

Responses to Pre-Bid Queries

Request for Renewal of Annual Maintenance Contract of EXADATA X7-2(HC) SYSTEMS, EXADATA X5-2(HC) SYSTEMS, Exadata Storage software and Oracle Active Data Guard (OADG) software
Reference: LIC/CO/IT-DT/ODS/AMC EXADATA SYSTEMS/2024 dated 12th July 2024

Table A

Request for Renewal of Annual Maintenance Contract of EXADATA X7-2(HC) SYSTEMS, EXADATA X5-2(HC) SYSTEMS, Exadata Storage software and Oracle Active Data Guard (OADG) software
Reference: LIC/CO/IT-DT/ODS/AMC EXADATA SYSTEMS/2024 dated 12th July 2024

Sl No	Page No	Clause No	RFP Clause	Queries	Response
1	15	23. Terms and Conditions a. Validity Period:	a) The AMC period for Exadata X7-2 hardware items, Exadata X7-2 Storage Software and Exadata X5-2 hardware items, Exadata X7-2 Storage Software shall be for the period upto 11.07.2026 starting from the current expiry	We need clarification on the support period for OADG.	The support period for OADG shall be from 09.06.2024 to 10.04.2026. Please refer to Schedule-2 -page no-47-Section-Details of AMC of Oracle Active Data Guard to be renewed

			date and OADG shall be for the period upto 10.04.2026 starting from the current expiry date 11.07.2026.		
2	17	23. Terms and Conditions f. Maintenance and Servicing	g) Wherever any system has to be shifted from one LIC location to another, as decided by LIC, the Vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost on account of reinstallation.	Assume the logistics, insurance and other charges shall be taken care by LIC, kindly confirm. While transportation responsibility of providing E way bill will be with LIC.	The logistics, insurance, transportation will not be under the scope of this RFP.
3	19	2. Guiding Principles:	d) LIC, at any point of time, can ask the vendor for change the engineer (on their own pay roll) in case service/response level of the existing engineer/technical support is not found satisfactory.	Any on-site dedicated resources to be deployed during the support period?	On-site dedicated resource is not to be deployed by successful bidder. Whenever required , Bidder shall provide onsite support as mentioned in Scope of work -Schedules 1,2 and Section-23 Clause-f maintenance and

					Servicing
4	14	21. Right to terminate the Process	LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.	Please clarify for Notice period.	Before the completion of RFP process, that is before the issue of Purchase order, LIC reserves the right to cancel the RFP process without giving any prior notice period.
5	20	Penalty	e. Penalty cap for every such incidence will be 10% of the Total AMC Bill. Penalty will be deducted from any amount payable to the Vendor or invoking the performance Bank Guarantee.	Penalty cap 10% is on higher Side. We request you to make it 5%.	No change. Please be guided by the RFP terms and conditions
6	14	22. Eligibility Criteria:	3) Bidder must have provided AMC for Oracle EXADATA systems to at least 2 (two) companies in the last 5 financial years preceding the date of this RFP. At least one among these should be provided	We request you to provide relaxation for the clause and should be modify as below: 3) Bidder must have provided AMC for Oracle EXADATA	No change. Please be guided by the RFP terms and conditions.

			to Government Departments/PSU/BFSI sector companies.	systems to at least 2 (two) companies in the last 5 financial years preceding the date of this RFP. At least one among these should be provided to Government Departments/PSU/BFSI /Enterprise sector companies.	
7			Clause-8 Activity schedule – Last date of submission of bid	Request for extending the bid submission date by 2 days	Please refer to Corrigendum-1
8			Clause 23(d) Payment terms- QMC Payments will be settled at the Central Office location, Mumbai only, quarterly in advance on quarterly basis at the approved L1 AMC rate discovered.	Request for altering the payment terms from quarterly in advance to yearly in advance	No change. Please be guided by the terms and conditions in RFP

Chief(IT/DT)