

**Statement of Undertaking from OEM**

<To be provided on letterhead of OEM>

To  
Executive Director (IT/BPR),  
Life Insurance Corporation of India,  
Central Office, IT/BPR Department,  
2nd Floor, South Wing,  
"Jeevan Seva Annexe", S. V. Road,  
Santacruz (W),  
Mumbai - 400054.

Dear Sir,

**Sub: Statement of Undertaking from OEM.**

Ref: RFP for Directory Services for Windows and Linux Endpoints and Servers Ref: LIC/CO/IT-BPR/RFP/DS/2019-20 Dated: 15.06.2019.

We, the undersigned OEM, having read and examined in detail all the bidding documents in respect of the above mentioned RFP in respect to product(s) offered/ supplied by us and as a gesture towards our commitment for continued support for our product(s)/ solution do hereby declare as under;

1. We confirm that we would support the installation, commissioning, integration and maintenance of \_\_\_\_\_ supplied to the Life Insurance Corporation of India (herein referred to as "LIC")
2. We hereby confirm that we would treat LIC as a preferred customer and that resolution of all problems and issues reported to us in fulfillment of the above mentioned Bid would be undertaken by us on priority basis.
3. We hereby confirm that for the \_\_\_\_\_ being supplied to LIC, we shall support the same for a minimum period of 6 years/ entire duration of the contract, from the date of its acceptance by LIC. If the same is de-supported by us for any reason whatsoever, we undertake to replace it with an equivalent or better substitute that is acceptable to LIC, without any additional cost to LIC and without impacting the performance of the solution in any manner.
4. We hereby agree to supply and/ or install all new releases, versions, any type of update, upgrade patch and/ or bug fixes for the software or firmware from time to time at no additional cost to LIC. Additionally, the documentation and training services associated with the product(s) shall be provided free of cost to LIC.

5. We hereby confirm that our partner M/s \_\_\_\_\_ (the Bidder for this Bid) possess the necessary capability and training required to support our product(s).
6. We hereby agree to abide by the General Terms & Conditions of this Bid being accepted by our partner M/s \_\_\_\_\_ (the Bidder for this Bid) with LIC.
7. In case of any dissatisfaction or default on part of our partner M/s \_\_\_\_\_ (the Bidder for this Bid) in providing the level of support desired by LIC, we agree to extend the support required to meet the commitments made by our partner without any financial liability to LIC.
8. In case of any change in our arrangement or terms of agreement with our partner M/s \_\_\_\_\_ (the Bidder for this Bid) for providing product support, we agree to maintain the level of support as desired by LIC and as committed by our partner under the above mentioned Bid, without any financial liability to LIC.
9. We hereby agree to provide to LIC, required assistance, consultancy and services beyond the defined scope of work to resolve issues under critical and unforeseen situations.
10. We also confirm that in the event of LIC deciding, at any time during the term of contract under this Bid, to re-locate the product(s)/ setup, we will provide necessary assistance to LIC to relocate the product(s) at no additional cost to LIC.

We hereby confirm that this undertaking is made in good faith and the aforesaid declarations are binding on us for the entire term of contract under the aforementioned Bid.

Yours faithfully,

\_\_\_\_\_  
(Signature)

For and on behalf of: \_\_\_\_\_ (Name of OEM)

**Authorised Signatory**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_