.	Needs clarity whether power required is Rated or Consumed?	The power per rack is rated. Information regarding number of racks will be provided later to technically qualified bidder before commercial evaluation
3	Page 37 clause 5.3 (ii)	Power switches and other items related to Power.	Needs clarity: - No of racks on 3Phase and No of racks on single Phase. Yes both types of powers are available in our facility. Any projection in phase wise power requirement required for submitting commercials	Three phase power should be made available.
4	Page 37 clause 5.3 (vii)	Power switches and other items related to Power	Needs clarity: - Are they looking for dedicated surveillance system for his caged environment and for how many days CCTV videos will required to store? As per our process we store this data for 30 days for all our common CCTV footage. Customization for LIC is possible once we get clarity on this	Yes dedicated surveillance system will be required for LIC's caged environment Refer page 40 section 5 clause 5.11(iii)
5	Page 37 clause 5.3 (iii)	Power switches and other items related to Power	We have branch circuit monitoring to monitor the rack level consumption in the entire DC. We can share the hours of DG operation for a particular month. Request to remove this clause.	Please refer to the corrigendum
6	Page 37 clause 5.3 (iii)	Power switches and other items related to Power.	We request to change this to Quarterly Advance. Power billing monthly arrears	Please refer to the corrigendum
7	Page 34 section 5	Scope and other requirements	1) Please confirm LIC will take care of transporting /migrating all the hardware from these locations to selected DC and DR site. 2) If it's under bidder scope please share the detail locations and total hardware details which would need to be transported /migrated to new selected DC/DR facility also suggest where bidder can add commercials for the same.	New Hardware would be procured and transported to selected co location site by LIC
8	Page 35 clause 5.1(x)	Data Centre Location and specification	The placement of network and security rack should be carried out in such way to reduce length of network cabling.	Vendor may propose the best practice

9	Page 13 clause 2.3	Location of the Data Center sites	<p>1) Please confirm LIC is expecting 2 data centers for colocation as a service which would be acting as LIC DC and DR site at Mumbai and Bengaluru.</p> <p>2) Please confirm LIC will be providing replication link required between these 2 data centers.</p> <p>3) If it's supposed to be provided by the bidder, kindly share required replication link bandwidth. Also suggest where bidder can add the commercials for the same in the commercial format.</p>	<p>1. Will be shared to selected bidder</p> <p>2. Yes</p> <p>3. out of scope of the RFP</p>
10	Page 37 clause 5.4(ii)	Network and Network Cabling	<p>Unless per Rack Port details & the LAN architecture (Primary-Secondary/ Standalone) it is difficult to work on the commercial. Request you to share the details so as to prepare the bill of material and Pricing.</p> <p>Need inputs on below points:</p> <p>1. Network type: Active-Active with dual path Network cables connecting from Network rack to Server Rack Or Standalone N/W rack configuration</p> <p>2. No of Network Rack to Server rack Ration (N/W rack required for Server Rack)</p> <p>3. No of CAT6A port per Rack per Active N/W</p> <p>4. No of Fibre Port per Rack per Active N/W</p> <p>5. Type of Fibre OM3 or OM4</p> <p>6. No of Single Mode Fibre Patch Cord & Lengths etc.</p>	Please refer to the corrigendum
11	Page 38 clause 5.4(v)	Network and Network Cabling	Our Data Centres are carrier neutral. Any ISP can place there POP and deliver the services. Kindly help with the list of ISP's you are looking for on which LIC's link will be terminated	Please refer to the corrigendum
12	Page 37 clause 5.4(x)	Network and Network Cabling	As there is cost associated with it for the deployment of cross connect cables between LIC setup and Mux Room, it should be available on chargeable basis. Request you to consider the same.	Please refer to the corrigendum
13	Page 37 clause 5.4(iv)	Network and Network Cabling	Cross Connect would be charged Onetime cost as well as Annual Recurring Charges.	Please refer to the corrigendum
14	Page 38 clause 5.4(viii)	Network and Network Cabling	Please share details of the service providers required.	Information regarding telecom service provider will be provided later to technically qualified bidder before commercial evaluation
15	Page 39 clause 5.10(i)	Seating space	Will the safe be a fire proof vault or will it be a regular cupboard? Needs to be provided by Vendor or LIC?	Please refer to the corrigendum

16	Page 39 clause 5.10(ii)	Seating space	The availability of space can be confirmed based on the feasibility of seating space only at the time of request. Please confirm the tentative time duration of standard/ worst case emergency situation.	Information regarding the same will be provided later to technically qualified bidder before commercial evaluation
17	Page 41 clause 5.11(viii)	Building Management System	Hope NOC mentioned here is expected to be BMS Monitoring room is generally accessed after three to four levels of security zone and need not required bullet proof glass as screening happens at multiple levels. Request you to exclude the requirement of bullet proof glass for BMS room	Please refer to the corrigendum
18	Page 42 clause 5.12(iii) & (vi)	Conditions	Request to modify this clause. Shared stores are available at no extra charge for 1 week. Beyond the free service period, this service will be chargeable	Please refer to the corrigendum
19	Page 43 clause 5.12(xviii)	Conditions.	Request to remove this clause.	Please refer to the corrigendum
20	Page 46 clause 6.2.3 (A)	Bidders Past Experience	Request change this Clause to as like this -The bidder must have provided co-hosting space of at least 15 racks+ in TIER III Data Centre at the proposed co-location center/ site or any other location Data centre to Different customers. Marks for submitted project credentials will be allotted as below(Only one among A,B,C,D will be consider) :Suggest to change rack Quantity to 15 + racks or 400 Sq Feet Colo area	Please be guided by RFP document.
21	Page 46 clause 6.2.3 (A)	Bidders Past Experience	Request to change this clause - Having Purchase order of more than or equal to 2 Crores each in at least 2 projects	Please be guided by RFP document.
22	Page 46 clause 6.2.3 (A)	Bidders Past Experience	We request LIC to revise the following clause as "Having Purchase order of more than or equal to 3 Crores of at least 1 project"	Please be guided by RFP document.
23	Page 46 clause 6.2.3 (A)	Bidders Past Experience	We request LIC to revise the following clause as "Having Purchase order of more than or equal to 1 Crores of at least 2 projects"	Please be guided by RFP document.

24	Page 46 clause 6.2.3 (A)	Bidders Past Experience	We request LIC to revise the following clause as "Having Purchase order of more than or equal to 25 Lakhs in at least 4 projects"	Please be guided by RFP document.
25	Page 46 clause 6.2.3 (A)	Bidders Past Experience	We request LIC to revise the following clause as "If the Bidder has another Tier-3 DC in different seismic zone with replication bandwidth "	Please be guided by RFP document.
26	Page 46 clause 6.2.3 (A)	Bidders Past Experience	We are proposing our new Data Centre at Bangalore KIADB. We would need consideration of submission of similar credentials at our other Data Centre.	Please be guided by RFP document.
27	Page 46 clause 6.2.3 (A)	Bidders Past Experience	We do have customers who have hosted more than 50 Racks. However, we have stringent NDAs with them. Therefore, we would not be able to disclose their names. Kindly allow the bidders to give an undertaking that they are providing Co-hosting space of more than 50 racks to 3 or more customers without divulging the customer names.	Please be guided by RFP document.
28	Page 49 clause 6.2.5	Commercial evaluation	Request to consider commercial evaluation without reverse auction.	Please be guided by RFP document.
29	Page 12 Clause 2.1	Invitation to bid	This Point indicates that DC and DR both quotes are expected from a single service provider. In point no 2.1 The interested entities / Bidders are allowed to bid for any one or both the Co-Location Data Centers.	Please be guided by RFP document.
30	Page 13 clause 2.3	Location of Data Centre sites	Kindly include Mumbai location also.	Please be guided by RFP document.
31	Page 13 clause 2.3	Location of Data Centre sites	Requesting LIC to Change this clause A) One Data Center must be in Bengaluru/Amaravathi (A.P.). B) One Data Center must be in Navi Mumbai/Mumbai.	Please be guided by RFP document.
32	Page 38 Clause 5.5(ii)	Cooling	PUE for data Hall is depend upon Server hall occupancy and could not commit if it is start of the operation and unoccupied. We will ensure sufficient cooling as per best practices and in line with RFP requirement. Request you to consider the same.	Please be guided by RFP document.

33	Page 39 clause 5.7	Fuel & Generators	Referring Uptime Institute Tier Standard Topology requires this 12-hour fuel storage minimum for all Tiers at 12 hours of runtime at "N" load while meeting the facility's stated topology objective. Request you to amend the requirement of 72 Hours of fuel to minimum 12 or 24 Hours.	Please be guided by RFP document.
34	Page 39 clause 5.8(iv)	Review Meeting with Vendor	We request you to have the review meeting at DC location so as to ensure the closure of respective subsystem shall be discussed with respective onsite/on duty resource.	Please be guided by RFP document.
35	Page 50 clause 6.2.7(k)	Bid evaluation	Recommended to contract to one single bidder based on L1 or QCBS of evaluation criteria	Please be guided by RFP document.
36	Page 56 clause 9.1.2	Contract period	We request to exclude the clause for future contract pricing beyond contract period.	Please be guided by RFP document.
37	Page 58 clause 9.7	Force Majeure	The word "may" will have to be replaced with "will", In a Force Majeure event Service Provider's obligation to perform should be excused and cannot be at LIC's discretion. Two days is short time to notify and prove that such act is beyond Service Provider's control. Service Provider would need right of termination if Force Majeure Event stays beyond 30 days.	Please be guided by RFP document.
38	Page 59 clause 9.8	Indemnity	<p>Indemnity is one sided, we are not able to consider. However we suggest Indemnity to be framed as under that either party to indemnify each other for the following :</p> <ol style="list-style-type: none"> 1. For third party IPR infringement claims 2. For Willful misconduct or gross negligence, causing loss or damages to a person resulting into personal injury or death. 3. Third party claims if arises due to the intentional wrongs committed by either party. <p>Provided that the indemnification obligations shall be subject to following :-</p> <ol style="list-style-type: none"> a) Prompt receipt of notice by the indemnifying party. b) Control of the defense of the claim by the indemnifying party. c) Assistance by the indemnified party in the defense at the expense of the indemnifying party. 	Please be guided by RFP document.

39	Page 61 clause 9.8	Liability	The Clause is unilateral, we suggest to make it as bilateral which covers both parties in the same clause.	Please be guided by RFP document.
40	Page 61 clause 9.10	Obligation to Maintain Insurance.	The Workmen compensation and Public liability is not applicable to the bidder. However the bidder has following insurance coverage: COMMERCIAL AND GENERAL LIABILITY (CGL) PROFESSIONAL INDEMNITY LIABILITY (PI) DIRECTORS AND OFFICERS LIABILITY (D&O) Kindly consider the same	Please be guided by RFP document.
41	Page 62 clause 9.12	Confidentiality & Privacy	We need mutual NDA to execute. Hence request LIC to remove this clause.	Please be guided by RFP document.
42	Page 67 clause 9.16	Termination	This termination clause is onerous to accept, as this is beyond company's business standards. A. :LIC cannot terminate/down grade during the contractual term. B. LIC shall pay to company the residual contractual value, if it terminate/down grade any services prematurely contractual term. C. : Post termination LIC shall clear the dues with in a period of 15 days and removed its equipments if any from the data centre. Failing which it shall be liable to pay an amount of 200% of the agreed MRC to Company. Failing which company shall be entitled to deal with the customer equipments as deemed fit. D: either party may terminate the contract/service on tender of 90 days retain notice to each other , in case of the service which does not involved any dedicated resource as part of the service. E: Company may suspend/ terminate the service/contract in case of payment default by LIC, until the dues are cleared to resume the services/contract.	Please be guided by RFP document.
43	Page 77 clause 9.23	Contracting	Company need to review such term and condition of contract as and when the context arised. As of now it is not clear here. A. Down scaling of services not considerable. c. This clause is not applicable as per the scope of the RFP.	Please be guided by RFP document.

44	Page 84 clause 9.32.5	Remedy for breach of warrant	<p>Indemnity is acceptable against third party claim if faced by LIC due to the reason attributable solely to Company fault giving rise to third party IPR breach and not for any other reason like warranty etc as stated in this clause.</p> <p>Similarly LIC shall also be liable to indemnify Company in case if any third party claim arises in respect of LIC own equipments infringing third party IPR while be and lying in the Company DC premises.</p> <p>We request LIC to revise the clause accordingly making it mutual obligation on both the parties in the contract.</p>	Please be guided by RFP document.
45	Page 85 clause 9.32.6	Patent Rights and other litigation costs	As above 9.32.5 Remedy for breach of warranty.	Please be guided by RFP document.
46	Page 87 clause 9.34.2	Liquidated Damage	<p>The service credits under the agreed SLA would be the only Liquidated Damages in respect of service performance issues which shall be the only remedy to LIC and only liability Company in case of any service performance issues.</p> <p>Request LIC to consider the same</p>	Please be guided by RFP document.
47	Page 106 Annexure - C	ELIGIBILITY CRITERIA	Request to amend the clause to INR 200 Crores overall turnover rather than turnover from only Datacenter /Co-location DC services.	Please be guided by RFP document.
48	Page 106 Annexure - C	ELIGIBILITY CRITERIA	<p>Relaxation for Datacentre providers should be given for certifications requiring existing operations (Eg. PCI-DSS, ISAE3402, TVRA, etc.)</p> <p>The above relaxation shall not absolve the provider against the defined norms needs to be followed, partner will confirm to adhere to the norms specified in the certification and LIC would be free to audit / ask for documentary proof of performance till the time certification is taken by partner.</p> <p>Specific facility audit reports can be submitted periodically after the start of the operations</p>	Please be guided by RFP document.
49	Page 106 Annexure - C	ELIGIBILITY CRITERIA	Relaxation should be given to new entrants, evaluation method should give some weightage to groups' project execution capabilities and experience of the management team in the related business.	Please be guided by RFP document.

50	Page 106 Annexure - C	ELIGIBILITY CRITERIA	Requesting LIC to change this clause.(The Bidder/Service Provider /SI/Partner must have provided Data Center co-hosting facility to at least 4 Companies of which at least 1 should be financial institutions at any of their co-hosting sites in India)	Please be guided by RFP document.
51	Page 106 Annexure - C	ELIGIBILITY CRITERIA	Requesting LIC to change this clause, (The Bidder/Service Provider /SI/Partner should currently have an annual turnover of at least ` 200 Crores per annum for any two out of last three consecutive financial years in Data Center / Co-Location Data Center Service/System Integration i.e. FY 2018-19, FY 2017-18, FY 2016-17.	Please be guided by RFP document.
52	Page 106 Annexure - C	ELIGIBILITY CRITERIA	Requesting LIC to change this clause, (The Bidder/Service Provider/SI/Partner should not be blacklisted/debarred by Statutory or Regulatory Authorities. (As on 1st April 2019)	Please be guided by RFP document.
53	Page 106 Annexure - C	ELIGIBILITY CRITERIA	Requesting LIC to change this clause,(The Bidder/Service Provider/SI/Partner must be the owner/Partner of the proposed Data Center to LIC, or in case of leased premises, an unexpired lease period must be minimum 04 years as on the date of RFP)	Please be guided by RFP document.
54	Page 106 Annexure - C	ELIGIBILITY CRITERIA	The Proposed Datacentre is a standalone, purpose built Tier 4 DC with 99.999% of Uptime SLA and currently under implementation and commissioning, expected Operational date is Sep 2019 and we are in process of opting Tier 4 Rated Certification.	Please be guided by RFP document.
55	Page 106 Annexure - C	ELIGIBILITY CRITERIA	We request you to consider Leave and Licence Agreement for Mumbai location with unexpired lease period of 1 year with an option to renew.	Please be guided by RFP document.
56	Page 108 Annexure D	Technical Bid	<p>We are developing the new facility to proposed for LIC and shall be ready by the time of signing of contract (Go live date by end of Oct 2019). The DC Certifications requested are generally made available post 6 month of deployment and audit. Request you to consider the same and allow to bid for the new facility.</p> <p>To ensure, we had our own Data Centre in the same city with required Certification in Place. Request you to allow to submit the same if LIC wants to assure the capability of bidder in producing the Compliance and Certificate.</p>	Please be guided by RFP document/corrigendum.

57	Page 108 Annexure D	Technical Bid	The mentioned requirement is for the fire guidelines. Please allow submission available fire NOC. We will provide self certification. Request to confirm the same.	Please be guided by RFP document/corrigendum.
58	Page 108 Annexure D	Technical Bid	This is not part of services offerings to the LIC, request you to exclude from the scope.	Please be guided by RFP document/corrigendum.
59	Page 113 point 52	Annexure - D Technical Bid	Hope this shall not be applicable for new Data Centre	Please be guided by RFP document/corrigendum.
60	Page 114 point 58	Annexure - D Technical Bid	Request you to amend it to 22 Deg +/- 2 Deg C.	Please be guided by RFP document/corrigendum.
61	Page 108 point 1(j)	Annexure - D Technical Bid	We request LIC to change ISAE3402 compliance requirement to SOC 1 and 2.	Please be guided by RFP document/corrigendum
62	Page 113 point 50	Annexure - D Technical Bid	Request Option for single substation connected by multiple grids and DC connected on two paths	Please be guided by RFP document/corrigendum
63	Page 114 point 55	Annexure - D Technical Bid	Request Option to use DX Based cooling.	Please be guided by RFP document/corrigendum
64	Page 108 point 1(c)	Annexure - D Technical Bid	Request to remove this because the Tier level standards already asked in "c" In case this clause remains, we would request to revise as below i. Uptime Tier II (Infrastructure) 3 marks Uptime Tier III (Infrastructure) 5 marks	Please be guided by RFP document/corrigendum
65	Page 114 point 59	Annexure - D Technical Bid	We maintain humidity of 50 +/- 10 % RH as per ASHRAE guidelines. Request to change the required humidity to 50 +/- 10 % RH	Please be guided by RFP document/corrigendum

66	Page 111 point 29	Annexure - D Technical Bid	Does LIC is looking for Bulk cable MMR solutions from proposed rack space to meet me room to get connected with any other customer including carriers? If yes, please specify No.of Fibre and Copper Ports required.	Please be guided by RFP document/corrigendum
67	Page 108	Annexure - D Technical Bid	Providing the proof/evidence for each technical spec/line item asked in this sheet is highly impossible. Kindly revise this statement so that bidders can submit a proof only whenever/wherever possible/available.	Please be guided by RFP document/corrigendum
68	Page 109 point 3	Annexure - D Technical Bid	Requesting LIC to change this clause, (The Bidder/Service Provider/SI/Partner must be the Owner/Tenant of the proposed Data Center provided to LIC.	Please be guided by RFP document/corrigendum
69	Page 109 point 9	Annexure - D Technical Bid	Bank has asked for 42U racks, some racks might be slightly larger in height the rack and overhead network cable trays can easily be accommodated in approximately 10.5 Ft. For effective air movement we have designed 800 mm raised floor which can offer support to high density racks. Also in this design the fire suppression clean agent quantity is also optimised.	Please be guided by RFP document/corrigendum
70	Page 108 point 1(d)	Annexure - D Technical Bid	Relaxation for Datacentre providers should be given for certifications requiring existing operations (Eg. PCI-DSS, ISAE3402, TVRA, etc.) The above relaxation shall not absolve the provider against the defined norms needs to be followed, partner will confirm to adhere to the norms specified in the certification and LIC would be free to audit / ask for documentary proof of performance till the time certification is taken by partner. Specific facility audit reports can be submitted periodically after the start of the operations	Please be guided by RFP document/corrigendum
71	Page 110 Point 23	Annexure - D Technical Bid	Relaxation should be given to new entrants; evaluation method should give some weightage to groups' project execution capabilities and experience of the management team in the related business.	Please be guided by RFP document/corrigendum

72	Page 117 Point 89	Annexure - D Technical Bid	What cabling & What exactly is meant by EMI	Please be guided by RFP document/corrigendum
73	Page 120	Annexure - E Bidder Details	Please confirm the following certificate is not mandatory. If its mandatory, we request LIC not to mandate the following certificate since the certificate is environmental related and doesn't give any benchmark with respect to infrastructure parameters like performance, redundancy, uptime etc.	Not mandatory
74	Page 119	Annexure - E Bidder Details	As per the terms and conditions of NDA signed with our clients, we are strictly bound to keep each and every information of our clients very confidential including their names, PO Copies, Order values, dates of projects etc. Hence we request to allow us to submit a self-declaration signed by Authorized signatory to comply with this requirement.	Please be guided by RFP document/corrigendum
75	Page 120	Annexure - E Bidder Details	We comply with EMS requirements in our internal policy and also comply with the Environment safety related controls of ISO 27001 certification. Hence requesting you to kindly remove this clause related to ISO 14000 which may not be mandatorily applicable to IT service Industry.	Not mandatory
76	Page 21 clause 3.13	EMD	May be waived off for Government undertaking PSU's	Please be guided by RFP document
77	Page 21 clause 3.13 c(ii)	EMD- Forfeiture of EMD	This clause may be removed.	Please be guided by RFP document/corrigendum
78	Page 21 clause 3.13	EMD	If a bidder is bidding for both locations, he has to submit 2 separate EMD's just like 2 DD of Tender fees?	Yes and please be guided by RFP document.
79	Page 22 clause 3.13 c(vii)	Earnest Money deposit (EMD)	Our Legal is proposing certain edits in the given NDA. Hope that is fine. Please confirm.	No, please submit attached NDA without modification.

80	Page 73 clause 9.17.4	Warranties	Should be deleted as it doesn't apply to the nature of Services. Service Provider will not have any access to LIC's system or Deliverables.	Please be guided by RFP document
81	Page 61 clause 9.11	Business Continuity	All reasonable assistance will be provided to LIC for ensuring smooth transition, however, any expenses that would be borne by LIC towards such transition would not be subject to any reimbursement from our side.	Please be guided by RFP document
82	Page 67 clause 9.15	Security	For us to take a comply/ abide with the same, we would need to have a clear understanding of LIC security requirements.	Please be guided by RFP document
83	Page 70 clause 9.16.8	Consequences of termination of the Selected Bidder	Request exclusion of the said clause	Please be guided by RFP document
84	Page 71 clause 9.16.9	Business Continuity beyond contract period	We would need to understand the expected scope of support that would be required for such transition.	Please be guided by RFP document
85	Page 71 clause 9.16.10	Knowledge transfer	We would abide to share information relevant to LIC infra which might include information such as power information, CCTV footages, access logs etc for the defined period.	Please be guided by RFP document
86	Page 73 clause 9.17.3	General obligations of the party (sub clause)	The clause should be mutual. Service Provider will not perform any Services on premises of LIC	Please be guided by RFP document
87	Page 74 clause 9.19	Assignment	Request to consider assignment clause as mutual	Please be guided by RFP document
88	Page 74 clause 9.20	Fraud and Corrupt Practices	This clause to be considered as mutual	Please be guided by RFP document
89	Page 76 clause 9.22	Performance Bank Guarantee	We would request to reduce the BG to 5 % of the TCV. This is a standard industry practice. We would also request LIC for removal of the penalty of ` 5000/- per day for non submission of BG beyond date of award.	Please be guided by RFP document
90	Page 78 clause 9.25	Pricing and Taxes	Request for edit as below: Highlight in red to be added and strike off to be excluded a) The commercial figure quoted will be an all-inclusive figure inclusive of out of pocket expenses, travelling, boarding, permits, lodging but excluding all applicable taxes such as Service taxes, local sales Tax /	Please be guided by RFP document/corrigendum

			<p>Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.</p> <p>b) Vendor will be entirely responsible for upfront payment of all applicable taxes like Central / State levies, sales tax, Octroi, VAT, excise duty, cess, license fees, road permits, service tax etc. in connection with delivery of products/services.</p> <p>c) VAT/CST/GST shall be mentioned in the Invoices and payments will be made as per invoices submitted. Octroi/local entry tax/ LBT/ Service Tax, GST wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actual on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of two months from the date of payment of the taxes, the Vendor will not be eligible for any reimbursement on this count.</p> <p>d) The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.</p> <p>e) LIC will deduct taxes from the amounts due and payable to the Vendor wherever applicable and will issue a TDS certificate as per the law in force. LIC will provide Vendor with the statement of any taxes deducted by LIC on payments under the contract. The Vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the Vendor.</p>	
91	Page 79 clause 9.26	Approved rates under RFP	Request exclusion of the said clause or edit to maximum 90 days.	Please be guided by RFP document
92	Page 80 clause 9.28	Placing of Orders	Increase the number of days to 15 working days for confirmation on PO.	Please be guided by RFP document
93	Page 85 clause 9.33	Moral Rights	Request to entirely delete along with its sub-clauses as it is not relevant for this engagement.	Please be guided by RFP document
94	Page 86 clause 9.34	Payment Terms	<p>Payment towards services would be requested to change as below</p> <p>1. For space and other charges: Payment to be done quarterly in advance</p> <p>2. For power: Payment to be made monthly in arrears</p>	Please be guided by corrigendum

95	Page 87 clause 9.34.2	Liquidated Damages	LIC to consider changes in liquidated damages clause. Timeline for delivery to be extended to 10 weeks from the date of PO award	Please be guided by RFP document
96	Page 92 clause 9.42	Transition Support	This clause needs to be modified to cover support provided by the service provider to be restricted to the available resources/ capacity of the exiting/ out going service provider.	Please be guided by RFP document
97	Page 92 clause 9.40.7	Breach of This clause	During the period of pendency of disputes, the payments for undisputed amounts and for the services being rendered during such period must continue irrespective of such pendency.	Please be guided by RFP document
98	Page 83 clause 9.32	Intellectual Property Rights	This is not applicable for this engagement. There this and all related provisions, including subclauses should be deleted. Each Party shall be the owner of their existing IP.	Please be guided by RFP document
99	Page 14 clause 3.1	Qualification Criteria	Bidder will be single entity; however for providing solution technology partner involvement may be permitted for providing solution.	Please be guided by RFP document
100	Page 25 clause 3.14	Instructions for bid submission	If we submit Board Resolution authorizing the Bid signing in favour of Bidder representative who would be signing all the pages of the bid , then we understand we are not required to submit Authority Letter as per Annexure-N.	Please be guided by RFP document
101	Page 12 clause 2.1	Invitation to Bid	We would like to understand LIC's flexibility to explore options in Mumbai over Navi Mumbai as we have our DC in Andheri East.	Please be guided by RFP document
102	Page 38 clause 5.5(iii)	Cooling	Cold air should be pumped under the floor and enters through vents to ensure that the temperature is never greater than 21°C.	Please be guided by the RFP document
103	Page 106 Annexure C	Eligibility Criteria	Our financial results for 2018-19 are not published till date can we submit FY result of 2017-18,2016-17 & 2015-16 ?	Please be guided by the RFP document.

Please refer <http://www.licindia.in/Bottom-Links/Tenders> website for revised Annexure (B,D,H,L) along with revised Technical and commercial Revised Excel sheets

EXECUTIVE DIRECTOR (IT/SD)