

## Responses to Pre-Bid Queries

**Request for Proposal for procurement of Oracle Advanced Customer Support (ACS)**

**Reference: LIC/CO/IT-SD/2023-24/ODS/01 dated 13th November 2023**

Table A Request for Proposal for procurement of Oracle Advanced Customer Support (ACS) services Reference: LIC/CO/IT-SD/2023-24/ODS/01 dated 13th November 2023				
Sr. No	RFP Document Reference(s)	Clause (in brief) of RFP requiring clarification(s)	Brief details / Query in reference to the clause	LIC's Response
1	Section-B: MINIMUM ELIGIBILITY CRITERIA Page no. 10	Bidder must have minimum one Purchase Order for supply of Oracle ACS services (either during implementation or post go-live Oracle ACS support) in India in last 5 financial years from the date of RFP. Copy of the Purchase Order to be submitted and details to be submitted as per Annexure-III.	Request you to please provide relaxations/exemption to Startups/MSME Registered Bidders and give us fair chance to participate in this bid	<b>No change Please be guided by the RFP.</b>

2	para 3.a pg. no. 42	LIC shall make payments in Indian Rupee (INR) on receipt of invoices, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.	There are no penalties matrix are mentioned in the RFP. Need Clarity for the same	There are no penalties for non-performance of activities mentioned in scope of work. In the event of non-performance, the contract shall be dealt as per the terms and conditions mentioned in RFP for Termination i.e. clause 18 of Section D. Please refer to RFP clauses – Limitation of Liability and Non-disclosure Agreement for other events where Penalty/Liquidated damages may apply.
3	Para 2, pg. no. 9	Brief on the Scope of Work: ODS (Online Data Store) project wants to engage with Oracle ACS (Advanced Customer Support) to support for ODS Database and Exadata Systems (Remote Support via Shared Services Model) and also Time & Material (T&M) Based Support for 2 Years. The bidder must have good liaison with Oracle and must resolve any issue promptly with the help of Oracle ACS team, whenever necessary. LIC wishes that the activities to be carried out through Oracle ACS (Advanced Customer Support) team as mentioned in the detailed scope of work in Section-E.	Assume Oracle shall arrange the required resources and no need to deploy any resources by Service Provider.	The selected Bidder shall be responsible for the delivery of all activities mentioned in Scope of Work. Bidder should have necessary arrangement with Oracle to get the required activities carried out by Oracle ACS.

4	Para 3, pg. no. 26	<p>12. Personnel</p> <p>12.1. Use of Specified Personnel</p> <p>a) The Vendor will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel</p> <p>b) Ensure that each of the Specified Personnel is aware of and complies with the Vendor's obligations in providing the Services.</p>	Assume Oracle shall arrange the required resources and no need to deploy any resources by Service Provider.	The selected Bidder shall be responsible for the delivery of all activities mentioned in Scope of Work. Bidder should have necessary arrangement with Oracle to get the required activities carried out by Oracle ACS.
5	Para 4, pg. no. 26	<p>12.2. If the Specified Personnel are not available</p> <p>Where one or more of the Specified Personnel is or will become unable or unwilling to be involved in providing the Services, the Vendor will notify LIC immediately.</p> <p>The Vendor will:</p> <p>a) If requested by LIC, provide a replacement person of suitable ability and qualifications, having appropriate technical qualifications and experience equivalent or more than the replaced person, at no additional charge and at the earliest opportunity; and</p> <p>b) Obtain LIC's written consent prior to appointing any such replacement person.</p>	Assume Oracle shall arrange the required resources and no need to deploy any resources by Service Provider.	The selected Bidder shall be responsible for the delivery of all activities mentioned in Scope of Work. Bidder should have necessary arrangement with Oracle to get the required activities carried out by Oracle ACS.

6	Para 7, pg. no. 30	<p>22. Knowledge transfer Subject to any qualification or provision to the contrary in the Scope of Work, the Vendor must provide the following assistance to LIC on termination or expiration of the contract:</p> <p>a. Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and</p> <p>b. Making Specified Personnel and Vendor Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in-Confidence' information of the Vendor.</p> <p>c. The Parties agree that duration of Knowledge transfer shall in no event exceed for more than 90 days.</p>	Assume Oracle shall do the knowledge transfer.	The selected Bidder shall be responsible for the delivery of all activities mentioned in Scope of Work. Bidder should have necessary arrangement with Oracle to get the required activities carried out by Oracle ACS.
7	General query		We need clarity on SLA, LD clause and Penalty matrix.	Please refer response given for serial number 2 above.

Secretary (IT/SD)