Ref: CO/IT-SD/DELL_ATS_RFP-Pre-Bid-Responses **12TH July, 2024**

Responses to Pre-Bid Queries

Request for Renewal of Annual Technical Support of DELL EMC Networker
Reference: LIC/CO/IT-SD/2024-25/ODS/01 dated 8th July 2024

	Table A			
	Request for Renewal of Annual Technical Support of DELL EMC Networker			
	Reference: LIC/CO/IT-SD/2024-25/ODS/01 dated 8th July 2024			
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	Page 34 , Clause 32 - Service Level Agreement , Table -1	Column-4- Maximum Penalty - Subject to maximum of 10 % of the total cost of Renewal value for a year exclusive of taxes.	Requesting to consider reduction of Maximum Penalty to 5% of the total cost of Renewal value for a year exclusive of taxes.	No Change in condition. It is clarified that Maximum penalty that will be charged for all the incidents occurring during the period of one year will be subject to maximum of 10% of Total cost of Renewal value for a year exclusive of taxes.

2	Page-37, Section-E , Scope of Work	Periodic restoration of backups from storage media (disk, tape etc.)	Clarification required on the Periodicity of restoration activity	Periodicity of Backup restoration will be once in a Quarter.
3	Page-38, Section-F - Payment terms.	Payment terms for renewal of ATS of Networker Backup Software: a) Payment for renewal of ATS of Networker Backup Software (S. No. 1 of Annexure-VI-Commercial Bid) will be made quarterly in advance after deduction of Penalty charges, if any pertaining to previous quarter	Request to change the Payment to Half-year in advance	No Change in condition. Please be guided by the RFP.
4	Page 34 , Clause 32 - Service Level Agreement , Table -2	Table-2 – Column 3 - Resolution time (from reporting time) - Within 24 hours for Request category-CRITICAL	Request to increase the time limit to 36 hours for Request category-CRITICAL	Corrigendum Issued.

Secretary (IT/DT)