

RFP for Annual Maintenance Contract of Computer Hardware & Peripherals
RFP Ref: LIC/CO/IT-BPR/HW/2024-25/02 Dated: 16.07.2024

Clarifications to Pre-bid Queries

Sl. No.	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
1	Note to ITPC for floating RFP for Hardware AMC / Page No. 2	The L1 rate will be discovered and declared as L1 rate, based on the outcome of the Online Reverse Auction .	The bid document mentions that RA is not allowed . Please clarify.	This document is not part of the RFP. Please ignore it.
2	Note to ITPC for floating RFP for Hardware AMC / Page No. 2	Estimated Cost is 86 Crores	Kindly confirm as per the RFP norms, GST will be extra. Please amend the same.	This document is not part of the RFP. Please ignore it.
3	Note to ITPC for floating RFP for Hardware AMC / Page No. 2	The L1 rate will be discovered and declared as L1 rate, based on the outcome of the Online Reverse Auction	In Gem Document its mentioned that there is no RA but here its mentioned that selection will be on basis of out come of RA..Please clarify	This document is not part of the RFP. Please ignore it.
4	Note to ITPC for floating RFP for Hardware AMC / Page No. 2	Maximum penalty capping for breakdown – 20% of the basic cost of the hardware	Requesting you to kindly consider 20% of AMC cost of the hardware instead of 20% of hardware cost.	This document is not part of the RFP. Please ignore it.
5	INSTRUCTIONS TO THE BIDDERS/ Qualification Criteria (Page-13)	The bidders who qualify on all the conditions mentioned in the Eligibility Criteria will be empaneled as Hardware Service Vendor (HSV).	Is there no need for separate empanelment for participating in this bid?	This RFP is open for participation by all the interested vendors. Please refer the RFP.
6	Activity Schedule/ Earnest Money Deposit (EMD)/Page-14	By way of Bank Guarantee: Rs. 22,00,000 (Rupees twenty two lakhs) EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs)	On the GeM portal, we are exempt from furnishing EMD due to our turnover exceeding ₹500 Crores. Hence, no EMD is to be furnished.	No change.

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7	Activity Schedule/ Earnest Money Deposit (EMD)/ Page-14	EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012, issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/ NSIC certificate to LIC.	We are Rs.500 Cr plus turnover organisation and exempted from the EMD as per GeM GTC(General Terms & conditions), Kindly confirm whether EMD required or not.	No change.
8	C.15: Instruction for bid submission Page No. 18	Floor and Ceiling Price: The Bidder will have to submit the AMC quote in percentage of the Basic- Hardware cost. The bidder will have to submit the quote between 3.50% and 6.00% (both inclusive) in the GeM portal in multiples of 0.01%.	Its PAN India support with stringent SLA and penalty and also engineer to be given every 250 asset. This not possible in the price range you have given, request you to drop this clause and let the bidder give their rates. you can think of a capping of 10%	Please refer Corrigendum.
9	C.15: Instruction for bid submission Page No. 18	Floor and Ceiling Price: The Bidder will have to submit the AMC quote in percentage of the Basic Hardware cost. The bidder will have to submit the quote between 3.50% and 6.00% (both inclusive) in the GeM portal in multiples of 0.01%.	Considering the recent Government labour laws compliance with minimum wages & dedicated Engineer requirement of One Engineer for 250 Assets, the Floor and Ceiling Price mentioned is very less. i.e. cost of the required number of Engineers & spares will be high compared to Floor & Ceiling price mentioned. Therefore, we request you to increase the Floor & Ceiling price from 6% to 10% . This will ensure the quality services with qualified & experienced Service Engineers.	Please refer Corrigendum.
10	C.23: Evaluation Process Page 20	Commercial Bid Evaluation- The commercial bid evaluation will be done on the basis of the Commercial bids submitted. No	As per RFP its written there is no reverse auction but on Annexure Page no. 2 it written L1 will be decided based on Reverse auction, Please give us clarification how to decide the L1 bidder	Please ignore the document "Note to ITPC". It is not part of the RFP.
11	C.23: Evaluation Process E3: Allotment of groups Pages 20 & 24	The L1 rate will be discovered and declared as L1 rate, based on the commercial bids submitted by the bidders on the GeM portal	We hope there is no Online Reverse auction.	The understanding of the bidder is correct. Ther will not be any Reverse Auction.

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12	D. ELIGIBILITY CRITERIA/ Experience of bidder / Page -22 & Pg No 53 ; Point No.8	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	The requirement for 50 thousand assets: Is this to be fulfilled in one year or over all three years put together? Additionally, we have executed this in a couple of states, but not in all the states of the country.	The services provided to a single customer at any time during the last 3 years will be considered for eligibility. Please refer Corrigendum.
13	D: ELIGIBILITY CRITERIA/ Experience of bidder / Page -22	The bidder should have own presence/ offices/ Service centers across all the 8 Zonal Headquarters of LIC	We do not have offices in all 8 Zones. However, we will establish the required offices within 30 days if we receive the order.	Please refer Corrigendum.
14	D. ELIGIBILITY CRITERIA/ Experience of bidder / Page -22	The bidder should compulsorily have offices at the major metro cities of India.	We do not have offices in all the Metro cities. However, we will establish the required offices within 30 days if we receive the order.	Please refer Corrigendum.
15	D. ELIGIBILITY CRITERIA/ Experience of bidder / Page -22 & Pg No 53 ; Point No.8	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	We understand that this AMC services of 50000 Assets is from one organization / contract only during the last 3 years. Please confirm.	The understanding is correct. Please refer corrigendum for revised criteria.

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16	D. ELIGIBILITY CRITERIA: Pg No.22	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	Need relaxation in terms of giving multiple PO's adhering to AMC of 50000 assets	The services provided to a single customer at any time during the last 3 years will be considered for eligibility. Multiple POs of a single customer is eligible. Please refer Corrigendum for revised criteria.
17	ELIGIBILITY CRITERIA/ Experience of bidder / Page -22 & Pg No 53 ; Point No.8	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	Please allow 30,000 assets managing in last 3 years in any single organization. The requirement for 50 thousand assets: Is this to be fulfilled in one year or over all three years put together? Additionally, we have executed this in a couple of states, but not in all the states of the country. Pg No 53 ;Point no8 Assets Details of AMC provided had been asked for 5 year-Please clarify	The services provided to a single customer at any time during the last 3 years will be considered for eligibility. Please refer Corrigendum for revised criteria and Revised Annexure V.
18	Section D, Pg 22	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	Below Modification Suggested: The bidder should have provided AMC services for minimum 50,000 minimum 30000 assets in a single order comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/ Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	Please refer Corrigendum.

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19	D. Eligibility Criteria Page 22	The bidder should have provided AMC services for minimum 50,000 assets comprising of Computer Hardware and peripherals in any of the last 3 Years to any Commercial Bank/Financial Institution/ PSU/ Government Organizations in India having offices geographically spread across the country.	Will providing Purchase Orders (POs) from multiple organizations suffice to meet the requirement of having provided AMC services for a minimum of 50,000 assets in last 5 years. OR PO from any single customers of 20,000 Assets in last 5 years.	The services provided to a single customer at any time during the last 3 years will be considered for eligibility. Multiple POs of a single customer is eligible. Please refer Corrigendum for revised criteria.
20	D. ELIGIBILITY CRITERIA: Pg No.22	The bidder should have own presence/ offices/ Service centres across all the 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices at the major metro cities of India.	We request you to provide 8 Zonal Headquarter address to map with our Services Center/offices	Please refer Organization set-up in RFP Clause F.1 Page 32.
21	D. ELIGIBILITY CRITERIA: Pg No.22	The bidder should have own presence/ offices/Please allow 6 own offices in the 8 zonal offices Service centres across all the 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices at the major metro cities of India.	Please allow 6 own offices in the 8 zonal offices	Please refer Corrigendum.
22	ELIGIBILITY CRITERIA/ Experience of bidder / Page -22	The bidder should have own presence/ offices/ Service centers across all the 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices at the major metro cities of India.	We understand that bidder is required to open at least one service center per 8 zonal headquarters, so minimum of 8 service centers with qualifying above clause is sufficient. Please confirm if our understanding is correct.	Please refer Corrigendum.

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23	Eligibility Conditions , Clause No. 8 , Page No. 22 of RFP Doc's	The Bidder should have minimum 100 engineers on Roll.	It is requested that no. of engineers on roll be 50 as acceptable to satisfied this clause. Hence the clause is may be amended to "The Bidder should have minimum 50 engineers on Roll.)	No change.
24	Eligibility Conditions , Clause No. 7 , Page No. 22 of RFP Doc's	The bidder should have own presence/ offices/ Service centers across all the 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices at the major metro cities of India.	Many of the Interested/Capable bidder's may not have service center as required by this clause. Hence it should be amend to "bidders are required to establish/open service centers as required within 1 month of PO received from LIC.	Please refer Corrigendum.
25	Eligibility Criteria – Financial Strength of the Bidder Page No- 22;Point No. 3	The bidder should have minimum annual turnover of Rs. 22 Crores in any three of the last five Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19	Hope the turnover of Rs.22Cr mentioned is from the relevent IT business. Please clarify	No change.
26	Section D, Pg 22	The bidder should have minimum annual turnover of Rs. 22 Crores in any three of the last five Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19	Below Modification Suggested: The bidder should have minimum annual turnover of Rs. 22 Crores Rs. 100 Cr in any three of the last five Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19	No change.
27	D. Eligibility Criteria Page 22	The bidder should have minimum annual turnover of Rs. 22 Crores in any three of the last five Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19	Amendment Required The bidder should have minimum annual turnover of Rs. 13 Crores in any three of the last five Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 Reason : The highest of the AMC bid for a single group is 7 Crores (Group-1) per year or any 2 Large Groups put together is 12.85 Crores (Group-1 and Group-2) put together. Therefore the criteria of the turnover should not be more that the 2 large Groups AMC value that is 12.85 Crores.	No change.
28	Eligibility Criteria Page 22	The bidder should have minimum annual turnover of Rs. 22 Crores in any three of the last five Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19	1. Financial Year 2023-24 should also be included. 2. The average turnover of last 3 years including year 23-24 to be 22 Cr.	No change.
29	Eligibility Criteria Page 22	The Bidder should have minimum 100 engineers on Roll.	Below Modification Suggested: The Bidder should have minimum 100 engineers 500 engineers on Roll.	No change.

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30	Eligibility Criteria Page 22	The bidder/ OEM should have the following ISO Certifications or their higher versions: i. ISO 9001:2015 Quality Certification (OEM and Bidder)	We request you to please mention in bid that ISO 9001:2015 Certification should be provided by OEM or Bidder.	Please refer Corrigendum.
31	Eligibility Criteria Page 22	ISO Certification: The bidder/ OEM should have the following ISO Certifications or their higher versions: i. ISO 9001:2015 Quality Certification (OEM and Bidder) ii. ISO 20000-1:2018 Certification (AMC Vender) iii ISO 27001:2013 Certification (SI)	Why is ISO 27001:2013 Certification required for (SI) since the contract is for AMC services? We request that this criteria be modified accordingly.	No change. Please refer Corrigendum for correction.
32	Eligibility Criteria Page 22	ISO Certification: The bidder/ OEM should have the following ISO Certifications or their higher versions: i. ISO 9001:2015 Quality Certification (OEM and Bidder) ii. ISO 20000-1:2018 Certification (AMC Vender) iii ISO 27001:2013 Certification (SI)	Ensuring the quality Service, we request you to also add CMMI Level 3 or latest certificate of Bidder. Also OEM will not come into picture, if bidder (other than OEM) is bidding for this AMC opportunity.	Please refer Corrigendum.
33	E. TERMS AND CONDITIONS. Evaluation & Allotment of Groups. Page No. 24	The L1 rate will be discovered and declared as L1 rate, based on the commercial bids submitted by the bidders on the GeM portal. ii) The groups will be allotted to L1, L2 and L3... bidders in the following manner.	Since the Floor & Ceiling Price is declared by LIC in the RFP & if there are more than 3 bidders quotes same Rate (%of AMC Rate), then how LIC will declare the L1, L2 & L3. Radom selection of L1, L2, L3, etc. is not the justification with all the respective vendors. Therefore, we request you to introduce technical evaluation criteria (marks), so that if there are multiple Bidders quote is same rate, then L1, L2 & L3 will be decided on technically evaluated criteria / marks by LIC.	No change.

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34	Section E, Pg 24	4. PBG	<p>Below modifications suggested: The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract: i. The bidder fails to honour expected deliverables or part as per this RFP agreement. ii. Any legal action is taken against the bidder restricting its operations. iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. iv. LIC incurs any loss due to vendor's negligence in carrying out the project implementation as per the agreed terms & conditions. In the event of any contract amendment, the vendor shall, within seven days of agreeing to such amendment, furnish the amended performance bank guarantee, valid for the duration of the contract as amended, including warranty obligations</p>	No change.
35	Section E, Pg 25	5. Performance of Vendors	<p>Below modifications suggested: The performance of the vendors will be subject to review by LIC. If LIC finds the performance of any vendor unsatisfactory, LIC, at its discretion, by providing 30 days cure period to cure the breach may impose penalty and/ or invoke the termination clauses of the AMC agreement. LIC will also have the option to blacklist the vendor. LIC may also put the vendors under holiday listing in case of unsatisfactory services.</p>	No change.
36	Section E, Pg 26	10. Force Majeure	<p>Suggestion for clause to be added: In the event that either Party is unable to perform any of its obligations under this Agreement because of a force majeure event, the Party who has been so affected shall as soon as may be, after coming to know of the force majeure event, inform the other Party and the time allowed for performance by the affected party will be extended for the duration of such cause or other Party shall take reasonable steps to resume performance as soon as may be after the cessation of the force majeure event. However, if as a consequence of such cause, performance by a Party under this Agreement shall be prevented for a period longer than three (3) months, then the Parties shall have right to decide and negotiate the continuity of the Agreement and way forward. The terms of termination if any under this condition will be with no liabilities or penalties, except for the accrued payments as on such date of termination.</p>	No change.

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37	Section E, Pg 26	<p>13. Background check and Police verification: The vendor shall ensure that all the hardware engineers appointed by him in rendering the services under this RFP have undergone proper background check, police verification to examine their antecedence and ensure their suitability for such engagement. Report of background verification signed by the vendor representative and complete police verification report should be provided by the vendor for each of the resident hardware engineers</p>	<p>We request you to please allow Court verification instead of Police verification as there is no timeline for police verification and we need to deploy the manpower within the timeline.</p>	<p>Proof of having applied for police verification is acceptable, wherever there is a delay. Hence, no change.</p>
38	Section E, Pg 26	<p>11. Limitation of Liability</p>	<p>Below modifications suggested: Except in cases of criminal negligence or wilful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/ Vendor to pay liquidated damages to LIC and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed for a monetary amount collectively and in aggregate greater than the total amounts for the immediately preceding six (6) months received by vendor for the Services under a particular SOW under which the liability principally arises. the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose and such limitation shall be considered cumulatively and not per incident. The existence of claims or suits will not enlarge or extend the limit.</p>	<p>No change.</p>

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39	Section E, Pg 27	14. Disputes	<p>Below modifications suggested: The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings. If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever, the appointing authority shall appoint a new arbitrator in his place. The arbitral Tribunal shall determine all matters in disputes other than EXPECTED MATTERS as below</p> <ul style="list-style-type: none"> i. Scope of work ii. Technical and Function Specification iii. Discrepancies (varying or conflicting provisions among documents, agreement) iv. Suspension or discontinuation of work v. Acceptance of deliverables <p>In the above EXPECTED MATTERS, the decision of Senior Executive will be final, conclusive and binding on the parties hereto and shall be without appeal. No payment due or payable to the contractor shall be withheld on account of such proceedings. In all cases, arbitration shall give separate award for each dispute or differences referred to. The arbitration shall decide each dispute in accordance with the term of the contract and give a reasoned award.</p>	No change.
40	Section E, Pg 28	17. Consequences of Termination of Selected Bidder	we request that the clause be modified to allow a Cure period of 30 days to be given for unsatisfactory services before termination	No change.
41	Section E, Pg 29	18. Indemnity	<p>Below modifications suggested:- The Vendor shall at all times indemnify and keep indemnified LIC against all actual, direct and proven claims / damages etc., for any infringement of any Intellectual Property Rights while providing its services under the agreement. The Vendor shall at all times indemnify and keep indemnified LIC against any actual, direct and proven claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by its employees or agents or by any other third party resulting from or by any action, omission or operation conducted by or on behalf of the Vendor. The Vendor shall at all times indemnify and keep indemnified LIC against any and all claims by employees, workmen, contractors, sub-contractors, agents, employed engaged or otherwise working for the Vendor, in respect of wages, salaries, remuneration, compensation or the like. All claims regarding indemnity shall survive the termination or expiry of the agreement.</p>	No change.

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42	Section E, Pg 30	19. Rights reserved by LIC	Below modifications suggested: LIC either party shall have the right to cancel the contract at any time without assigning any reasons, by providing a written notice of maximum ninety days, without incurring any liability to the vendor. LIC shall pay for the services rendered till date of termination of the contract.	No change.
43	Posting of Resident Engineers / Page 34	There should be at least one dedicated Engineer posted for every 250 machines	Regarding attendance for engineers assigned to multiple branches with fewer machines: Where are they supposed to Report and Is it mandatory for them to mark daily attendance?	Please refer RFP.
44	2. Detailed scope of work: d. Posting of Resident Engineers. Page 34	There should be at least one dedicated Engineer posted for every 250 machines serviced by the concerned vendor, subject to a minimum of one engineer being resident at the Central Office and every Divisional Office and Zonal Office.	We request you to also mention the number of minimum machines to qualify deployment of second dedicated Engineer within the same DO. This will rule out unnecessary dispute between vendor & respective RM IT/ DO.	No change.
45	Posting of Resident Engineers, Pg.No.34	There should be at least one dedicated Engineer posted for every 250 machines serviced by the concerned vendor, subject to a minimum of one engineer being resident at the Central Office and every Divisional Office and Zonal Office. Subject to this condition, the RM (IT) may prescribe the exact number of engineers Division-wise, based on the prevailing local conditions.	Need total no. of engineers to be deployed against this project locationwise	Please refer RFP.
46	e. Preventive Maintenance. Page no. 35.	A penalty of 0.5% of the cost of the hardware item will be charged every quarter per device if Preventive Maintenance is not done.	Considering the AMC contract, we request you to revise this clause as "A penalty of 0.5% of the AMC cost of that hardware item will be charged every quarter per device if Preventive Maintenance is not done."	No change.
47	Section F, Pg 35	2d. Hardware Engineer Qualification	Below Modification Suggested: The vendor shall provide experienced hardware engineers with a minimum qualification of a bachelor's degree / 3 year Diploma with 3 months certification in hardware/ network and 3 month experience as hardware/ network engineer.	Please refer Corrigendum.

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48	Qualification of Hardware Engineer. Page No. 35, Annexure Page 2	Qualification of resident engineer – Graduate with 3 months certification in hardware/ network and 3 month experience as hardware/ network engineer. In the previous RFP it was Graduate/ Diploma in Computer/ Hardware Engineering qualification (with a minimum 1 year of experience on Linux & Windows Platform).	We assume that 3 months certification is not required for people having technical qualifications.	Please refer Corrigendum.
49	e. Preventive Maintenance.....Pg. No. 35	During the period of AMC it will be mandatory on the part of the selected vendor to carry out onsite Preventive Maintenance (PM) once in every quarter apart from the breakdown maintenance	Please clarify if PM to be done by existing FM resource or needs to carry out by separate resource.	PM is to be carried out by the resident hardware engineers.
50	Qualification of Hardware Engineer. Page No. 35, Annexure Page 2	Qualification of resident engineer – Graduate with 3 months certification in hardware/ network and 3 month experience as hardware/ network engineer. In the previous RFP it was Graduate/ Diploma in Computer/ Hardware Engineering qualification (with a minimum 1 year of experience on Linux & Windows Platform).	We request you to revise this clause as "The vendor shall provide experienced hardware engineers with a minimum qualification of a bachelor's degree / Diploma in IT or Computer Hardware or equivalent and minimum one year experience as hardware/ network engineer." OR HSC with minimum 2 years of experience in LIC environment.	Please refer Corrigendum.
51	Page 36	Scope of work	There should be no penalty against calls such as Biometric, 2FA applications, network connectivity,	No change.
52	Page 37	At the beginning of the contract, the new AMC Vendor will be given a time of 7 working days to resolve the open complaints and no penalty will be deducted during this period. However after the 7th working day, penalty will be applicable, considering that the breakdown has happened on the 8th day	21 working days to resolve the open complaints and no penalty will be deducted during this period. In case of Hardware failure new vendor is not responsible for replacement of spares	No change.

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53	Booking of Breakdown Complaints...Pg.No. 37	Breakdown calls booked after office hours on a working day will be treated as a call booked on the next working day at 10.00 am.	We request to modify the clause as follow: Breakdown calls booked after 1:00PM on a working day will be treated as a call booked on the next working day at 10.00 am.	No change.
54	PG-38	All Zonal Offices All Divisional Offices All BOs/ SOs / other units/ offices at Divisional HQ and BOs /SOs /other units	We need address details of all ZO/DO/BO/SO of LIC of India	Addresses will be provided to the successful vendors.
55	Page 39, Chart of Penalty	Maximum penalty capping for breakdown – 20% of the basic cost of the hardware.	Maximum Penalty capping should be 5% of the hardware cost, as this will be estimated/ tentative amc cost per asset.	No change.
56	Page 39, Chart of Penalty	Penalty Clause	Our concern is how the penalty cap, which exceeds 6% of the product cost, could potentially be more than the AMC cost, considering that the AMC cost already includes the salaries of the FMS/engineers. We would appreciate it if you could provide detailed clarification on this matter, including the rationale behind this policy and any examples or scenarios that can illustrate how these calculations are made.	No change.
57	Section 3, Pg. 39	Maximum penalty capping for breakdown – 20% of the basic cost of the hardware	we request that the maximum capping of the penalty be capped at 10% of the basic cost of the hardware and the maximum total penalty be capped at 5% of the Quarterly billing value.	No change.
58	3. Service Level Agreement (SLA) and Penalties. Page no. 39	Maximum penalty capping for breakdown – 20% of the basic cost of the hardware	Considering the AMC services, we request you to revise this clause as "Maximum penalty capping for breakdown – 20% of the AMC cost of the hardware. "	No change.
59	Chart of Penalties...Pg.No.39	Maximum penalty capping for breakdown – 20% of the basic cost of the hardware	Please clarify the penalty would be applicable for particular impacted hardware	The understanding is correct.

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60	Chart of Penalties.....Pg.No. 39	k) In case of AIOs, if the complaint is not resolved within 1 working day, a standby AIO of equivalent or higher configuration should be immediately provided. Further, it should be repaired/ replaced with new AIO within a period of one month from the date of complaint booking. Any delay in repairing/ replacement within one month (although standby is provided), will attract a penalty of Rs. 5000 per day will be charged subject to a maximum of 50% of the cost of the AIO. This penalty will not be applicable if the standby AIO is treated as a replacement.	If standby machine has been provided then no penalty should be applicable.	No change.
61	Annexure-V- 53	Bidder Profile on stamp paper	Is it a typing mistake? Generally, the profile should be on the letterhead.	No change.
62	Annexure-VII / Page 56	We hereby undertake that all the components/ parts/ assembly used in the servicing of the hardware shall be original and the support will include the availability of original equipment	Are we allowed to repair and reuse the faulty parts?	Repairing is allowed. If any part is replaced, it should be original.
63	pg.no.59	Annexure X: Undertaking by the AMC vendor for stock of spare parts	We need the details of spares which has to be stock at LIC offices.	The responsibility vests with the vendors.
64	Pg No-61 ;Items excluded from AMC	Ink Ribbons, Print Bands and spools for Line Printers are excluded	Print Bands of Line Matrix printers are included but DMP heads are not mentioned in clause. Requested to add Printer head of DMP, Inkjet & MFP under Consumable items and should be excluded from AMC.	Please refer Corrigendum.
65	Pg No-61 ;Items excluded from AMC	Ink Ribbons, Print Bands and spools for Line Printers are excluded	Print Bands of Line Matrix printers are included but DMP heads are not mentioned in clause. Requested to add Printer head of DMP, Inkjet & MFP under Consumable items and should be excluded from AMC.	Please refer Corrigendum.
66	Annexure XI: Format of Agreement Page 61	Quarterly Maintenance Charges (QMC) will be paid by the respective Zones/ Divisions at the end of each quarter.	Please change payment terms monthly	No change.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
67	Annexure XI: 2.b. Items covered under AMC Page 61	Items excluded from AMC: All consumables including the following are excluded from AMC: o Print cartridges for Dot Matrix Printers, Inkjet Printers, MFPs and Line Printers. o Toner cartridges for laser printers. Toners with drum integrated as a single unit, is also excluded from AMC. Wherever toner and drum are separate, then drum is included in the AMC) o Ink Ribbons, Print Bands and spools for Line Printers. o Patch Cord.	We also request you to exclude the Print Head of Laser Printers, Inkjet Printers & MFP. Print Head of Laser Printer is excluded in current AMC contract also.	Please refer Corrigendum.
68	Page 61	Inventory Asset list	a. Inventory above 7 years should be excluded from list. b. Bifurcation of inventory count year on year for 4 years.	No change.
69	Page 61	Compliance to statutory requirements- The vendor, as an employer, must be complying with all the statutory requirements such as ESI, EPF, etc., as applicable to them and any other local/ state/ national statutory requirements	There should be minimum wages for the resident engineer as per either state or central Govt	No change.