

CORRIGENDUM-1

Ref: CO/IT-SD/AMC_DELL_BACKUP_APPLIANCES_Corrigendum_1

Date: 12/09/2024

Request for Proposal for Renewal of AMC of Dell Backup Appliance (DD6800), Backup Servers, Tape library and Dell unified switch

Reference: LIC/CO/IT-SD/ODS/AMC/ODS/DELL-BACKUP-APPLIANCES /2024 dated: 05.09.2024

Sl. No.	RFP Item	Existing Clause (in brief) of RFP	Modifications / Additions
1	Section-F: Schedules Schedule-1 Scope of Work Page No# 64	c) In case of failure of hardware, system software the vendor shall ensure that system is made operational to the full satisfaction of LIC within the defined CTR (call to repair) period.	c) In case of failure of hardware, system software the vendor shall ensure that system is made operational to the full satisfaction of LIC at the earliest. The SLAs shall be governed by Section-D- Clause-6-Service Level Agreement
2	2.33. Validity Period: Page No# 37	d) Approved Rates under RFP for AMC of DELL Backup Appliances: The AMC rates approved by LIC after the RFP evaluation process under the above referred RFP will be valid up to the specified end date and 3 months thereafter and also during the extension period. LIC reserves the right to reduce or extend the validity period of the AMC contract of DELL Backup Appliances.	Any extension or reduction in AMC period of hardware components shall be informed to service provider serving a notice 30 days in advance. For extension/reduction of AMC period if required for any hardware components, the new AMC rates for that component shall be discussed and mutually agreed with service provider.
3	2.34. Addition and Deletion in Inventory: Page No# 38	Based on the movement/ shifting/Buyback of Hardware items or due to any other reasons, there may be addition or removal of Hardware items in the AMC Inventory of the Vendor where the possibility is remote. Such changes will be affected in the	Based on the movement/ shifting/Buyback of Hardware items or due to any other reasons, there may be addition or removal of Hardware items in the AMC Inventory of the Vendor

		Hardware Inventory will be informed to the Vendor. The AMC for such Hardware items will be calculated on pro-rata basis for the effective period. However, such situations will be remote wherein a new hardware will be added in the existing setup.	where the possibility is remote. Such changes will be affected in the Hardware Inventory will be informed to the Vendor. For any addition or deletions of Hardware items , the AMC rates for that components will be discussed and mutually agreed with the service provider
4	2.35. Exit Management Plan: Page No# 38	<p>The Vendor shall provide the AMC support during the entire AMC period and further continue to provide the support till the Hardware is handed over to another Vendor for AMC or the Hardware is given under buyback.</p> <p>In the event of expiry of the AMC contract with the existing AMC Vendor resulting out of this RFP and in case the next AMC Vendor has not been finalized for servicing of the existing hardware, the existing Vendor with whom the contract has expired shall service the hardware at existing rates until the new RFP exercise is completed or 9 months whichever is earlier as per the decision taken by LIC at that time. In case the Vendor has to provide the AMC support for the Hardware beyond the AMC period and in the extension period after the AMC period then the Vendor will be entitled for the AMC payment on the pro-rata basis till such time the new AMC Vendor is in place.</p>	<p>The Vendor shall provide the AMC support during the entire AMC period and further continue to provide the support till the Hardware is handed over to another Vendor for AMC or the Hardware is given under buyback.</p> <p>In the event of expiry of the AMC contract with the existing AMC Vendor resulting out of this RFP and in case the next AMC Vendor has not been finalized for servicing of the existing hardware, the existing Vendor with whom the contract has expired shall service the hardware until the new RFP exercise is completed or 9 months whichever is earlier as per the decision taken by LIC at that time.</p> <p>For any extension of AMC period beyond the expiry dates of the Hardware components, the new AMC</p>

			rates for the required extended period for the required components shall be discussed and mutually agreed with the service provider.
5	page 52- Annexure-VI Commercial Bid (Indicative Prices) format - Item-4- Dell EMC Storage(DD6800) - AMC Renewal Start Date	AMC Renewal Start date for Dell EMC Storage (DD6800) mentioned as 02.07.2024	Annexure-VI: Commercial Bid (Indicative Prices) format. Sr No-4 -- Dell EMS Storage(DD6800) --- The AMC Renewal Start date for Dell EMC Storage (DD6800) Stands corrected as 01.09.2024

These Corrigendum/Modifications/Additions to Request for Proposal for Renewal of AMC of Dell Backup Appliance (DD6800), Backup Servers, Tape library and Dell unified switch are issued with the approval of Secretary (IT/DT).

Secretary (IT/DT)