



| 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 |
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| | Section/Clause No | Page Number | | | |
| 1 | Fuel & Generators, 5.7 | 37, 104 & 121 | <p>Backup generators should be N+1, continuous rating, capable of providing power for 72 hours or continuously if fuel tanks are refilled.</p> <p>Diesel Tanks (for generators) - The Co-location Site should have high-capacity diesel tanks for ensuring 48-hour power backup with contracts for fuel supply on demand.</p> <p>On-site generator, able to handle the load for a period of at least 48 hours at full load, plus fuel contracts with multiple redundant providers with SLAs.</p> | <p>Regarding power backup diesel generators, the clause mentioned on pages 37, 104 & 121 conflicts. Page 38 states that the backup generators should be N+1 capable of providing power for 72 hours, while pages 104 & 121 state that it is 48 hours.</p> <p>We request the customer to keep 48 hours as standard power backup</p> | Please refer corrigendum-II |
| 2 | Technical requirement, Sr. No. 69 | 37 & 122 | <p>5.7 Fuel & Generators Backup generators should be N+1, continuous rating, capable of providing power for 72 hours or continuously if fuel tanks are refilled.</p> <p>To Ensure N+2 redundancy of the DG to cater the Facility Load</p> | <p>As per TIA rated 3 Design the DG Set Back up should be N+1.</p> <p>There are two separate requirements mentioned on page no. 37 (N+1) and Page No. 122 (N+2).</p> <p>Requesting the customer to please amend the same with N+1 redundancy for DG Sets.</p> | Please refer corrigendum-II |



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| 3 | 9.9 - Liability | 57 | <p>Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p> | <p>(Unlimited Liability can be accepted only in case of wilful misconduct or criminal negligence)</p> <p>The Supplier/vendor shall not be liable to LIC, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, loss of profits, or interest costs. Notwithstanding anything specified in the contract, except in cases of wilful misconduct or criminal negligence, the aggregate liability of the Supplier/vendor to LIC, arising out of or in connection with this Agreement regardless of the cause of action and whether arising in the contract, tort (including negligence), indemnity, warranty or any other legal theory shall not exceed the total Contract Price.</p> | please be guided by RFP |
| 4 | Annexure C: Eligibility Criteria. Point No. 11 | 100 | <p>The Bidder must have minimum average annual turnover of Rs. 60 Crores from Data centre Co-location business / services from India operations for each of the last three (3) financial i.e. FY 2021-22, FY 2022-23 and FY 2023-24. (Certificate from statutory auditor for FY 2023- 24 may be submitted).</p> | <p>Requesting the customer to consider the below.</p> <p>For 2023-2024 in case the financials are not published, a certificate from Chartered Accountant will be submitted.</p> | Please refer corrigendum-II |



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| 5 | Annexure C.1 : Scope of Work and Specifications Point No. 92 | 113 | LIC will not pay any Labour charges for transportation, installation of software, miscellaneous charges separately. All such costs, if any, should be absorbed in the TCO | The RFP is for a Co-location facility for the LIC Data Center requirement but in the clause, it is mentioned as transportation and installation of software. Requesting the customer to check the same & also please confirm that the project is a green field or migration from existing DC. | LIC will not pay any Labour charges for movement of items within data centre, miscellaneous charges separately. Software mentioned are datacentre specific software All such costs, if any, should be absorbed in the TCO. |
| 6 | D: Rate freezing for optional items the contract period (5 years) | 138 | 17. LAN cabling (Structured Cabling per rack) Structured LAN cabling with patch panel / LIU from the Network rack to the Server Racks as per the network design finalized with the LIC's network team. LAN cabling should support 10G speed from the first day. Service provider has to use LAN cable, patch card and patch panel of Corning/Commscope/Panduit/Siemon only. | To compute the cost required for passive cabling, we will require the detailed BoQ of cables, cable types, panel, port count etc | Please refer corrigendum-II |
| 7 | Performance Measurements 3(b)-SLA | 149 | | We hereby propose the following changes: | please be guided by RFP |
| 8 | Annexure C: Eligibility Criteria >> SI. No. 11 & Annexure N: Compliance Sheet for Bid Qualification >> SI. No. 8 | 100 & 157 | The Bidder must have minimum average annual turnover of Rs. 60 Crores from Data centre Co-location business / services from India operations for each of the last three (3) financial i.e. FY 2021-22, FY 2022-23 and FY 2023-24. & The Bidder/Service Provider should have an annual turnover of at least Rs.60 Crores in last 3 financial years (i.e. 2023-24, 2022-23 and 2021-22) in data centre services. | Based on these two requirements given in Annexure C & Annexure N, Bidder is of the understanding that the average annual turnover should be Rs. 60 Cr in the last three financial years and not 60 Cr in each of the last three financial years. Please confirm if the understanding is correct. | Please refer corrigendum-II |



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| 9 | Annexure C: Eligibility Criteria >> SI. No. 2 | 98 | The bidder has to submit the Security Deposit/Earnest Money Deposit (EMD) Rs. 1,00,00,000/- (Rupees One Crore Only) for Primary site (MMR) in the form of Bank Guarantee (BG)/e-BG of any scheduled commercial Bank. | As per the Office Memorandum issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division vide OM No. F.1/1/2022-PPD dated 02.02.2022 regarding Amendment in General Financial Rules, 2017 - Rule 170 (i) & Rule 171 (i) - Bid Security and Performance Security respectively https://doe.gov.in/files/circulars_document/Amendment_to_General_Financial_Rules_2017_0.pdf - The Bid Security may be accepted/furnished in the form of Insurance Surety Bonds. Hence, we request you to accept the Bid Security/EMD in the form of Insurance Surety Bonds as well. | Please refer corrigendum-II |
| 10 | 9.22 Performance Bank Guarantee (PBG) | 70 | A Performance Bank Guarantee (as per Annexure - I) to the tune of 5% of the annual cost shall be submitted by the selected Vendor, as Performance Bank Guarantee (PBG) for the equipment(s) supplied/ Services offered against this RFP. The Bank Guarantee should be as per the format given as Annexure I and should be executed by a Nationalized/ Scheduled bank acceptable to LIC and having Branches in Mumbai. | As per the Office Memorandum issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division vide OM No. F.1/1/2022-PPD dated 02.02.2022 regarding Amendment in General Financial Rules, 2017 - Rule 170 (i) & Rule 171 (i) - Bid Security and Performance Security respectively https://doe.gov.in/files/circulars_document/Amendment_to_General_Financial_Rules_2017_0.pdf - The Performance Security may be accepted/furnished in the form of Insurance Surety Bonds. Hence, we request you to accept the Performance Security/PBG in the form of Insurance Surety Bonds as well. | Please refer corrigendum-II |
| 11 | | | | Please confirm is there is any File Size limit for uploading the documents on portal (i.e. 10 MB, 20 MB etc) | The file size should not exceed 20 MB |



RFP for providing Data Center Services for hosting of infrastructure for LIC IT/Digital Transformation projects in the proposed Co-location Data Center.
Ref: LIC/CO/IT-DT/PVM/COLOCATION/2024-25/1 dated: 12/08/2024, Co-Location: Navi Mumbai/MMR.

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| 12 | 3.14 Non-Disclosure Agreement (NDA) & 3.23 Documents required for Bid submission >> a.6 | 26 | The successful bidder shall submit Non-Disclosure agreement on a stamp paper of Rs.500/- (Rupees Five Hundred only) as per the format given in Annexure-F duly signed by the Authorized Signatory of the Company. & Non-Disclosure Agreement- Annexure-F | Please confirm if NDA is to be submitted along with the bid OR it has to be submitted by the successful bidder upon award of contract. | Please refer clause 3.14 (page 26) of RFP. NDA to be submitted by successful bidder. |
| 13 | Annexure C.1 : Scope of Work and Specifications | 115 | The bidder shall provide Point-To-Point (P2P) network links as mentioned in Indicative Commercial Bid from two different service providers between proposed co-located Data Centre and LIC's existing Data Centre at Vile Parle DC, Mumbai. Link should be upgradable as and when required by LIC. | Please share the Address of Vile Parle DC. | Jeevan Seva, opp. Santacruz Bus Depot, S V Road, Santacruz (W), Mumbai-400054. |
| 14 | Cl. 5.1 (3) And Annexure C(14) | 33, 101 | The proposed Data Center should be Dedicated purpose-built Data Center | The proposed Data Center should be Dedicated Data Center building. | please be guided by RFP |
| 15 | Cl. 5.3 (2) | 35 | The power density of minimum 12 - 16 KVA per rack should be provided. | Please confirm if it is Consumed or rated power. | Rated power |
| 16 | Cl. 5.7 | 37 | Backup generators should be N+1, continuous rating, capable of providing power for 72 hours or continuously if fuel tanks are refilled. | Backup generators should be N+1, continuous rating, capable of providing power for 48 hours or continuously if fuel tanks are refilled. | Please refer corrigendum-II |
| 17 | Annexure C.1 (2) | 103 | The facility should be purpose built for the Data Centre (Mandatory). The proposed Co-location building should preferably be recent and operational for not more than 20 years from the date of bid submission. | The facility should be dedicated Data Centre building (Mandatory). The proposed Co-location building should preferably be recent and operational for not more than 20 years from the date of bid submission. | please be guided by RFP |
| 18 | Annexure C.1: Scope of Work and Specifications >> Point 4 | 103 | There will be some racks of proprietary systems OEM like IBM, HP, etc. Dimension of these racks are larger than usual 42U Racks. Service provider need to provision the rack space keeping view of the same. The details of OEM Racks will be shared with successful Bidder as and when requirement arises during the contract period | Please provide the OEM racks dimensions and quantity. This information will help us to design the layout for server hall. | will be shared with selected bidder |

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| 19 | Annexure C.1: Scope of Work and Specifications >> Point 29 | 106 | Single phase and three phase power from two different sources should be made available to support LIC's equipment in the caged area. Distribution of the power sockets with their types will be made available to the successful SP; LIC will provide the same when placing the order. | Please provide the count of racks with 3 phase power. This information will us to factor the and design the adequate single and three phase power and adequate PDU's | please be guided by RFP |
| 20 | Annexure C.1: Scope of Work and Specifications >> Point 39 | 107 | The link extension from the bidder communication room till the server cage area will be done by the bidder at the discovered cost. During the contract period, LIC may subscribe a leased line link/MPLS from any service providers and DC service provider have to extend the link from communication room to LIC's network Rack within 7 days from date of requirement given by LIC at the discovered cost. If the bidder failed to extend the link from communication room to LICs Network room within the stipulated time schedule or on extended date as may be communicated by LIC, it will be treated as breach of contract and penalty of Rs.25,000/- will be applicable for per day delay. | Request Lic to change the clause. On Lic request service provider will extend the link from MMR to LIC caged area within 14 days, if there is a delay then there would be penalty of Rs 5000. | please be guided by RFP |
| 21 | Annexure C.1: Scope of Work and Specifications >> Point 16 | 104 | For the Cages required by the LIC within the premises, the Bidder shall provide a slab-to-slab modular dedicated meshed Steel/MS cage. The largest gap in the mesh shall not be more than 20 mm. | In page 104 it is mention Meshed Steel cage but ANNEXURE G: One time cost it is mentioned opaque caging. So, should the service provide consider Mesh steel cage or Opagqu caging. Please clarify. | meshed steel cage. Please refer corrigendum-II and revised Annexure G (Indicative Commercial Bid) |
| 22 | Annexure D: Technical Specifications >> Point 60 | 121 | The service provider to provide STS (Static Transfer Switch) for the racks in which single power source equipment are installed | Please provide quantity of STS switches. | Please refer to sl no. 17 of D in revised Annexure G (Indicative Commercial Bid) |
| 23 | Annexure D: Technical Specifications >> Point 61 | 121 | 32 amps and 64 amps Industrial power sockets will be made available by SP at no extra cost to LIC. | Please provide quantity 32 and 64 amp power sockets | will be shared with selected bidder |



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| 24 | 5.2 Security | 35 | 7. LIC to monitor the caged area from remote location that feed should be provided by the Vendor to LIC for monitoring its infrastructure. CCTV Remote Feed installation and setup ready to be consumed by our central command center at no extra cost to LIC. Live Feed and archival to be provided. | Due to IT network security concerns, remote monitoring from outside the datacenter is not feasible. If LIC requires mandatory monitoring from a remote location outside the datacenter, we can set up a dedicated NVR for remote access at an additional cost. LIC will need to provide the 2-4U rack space within the LIC cage area and the respective network IPs. This setup will remain under LIC's control. | The bidder to provide all inclusive setup cost. |
| 25 | Annexure C.1: Scope of Work and Specifications | 109 | 48. The service provider is expected to maintain the CCTV monitoring records for at least 3 months online. CCTV records older than 3 months pertaining to LIC's server area to be stored by successful Bidder either in online or offline mode for one year and the same should be made available on LIC's request through the period of the contract. | Instead, the remote CCTV feed will be provided to the LIC BCP seating area for live monitoring within the datacenter premises. We maintain records for up to 3 months. After this period, LIC must supply the necessary storage devices to archive the CCTV feed. | The bidder to provide all inclusive setup cost. External storage device will be provided by LIC for taking backup. |
| 26 | 5.3 Power switches and other items related to Power. | 36 | 2. The power density of minimum 12 - 16 KVA per rack should be provided. | We understand that the specified power density of 12-16 kVA refers to the nameplate-rated power of the IT inventory per rack, rather than the actual consumed power per rack. Please confirm if this is correct. | Rated power |
| 27 | 5.3 Power switches and other items related to Power. | 36 | 7. Sharing the video monitoring data on monthly basis. | As clarified by LIC in the Pre-Bid meeting on August 20, 2024, the Service Provider (SP) shall provide RHS support for backup processes if the LIC team encounters any difficulties. Consequently, there will be no requirement for the Service Provider to share records on a monthly basis. | please be guided by RFP |
| 28 | 5.4 Network and Network Cabling | 37 | The Vendor shall provide one-time LAN cabling from the Network rack to the Server Racks as per the network designed finalized with LIC's network team at no additional cost to the LIC. | As clarified by LIC in the Pre-Bid meeting on August 20, 2024, the one-time LAN cabling from the Network rack to the Server Racks is not within the scope of the Service Provider and will be handled by LIC. However, the Service Provider shall provide the rate as per the commercial bid for potential future use | one-time LAN cabling from the Network rack to the Server Racks will be at agreed rate quoted by bidder on need basis. |



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| 29 | 5.10 Building Management System | 40 | 6. The VENDOR has to earmark adequate parking facility for parking vehicles of LIC's authorized personnel. However, no parking should be allowed adjacent to the data Centre building. | As per ANSI/TIA 942 guidelines Parking is not permitted inside the datacenter. | please be guided by RFP |
| 30 | Annexure C.1: Scope of Work and Specifications Miscellaneous | 112&113 | 81. The service provider shall provide adequate two wheeler and four wheeler parking facility for LIC officials/ vendors working in the colocation site. Apart from that, parking for a minimum of two cars should be made available during the visit of LIC officials / persons authorized by the LIC . | | please be guided by RFP |
| 31 | 5.11 Conditions | 41 | 7. Storage / Godown: Throughout the contract period, secured Storage/Godown facility to be provided for a period of 3 to 5 weeks with access to LIC's authorized personnel, to meet the time gap between delivery and installation of equipment and / or storing buyback equipment, at no extra cost to LIC. | We request LIC to specify whether the storage space requirement is for a temporary space of 3-5 weeks or for the duration of the contract as permanent storage space. | please be guided by RFP |
| 32 | 5.11 Conditions | 42 | 20. Basic infrastructure costs should include electrical power connection from two different sources under each rack including a pair of 32A Single/Three Phase Industrial Socket at no extra cost to LIC. In case, extra pair of sockets if required for multiple PDUs in a rack, same should be provided at no extra cost to LIC. | As clarified by LIC in the Pre-Bid meeting on August 20, 2024, the Service Provider is to consider 3Ph 32Amps industrial sockets for all the racks since all the rack densities will be 12-16kVA. Additionally, We request LIC to confirm the requirement of an extra pair of 32A Single/Three Phase Industrial Socket circuits for us to size the floor PDU accordingly. | please be guided by RFP |
| 33 | 5.11 Conditions | 42 | 16. The selected bidder has to configure and setup the Video Conferencing equipment, for resolving the support issues, if any | We request LIC to provide the more information on this point to consider. | The bidder may be required to facilitate remote support for resolving issues including screen sharing. |
| 34 | Annexure C.1: Scope of Work and Specifications | 104 | 6. The power charges will be paid actuals based the actual consumption. A separate power meter to be provided and power will be payable in actual usage basis. | | please be guided by RFP |



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| 35 | Annexure C.1: Scope of Work and Specifications | 107 | LIC requires a dedicated power meter that can measure the exact power consumed by LIC's equipment in LIC's server caged area. This consumed power will be payable by LIC provided in the commercials throughout the tenure of the contract | Power consumption shall be metered through BCPM (Branch circuit power monitoring) at floor PDU level for each rack. | please be guided by RFP |
| 36 | Annexure C.1: Scope of Work and Specifications Miscellaneous | 112 | 78. The service provider is required to make provision for power meter / dedicated measuring equipment / dedicated PDU to measure power consumption by LIC. Payments will be made by LIC only on the basis of consumed power. This power meter / dedicated measuring equipment / dedicated PDU will be required to measure the power consumed by LIC. | | please be guided by RFP |
| 37 | Annexure C.1: Scope of Work and Specifications | 107 | 35. The service provider will be responsible for LAN cabling between server room and seating area at the Co-hosting site. The service provider should provide for 3 extra redundant network points apart from the that will be provided for each seating space proposed. | We request LIC to confirm the No. of Cat6A cable is required to extend from server room and seating area | please be guided by RFP |
| 38 | Annexure C.1: Scope of Work and Specifications Seating Space | 110 & 111 | 62. The LIC will require separate enclosed dedicated seating space with biometric access should be provided at the Data Center in the seating area. LIC anticipates the seating space for LIC appointed personnel. The bidder shall factor for at least 30 Square feet work area per seat. In addition, bidder shall provide adequate space for the movement within the enclosed seating area. During the contract period LIC may take additional seating space. | As clarified by LIC in the Pre-Bid meeting on August 20, 2024, the seat space requirement is not a closed cabin it is a shared environment which will be a common pod entry enabled with access control. | please be guided by RFP |
| 39 | Annexure C.1: Scope of Work and Specifications Seating Space | 111 | 67. The bidder shall provide the redundant network connectivity (2 Network points per seat) from the seating space provided by the bidder to LIC's server caged area. For each seat the bidder shall provide redundant network points (2 points). | In point No. 107, the requirement was for 3 redundant points, whereas here it states 2 points, which is contradictory. We request LIC to clarify whether the redundant point requirement is 2 points or 3 points. Based on this clarification, the LAN cable will be extended from the server hall to the seating space. | Total 6 Network points are required. |



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| 40 | Annexure C.1: Scope of Work and Specifications Miscellaneous | 113 | 85. Timelines – 6 Weeks , Early Access : 1 Week, Ready for Service(Desired): 4 Week. The project timelines from the date of acceptance of the Purchase Order | We request that LIC extend the project timelines to 8-10 weeks instead of 6 weeks. The timelines will commence upon receipt of the approved layouts and clarifications, which LIC will provide to the successful bidder regarding the technical aspects not from the data of acceptance of the PO. | please be guided by RFP |
| 41 | Annexure D: Technical Compliance Building and Grounds | 120 | 35. The service provider shall provide adequate two wheeler and four wheeler parking facilities for LIC officials/vendors working in the co-location site. Apart from that, parking for a minimum of one car should be made available during the visit of LIC officials / persons authorized by the LIC | This point should be amended in the technical compliance scoring, as per ANSI/TIA 942 guidelines, parking is not permitted inside the data center | please be guided by RFP |
| 42 | Annexure D: Technical Compliance Building and Grounds | 120 | 43. Seating space for 03 personnel should be secured with Access card / biometric access. | This point should be amended in the technical compliance scoring, as per ANSI/TIA 942 guidelines, parking is not permitted inside the data center | please be guided by RFP |
| 43 | Annexure D: Technical Compliance Building and Grounds | 121 | 49. There should be CCTV monitoring for surveillance of building entrances, exits and other critical areas where LIC's components are placed. The service provider is expected to maintain the CCTV monitoring records for at least 3 months online, post which the service provider is expected to archive such records for CCTV cameras installed within LIC's server area for a period of 1 year and the same should be made available on LIC's request through the period of the contract. | This point should be amended in the technical compliance scoring. As clarified by LIC in the Pre-Bid meeting on August 20, 2024, the seat space requirement is not a closed cabin it is a shared environment which will be a common pod entry enabled with access control. | please be guided by RFP |
| 44 | Annexure D: Technical Compliance Building and Grounds | 122 | 60. The service provider to provide STS (Static Transfer Switch) for the racks in which single power source equipment are installed. | As clarified by LIC in the Pre-Bid meeting on August 20, 2024, this needs to be incorporated into the commercial bid as a unit rate for future use. | Please refer corigendum-II and revised Annexure G |



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| 45 | D: Rate freezing for optional items the contract period (5 years) | 138 | 17. LAN cabling (Structured Cabling per rack) Structured LAN cabling with patch panel / LIU from the Network rack to the Server Racks as per the network design finalized with the LIC's network team. LAN cabling should support 10G speed from the first day. Service provider has to use LAN cable, patch card and patch panel of Corning/Commscope/Panduit/Siemon only. | As clarified by LIC in the Pre-Bid meeting on August 20, 2024, this line item needs to be replaced with installation. | Please refer corrigendum-II |
| 46 | 6.2.5 Commercial Evaluation | | Cage is meshed or opaque | Please clarify whether we have consider Mesh or opaque type caging | Meshed Steel cage |
| 47 | Annexure D: Technical Compliance HVAC Requirements | 119 | The temperature in the server hall should be maintained at 22 +/- 2 deg Celsius. Temperature as measured at approximately 48 inches above the raised floor surface on the front intake of each supported equipment cabinet. | ASHRAE standard guidelines, Temp to be 21Deg- 27Deg | please be guided by RFP |
| 48 | Annexure D: Technical Compliance HVAC Requirements | 119 | The humidity at the Co-location Site should be maintained at 55 % +/- 5% RH. | ASHRAE standard guidelines, humidity to be 20%-80% | please be guided by RFP |



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| 49 | Eligibility | 100 | The Bidder must have minimum average annual turnover of Rs. 60 Crores from Data centre Co-location business / services from India operations for each of the last three (3) financial i.e. FY 2021-22, FY 2022- 23 and FY 2023-24. | The Bidder must have minimum average annual turnover of Rs. 60 Crores from Data centre Co-location business / Data centre services from India operations for each of the last three (3) financial i.e. FY 2021-22, FY 2022- 23 and FY 2023-24. | Please refer corrigendum-II |
| 50 | 2.2 | 16 | 2.2 Pre-Contract Integrity Pact The bidders are required to execute and upload a scan of the "Integrity Pact" as specified in Annexure - A on requisite non judicial stamp paper, at the time of e-submission of the Bid and submit the original to Executive Director (IT/Digital Transformation) along with original EMD Bank Guarantee within prescribed timelines. | Since this is an online bid submission, as a standard practice followed by PSU/Govt. organizations, please provide one week time to submit the originals(Hardcopy of Technical Bid(if required), Integrity Pact, EMD BG etc) from the date of submission of online bid. | Please refer corrigendum-II |
| 51 | 3.12 | 22 | 3.12 Earnest Money Deposit 3. EMD shall be valid for a period of three months from the date of release of RFP | Kindly re-confirm if the validity is three months from the date of release of RFP. Kindly amend this if the expectation is three months from the date of bid submission | please be guided by RFP |



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| 52 | 3.12 | 23 | <p>3.12 Earnest Money Deposit</p> <p>8. The EMD submitted by the bidder may be forfeited in full or part of, the bidder may be blacklisted and other action(s) may be taken against bidder if:</p> <p>e. Bidder does not respond to requests for clarification of its Proposal.</p> <p>f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.</p> | <p>Request to kindly delete these conditions. LIC has every right to disqualify the bid in case the bidder does not respond. But these are not justified reasons to forfeit the EMD and blacklist the bidder. Due to any genuine reasons or due to internal/local/global policies, bidders may opt to be non-responsive or refuse to share the confidential information or refuse to accept any RFP condition which they consider as a risk bearing clause in case the RFP asks to share confidential/classified information or LIC asks bidder to remove any deviations or LIC asks to accept all T&Cs or in any other similar situation.</p> <p>Refer the supporting Clause in Page25: 17. If any compliance or clarification sought by LIC is not submitted within 7 working days of being called for, the bids are liable to be REJECTED. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final and binding.</p> | please be guided by RFP |
| 53 | 3.13 | 24 | <p>3.13 Instructions for Bid Submission</p> <p>9(c). An image of signature found pasted on pages instead of wet signature/digital signature; or</p> | <p>Request to kindly remove this. When Acrobat PDF runs OCR or Edit tool on scanned pages, the logos/signatures/seal/stamp become images automatically. Since the bid has to be signed digitally on eTender portal and LIC wants a signature on each page of the proposal, bidders can be given relaxation to choose their own method of handling the documentation and put signature on each page of the document as per their convenience.</p> | bids to be submitted online and digitally signed |



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| 54 | 3.13 | 25 | 3.13 Instructions for Bid Submission 10(d). Participation in this RFP will mean that the bidder has accepted all terms and conditions and clauses of this RFP and subsequent modification(s) to this RFP, if any. | Kindly remove this and allow the bidders to submit the deviations against unacceptable clauses or T&Cs if any found in the RFP | please be guided by RFP |
| 55 | 3.13 | 25 | 3.13 Instructions for Bid Submission 12. The specifications (Technical and Commercial Bids format) shall be submitted in the same spread sheets as per respective Annexures. | Kindly provide the Spreadsheets in MS Excel format since they are not available on CPP Portal to download. Kindly let the bidders know the location if LIC has already uploaded the spreadsheets somewhere else. | All Annexures in word format are uploaded with corrigendum-II |
| 56 | 3.13 | 25 | 3.13 Instructions for Bid Submission 14. The contents of the Soft copies submitted in the Digital Format to LIC or the hard copies and the contents of the soft copies submitted on e-procurement site shall be exactly the same. If not, the BID MAY BE REJECTED. | 1. Do the bidders need to submit the Hardcopies of Technical Bid and Commercial Bid? If yes, kindly share the timelines to submit the Hard copy of Technical Bid and Commercial Bid 2. Request to kindly elaborate "Soft copies submitted in the Digital Format to LIC". In case LIC is asking the bidders to submit the Technical Bid and Commercial Bid in Sofcopy, bidders need to know complete information to fulfil this requirement. | successful bidder will be required to submit hard copy. |
| 57 | 3.13 | 25 | 3.13 Instructions for Bid Submission 15. In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, penalty will be charged as per the provision of RFP. | Kindly share the T&Cs/SLAs w.r.t Penalties pertaining to non-compliance to instructions for bid submission | please be guided by RFP |



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| 58 | 3.13 | 25 | 3.13 Instructions for Bid Submission 19. During scrutiny of technical bid, if any technical specification/s of any item is/ are changed by mutual consent to meet LIC's requirement, all the Bidders will be informed of the same and asked to submit fresh quotation for that/ those item/s if any, in a separate cover duly sealed and super scribed "REVISED BID for RFP RFP-Ref:LIC/CO/IT-DT/PVM/COLOCATION/2024-25/1 dated 07/08/2024". | Are revised bids online or physical? | Online |
| 59 | 3.13 | 26 | 3.13 Instructions for Bid Submission 20, iv, h. The Data Centre VENDOR should allow the termination of the links provided by the LIC appointed link service providers. If Telecom junction box / multiplexers of these link service providers are not available, then the Data Center VENDOR should allow the commissioning of the same by link service provider. The Data Center VENDOR shall allow laying of cables and associated works in their premises, for installation of MUX or other Network Infrastructure , laying of cable, space for installation of MUX/other network infrastructure in communication room etc. at no extra cost to the LIC. | Kindly let the bidders know: 1. Number of racks required in the MMR 2. Number of the Conduits required in the MMR 3. Sizes of the Conduits required in the MMR 4. Number of the Trays required in the MMR 5. Sizes of the Trays required in the MMR | please be guided by RFP |
| 60 | 3.13 | 26 | The Data Center VENDOR shall allow laying of cables and associated works in their premises, for installation of MUX or other Network Infrastructure , laying of cable, space for installation of MUX/other network infrastructure in communication room etc. at no extra cost to the LIC. | What is the number of racks, required in the MMR, What is the number , sizes , of the Conduits and trays that will be required. | please be guided by RFP |



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| 61 | 3.16 | 27 | <p>3.16 Taxes and Duties</p> <p>a. Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., except GST incurred until delivery of the contracted services to LIC, however LIC will provide requisite letters for road permits.</p> <p>b. GST, if any, will be reimbursed only in actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the vendor.</p> | <p>As GST payments are made collectively of all invoices in a month, it is not possible for us to produce appropriate receipts as referred in this clause.</p> <p>Is the GST mentioned in (b) is GST incurred until delivery of the services as referred in clause (a)? There is no question of asking reimbursement of such GST as we get credit of such GST.</p> <p>Kindly request to revise the clause based on the above mentioned facts.</p> | please be guided by RFP |
| 62 | 3.17 | 27 | <p>3.17 Deduction of Taxes at Source</p> <p>LIC will deduct taxes from the amounts due and payable to the vendor wherever applicable. LIC will provide vendor with the statement of any taxes deducted by LIC on payments under the contract. The vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the vendor.</p> | <p>Request to kindly elaborate the statement "The vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause"</p> | please be guided by RFP |



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| 63 | 3.22 | 28 | 3.22 Assumptions / Deviations The bidder may provide assumptions / deviations on technical only | Considering the complexity of this project, agreeing with the entire RFP Content may not be possible by the time of bid due date. Hence, we kindly request you to allow the bidders to highlight, the difficulties/concerns/deviations if any found in RFP document (including all T&Cs and Technical requirements) and keep them open for further mutual discussion & negotiations till finalizing the contract agreement. We request that the bidder be given an opportunity to state some key deviations and discuss and agree on those with customer if the bidder is the winning bidder. | Please be guided by RFP |



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| 64 | 3.22 | 28 | <p>3.22 Assumptions / Deviations The bidder may provide assumptions / deviations on technical only to the contents of this RFP document at the time of submission of the Bid in folder containing the Technical Bid in the format given in Annexure H1 and Annexure H2 with the caption: Schedule of Assumptions and Deviations from RFP. It may be noted that once the assumptions / deviations are provided, the Bidder would not be allowed to withdraw the same. The Bid Evaluation Committee would evaluate and re-classify them as "material deviation" or "non-material deviation" . In case of material assumption / deviation, the committee may decide to monetize their value, which has to be added to the price bid submitted by the bidder, or reject the bid, prior to announcement of technical scores. The bidders would be informed in writing on the committee's decision on the assumptions / deviations, prior to announcement of technical scores. The bidder would not be allowed to withdraw the assumptions / deviations at this stage. No correspondence in this matter will be entertained. In case of non-material assumptions / deviations, the same would form a part of the Bid and the Contract.</p> | <p>We request that the bidder be given an opportunity to state some key deviations with respect to the terms and conditions along with Technical deviations, and discuss and agree on those with LIC if the bidder is the winning bidder.</p> | <p>Please be guided by RFP</p> |



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| 65 | 3.23 | 29 | <p>3.23 Documents required for Bid submission.</p> <p>e) The Annexure and their contents should be submitted as stated in the formats only. The bid may be rejected in case of non-adherence to any of the above instructions. Any request for the change in the terms and conditions of the RFP document, will not be accepted.</p> | <p>Considering the complexity of this project, agreeing with the entire RFP Content may not be possible by the time of bid due date. Hence, we kindly request you to allow the bidders to highlight, the difficulties/concerns/deviations if any found in RFP document (including all T&Cs and Technical requirements) and keep them open for further mutual discussion & negotiations till finalizing the contract agreement.</p> <p>We request that the bidder be given an opportunity to state some key deviations and discuss and agree on those with customer if the bidder is the winning bidder.</p> | Please be guided by RFP |
| 66 | 3.27 | 31 | <p>3.27 Bid Validity Period</p> <p>Bids shall remain valid for 90 days after the date of Online Reverse Auction (ORA) prescribed by LIC, in the Annexure Activity Schedule. LIC shall reject a bid as nonresponsive if the bid is submitted with a shorter validity period.</p> | Request to change this to "15 days after the date of Online Reverse Auction (ORA)" | Please be guided by RFP |
| 67 | 3.31 | 32 | <p>3.31 Rejection of non-compliant bid:</p> <p>a) LIC reserves the right to reject any or all bids on the basis of any deviation(s).</p> | Rather than outright rejection, we request that the bidder be given an opportunity to state some key deviations with respect to the terms and conditions along with Technical deviations, and discuss and agree on those with LIC if the bidder is the shortlisted bidder. | Please be guided by RFP |



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| 68 | 5.1 | 33 | 5.1 Data Centre Location and specification 9. LIC envisages an addition of more racks during the period of contract; the VENDOR should be able to provide the same at the contracted rate within the same server hall, contiguous to the existing cage area. In case vendor decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with LIC. | 1. What is the number of racks and their kW power required for these racks that are expected to be added 2. Request to kindly elaborate the statement - "first right of refusal would rest with LIC" | Please be guided by RFP |
| 69 | 5.1 | 33 | 5.1 Data Centre Location and specification 11. The placement of network and security rack should be carried out in such way to reduce length of network cabling. | Request to kindly mention if there is any specific requirement on the maximum lengths of the cables. | Please be guided by RFP |
| 70 | 5.1 | 34 | 5.1 Data Centre Location and specification 18. In case the bidder is winding up/lease not renewed, the bidder will give LIC at least 6 months' notice in writing and not shift our LICs assets until we find the new TIER 3 site. The bidder will also bear the cost of shifting the assets to the new site. | Kindly set a capping for - "until we find the new TIER 3 site". As of now this is open ended. We are assuming that this can be read as "6months or until we find the new TIER 3 site whichever is earlier" Please specify the timeline within which LIC will find the new service provider, this cannot be open ended. | Within 6 months |
| 71 | 5.2 | 34 | 5.2 Security 5. The Vendor has to ensure no infiltration in LIC setup including its systems, network etc. | This is not applicable since Colocation service provider does not have access to any of the customers data, system, applications, network etc. Request to kindly remove. | Please be guided by RFP |



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| 72 | 5.2 | 34 | 5.2 Security 7. The doors for the server room, communications room, and other critical areas beyond should be fire rated for minimum 2 hours. LIC to monitor the caged area from remote location that feed should be provided by the Vendor to LIC for monitoring its infrastructure. CCTV Remote Feed installation and setup ready to be consumed by our central command center at no extra cost to LIC. Live Feed and archival to be provided. | Request to kindly mention the retention period for the Archival data | Please be guided by RFP |
| 73 | 5.2 | 35 | 5.2 Security 4. The Vendor shall provide a dedicated server cage area for LIC in the server room/ Hall area. The caged area must be Meshed Caged dedicated for LIC's Data Center. | Please clarify the type of cage required, is it mesh metal or opaque ? | Meshed Steel cage. |
| 74 | 5.3 | 35 | 5.3 Power switches and other items related to Power. 5. Single phase and three-phase power should be made available to support LIC's equipment in the caged area. | Request to kindly mention the number of single phase and 3 phase connections required | to be shared with successful bidder |
| 75 | 5.3 | 35 | 5.3 Power switches and other items related to Power. 7. Sharing the video monitoring data on monthly basis. | Request to kindly mention if there is any requirement of sharing the data on medium like DVD or online transfer. | to be shared with successful bidder |



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| 76 | 5.3 | 35 | 5.3 Power switches and other items related to Power. 8. LIC may ask for audit of the facilities and its related documents, to be conducted either by the Regulators or by any Authorized person/entity for the purpose. | <p>We request to have a concurrence with our Customers/Prospects on the below facts. Kindly accept and confirm.</p> <p>1. Bidder shall not be required to disclose their financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services and service levels provided by the Bidder to the customers.</p> <p>2. In case the Customer desires to audit the contracted Services i.e. for audits for security considerations related to our provision of Services, Customer shall notify us with at least seven (7) days prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between the Customer and us in writing based on contracted services scope. The commercials of such audit shall be paid by the Customer depending on the agreed scope.</p> <p>3. If there is any third-party auditor from Customer's side, then NDA should be signed between the Customer & Third party Auditor.</p> | to be shared with successful bidder |
| 77 | 5.3.2 | 35 | 5.3 Power switches and other items related to Power. 2. The power density of minimum 12 - 16 KVA per rack should be provided. | Please specify the consumed IT Load per rack? | Please be guided by RFP |



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| 78 | 5.4 | 36 | <p>5.4 Network and Network Cabling</p> <p>2. The Vendor/Service Provider will be responsible for extension of links from Vendor telecommunication room to server cage area irrespective of whether the communication links are taken from the SP, or not. The Vendor shall extend such links from their network communication room to the server cage area provided to LIC to host their DC infrastructure. The Vendor shall provide one-time LAN cabling from the Network rack to the Server Racks as per the network designed finalized with LIC's network team at no additional cost to the LIC.</p> | There would be cross connect/network LAN charges applicable. Please confirm and accordingly change the commercial BOQ. | Please be guided by RFP |
| 79 | 5.6 | 37 | <p>5.6 UPS</p> <p>1. The proposed Data Center should have 2N UPS and UPS Power Distribution of 2N Active with STS.</p> | Request to kindly mention whether STS is required for certain Racks or All racks. What is the count of the STS's required. | Please be guided by RFP |
| 80 | 5.9 | 37 | <p>5.9 Seating Space</p> <p>1. LIC anticipates the seating space / workstations for its personnel at the facility where LIC's DC is going to be hosted. The number of personnel and workstation required will be informed to the bidder subsequently/ later</p> | Request to kindly mention the number of Seating spaces required | Please be guided by RFP |



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| 81 | 5.9 | 37 | <p>5.9 Seating Space</p> <p>2. LIC may require additional seating space (in the same premises) for seating additional personnel (LIC employees/appointed personnel) in future at VENDOR Data. Center temporarily during disaster for certain period or permanently and in such an event, additional work area should be made available at the rate not exceeding the agreed/contracted rate. LIC cannot provide any time frame to inform VENDOR for taking up additional space. The payment will be made on pro-rata basis from the date of occupation of seats.</p> | <p>This clause appears to be on demand or optional basis with no further details to agree upon. This is also subject to feasibility when need arises in future. Hence, this needs to be parked for now and to be agreed as per final scope of work during contract negotiation phase. Kindly keep this open for further negotiation with Successful bidder</p> | <p>Please be guided by RFP</p> |
| 82 | 5.7 | 37 | <p>5.7 Fuel & Generators</p> <p>Backup generators should be N+1, continuous rating, capable of providing power for 72 hours or continuously if fuel tanks are refilled.</p> | <p>As per Tier 3 standards the DG backup shall be 48 hours on full load, request LIC to please confirm.</p> <p>As per Tier-III standards, the DC to be equipped with DG backup and onsite fuel storage up to 48 hours. Generators power backup to be for 48 hrs on full load. Request to kindly change this to 48hrs.</p> | <p>Please refer corrigendum-II</p> |



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| 83 | 5.11 | 39 | <p>5.11 Conditions 1. LIC envisages requirement of a dedicated caged space area. The racks will be of 42U to host LIC's DC IT Infrastructure in the server room area. In addition, LIC envisages an addition of more racks in the future. However, should there be a requirement of additional space in the future, other than the space for existing racks the Vendor should be able to provide the same on the prorated per square feet cost within the same facility, contiguous to the existing rack spaces. In case Vendor decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with the LIC.</p> | Request LIC to kindly specify the timelines for ROFR. | Please be guided by RFP |



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| 84 | 5.11 | 40 | <p>5.11 Conditions</p> <p>8. Visitorial Rights: The VENDOR should provide visitorial rights for LIC auditors, external auditors engaged by LIC, IRDAI audit/inspection officials, ISO auditors etc. LIC cannot provide any minimum time frame to inform the VENDOR. The VENDOR will undertake compliance of audit observations as applicable.</p> | <p>We request to have a concurrence with our Customers/Prospects on the below facts. Kindly accept and confirm.</p> <p>1. Bidder shall not be required to disclose their financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services and service levels provided by the Bidder to the customers.</p> <p>2. In case the Customer desires to audit the contracted Services i.e. for audits for security considerations related to our provision of Services, Customer shall notify us with at least seven (7) days prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between the Customer and us in writing based on contracted services scope. The commercials of such audit shall be paid by the Customer depending on the agreed scope.</p> <p>3. If there is any third-party auditor from Customer's side, then NDA should be signed between the Customer & Third party Auditor.</p> | Please be guided by RFP |



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| 85 | 5.11 | 40 | 5.11 Conditions 10. LIC reserves the right, on its own or via a third party auditor, to conduct overall testing at any point of time of its own hosted services and also the services delivered by the selected bidder. | We request to have a concurrence with our Customers/Prospects on the below facts. Kindly accept and confirm. 1. Bidder shall not be required to disclose their financial information, profits, books of accounts, costs breakups etc. and audit shall be strictly restricted to the services and service levels provided by the Bidder to the customers. 2. In case the Customer desires to audit the contracted Services i.e. for audits for security considerations related to our provision of Services, Customer shall notify us with at least seven (7) days prior written notice for such audit. The scope and timelines of the audit shall be mutually agreed between the Customer and us in writing based on contracted services scope. The commercials of such audit shall be paid by the Customer depending on the agreed scope. 3. If there is any third-party auditor from Customer's side, then NDA should be signed between the Customer & Third party Auditor. | Please be guided by RFP |



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| 86 | 5.11 | 40 | 5.11 Conditions 12. LIC may in future require additional space at the Data Center site. The Vendor agrees that in the event LIC wants additional space for expansion, the same will be provided to LIC within the same DC site /floor or building contiguous to the existing setup. The rate per square feet would be mutually agreed at the time of such expansion. However, the Vendor agrees that the rate for expansion shall not exceed the current rates agreed. LIC cannot provide any time frame to inform Vendor for taking up additional space. | Kindly remove this since the expansion is subject to availability of space and power and the rates cannot be same. | Please be guided by RFP |
| 87 | 5.11 | 41 | 5.11 Conditions 14. The Vendor should furnish to Life Insurance Corporation of India periodical incident reports / alerts on both successful and unsuccessful attempts of intrusion / malware attacks with root cause analysis. | This may not applicable since Colocation service provider does not have access to any of the customers data, system, applications, network etc. Request to kindly remove or keep this open for further mutual discussion. | Please be guided by RFP |
| 88 | 5.11 | 41 | 5.11 Conditions 18. The selected bidder has to ensure that the co-location site shall work as desired and the bidder is responsible to supply and install any other components that is inadvertently missed out but required for the overall solution to work. | There are many unknowns , like number of racks planned for expansion, Number of seats required, Number of Cross connects , or conduits etc required. It is essential to have their counts to have all the required components in place. Please share information on these items to help provision for the same. | Please be guided by RFP |



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| 89 | 5.11 | 41 | 5.11 Conditions 20. Basic infrastructure costs should include electrical power connection from two different sources under each rack including a pair of 32A Single/Three Phase Industrial Socket at no extra cost to LIC. In case, extra pair of sockets if required for multiple PDUs in a rack, same should be provided at no extra cost to LIC. | The count of the required number of the required Sockets will help in provisioning the capacity . Hence please share the count and ratings of these sockets required. | Please be guided by RFP |
| 90 | 6.2.3 | 42 | 6.2.3 Technical Evaluation d. Any critical non-compliance/deviations may lead to disqualification of the Bidder. | Considering the complexity of this project, agreeing with the entire RFP Content may not be possible by the time of bid due date. Hence, we kindly request you to allow the bidders to highlight, the difficulties/concerns/deviations if any found in RFP document (including all T&Cs and Technical requirements) and keep them open for further mutual discussion & negotiations till finalizing the contract agreement. We request that the bidder be given an opportunity to state some key deviations and discuss and agree on those with customer if the bidder is the winning bidder. | Please be guided by RFP |



Response to Pre-Bid Queries

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| 91 | 6.2.7 | 46 | 6.2.7 Final Evaluation 4(vi). Any conditional bid would be rejected. | <p>Considering the complexity of this project, agreeing with the entire RFP Content may not be possible by the time of bid due date. Hence, we kindly request you to allow the bidders to highlight, the difficulties/concerns/deviations if any found in RFP document (including all T&Cs and Technical requirements) and keep them open for further mutual discussion & negotiations till finalizing the contract agreement.</p> <p>We request that the bidder be given an opportunity to state some key deviations and discuss and agree on those with customer if the bidder is the winning bidder.</p> | Please be guided by RFP |
| 92 | 6.2.7 | 47 | 6.2.7 Final Evaluation 5. Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.) | <p>We are assuming that post conclusion of RA, LIC will not reject the bidders who are greater than L1 i.e. L1, L2, L3, L4, L5,.... Ln. Kindly confirm.</p> | Please be guided by RFP |



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| 93 | 8 | 50 | <p>8. SUBCONTRACTING</p> <p>a. As per scope of the RFP, the subcontracting may be explicitly prohibited or permitted. If there is no mention of subcontracting in the RFP, Bidder has to obtain written permission from LIC before contracting any work to subcontractors and obtain LIC's authorization to sub-contract for areas in the scope of work to be provided to LIC pursuant to this RFP. LIC at its own discretion may permit or deny the same.</p> <p>b. In case of subcontracting permitted, the contracting Vendor is responsible for all the services provided to LIC regardless of which entity is conducting the operations. The contracting Vendor is also responsible for ensuring that the sub-contractor comply with all security requirements of the contract and LIC can obtain independent audit report for the same.</p> <p>c. The bidder should provide subcontracting details to LIC and if require, LIC may evaluate the same.</p> | <p>It is the understanding for RFP's in India that the client refers to the subcontracting elements as being subcontracting of core Data Center Services. It is understood by the clients that most of the activities for running a data center are outsourced to third parties. Bidder outsources various activities during construction and operation of our multi tenanted data centre business. Activities like physical build of data centre, housekeeping, security, operation etc are an outsourced activity. We also engage outsourced employees for providing various services and all these outsourced services will remain outsourced even for LIC. We request confirmation that procurement of such services will not be construed as Subcontracting and no approval will be required for engaging or changing any of Bidders vendors involved in such activity.</p> | Please be guided by RFP |
| 94 | 9.2 | 51 | <p>9.2 Insurance</p> <p>b. Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.</p> | <p>Request to change this to 30 days. Bidder can initiate for replacement once survey will be completed by Insurance company and also will take permission from insurance company for replacement post completion of their survey.</p> | Please be guided by RFP |



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| 95 | 9.8.1 | 55 | <p>9.8 Indemnity 9.8.1 Indemnity clause 1 a. Subject to Clause 9.8.2 below, the successful bidder shall indemnify, protect and save LIC from/against all claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, resulting from any damage / loss to infrastructure at DC and DR sites, infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc., any claims from third party, corporation or other entity (including LIC) attributable to the Vendor's negligence or wilful default in performance or non-performance under the contract, other statutory infringements in respect of the DC/DR sites and services provided by successful bidder. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.</p> | <p>We request the clause to be read as: a. Subject to Clause 9.8.2 below, the successful bidder shall indemnify, protect and save LIC from/against all claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, infringement of intellectual property, patent, trademarks, copyrights etc., any claims from third party, corporation or other entity (including LIC) solely attributable to the Vendor. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.</p> | Please be guided by RFP |



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| 96 | 9.9 | 56 | <p>9.9 Liability Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p> | <p>We request LIC to consider the following changes in the clause and the clause to be read as - Except in cases of infringement of a third party's claim due to any patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract, tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss or corruption of data, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC. The total aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed 12 months of fees paid to the Supplier/Vendor prior to the date of any such event.</p> | <p>Please be guided by RFP</p> |



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| 97 | 9.11 | 57 | <p>9.11 Business Continuity</p> <p>b. In the event of failure of the bidder to render the service, without prejudice to any other right LIC shall have as per this agreement, LIC at its sole discretion may make alternate arrangements for getting the services from any other source. And if LIC gives a prior notice to the service provider before availing such service from any other alternative source, the service provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.</p> | <p>This needs to be parked for now and to be agreed as per final scope of work during contract negotiation phase. LIC need to quantify/specify the notice period, expenses etc and they should be mutually agreed between both the parties. Kindly keep this open for further negotiation with Successful bidder</p> | <p>Please be guided by RFP</p> |
| 98 | 9.15.1 | 61 | <p>9.15.1 Compliance with LIC requirements / Regulatory Compliance</p> <p>The Vendor will ensure that its personnel comply with:</p> <p>a. All relevant security and other requirements specified in LIC's Information Security Policy, if the same has been made aware by LIC;</p> <p>b. Any other security procedures or requirements notified, in writing, by LIC to the Vendor.</p> <p>The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice.</p> <p>c. Any other regulatory guidelines about IT security issued by Regulator.</p> | <p>We are certified for ISO 27001 (information security management systems) and 20001 (Information technology Service management). We have our internal security policy to abide by and the standards are set to comply with the Data Center industry security requirements irrespective of requirements of any one specific customer.</p> <p>Request to kindly remove this requirement or replace with ISO 27001 (information security management systems)</p> | <p>Please be guided by RFP</p> |



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| 99 | 9.15.2 | 61 | <p>9.15.2 Security clearance</p> <p>a. LIC may, from time to time, notify the Vendor of the level of security or access clearance applicable to the Vendor's Personnel, and the date from which, or the period during which, that clearance will be effective and the Vendor must comply with and ensure its Personnel act in accordance with that notice.</p> <p>b. LIC is responsible for all costs associated with obtaining security clearances.</p> | <p>We are certified for ISO 27001 (information security management systems) and 20001 (Information technology Service management). We have our internal security policy to abide by and the standards are set to comply with the Data Center industry security requirements irrespective of requirements of any one specific customer.</p> <p>Request to kindly remove this requirement or replace with ISO 27001 (information security management systems)</p> | Please be guided by RFP |
| 100 | 9.15.3 | 62 | <p>9.15.3 Removal of LIC Data</p> <p>The Vendor will not, and will ensure that its Personnel do not:</p> <p>a. Remove LIC Data or allow LIC Data to be removed from LIC's premises; or</p> <p>b. Take LIC Data or allow LIC Data to be taken outside of offices premises of LIC.</p> | <p>This is not applicable since Colocation service provider does not have access to any of the customers data.</p> <p>Request to kindly remove.</p> | Please be guided by RFP |
| 101 | 9.16 (Termination) | 62 | <p>9.16 Termination</p> <p>b. The successful bidder acknowledges and agrees that timely performance of all obligations is essence of contract. In case of any delay, under or non- performance is not cured by the successful bidder within time limit given in this RFP and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate/cancel the contract by giving one month's notice, without assigning any reason. The successful bidder agrees and accepts that he shall be liable to pay damages claimed by LIC, in the event of termination/breach of terms of this RFP /contract etc. as detailed in penalty clause in the Annexure - K</p> | <p>We request that LIC shall provide a reasonable notice and cure period of least thirty (30) days prior to termination of the contract. If the breach remains uncured after this time period, Bank shall reserve the right to terminate the contract.</p> <p>We request that liquidated damages shall be Bank's sole remedy against the Bidder against any delays.</p> <p>We request that "without assigning any reason" be deleted since any termination for breach shall be reasoned with a prior notice and reasonable cure period.</p> | Please be guided by RFP |



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| 102 | 9.16.1 | 63 | 9.16.1 Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of 90 days, terminate the contractor and / or reduce the scope of the Services. | We request that LIC not be permitted to terminate the Agreement for convenience as this deal has upfront investments by us which shall get recovered by us over the entire period of contract. LIC shall not be entitled to terminate the Agreement or the project, for convenience. We are requesting this amendment since termination for convenience is not appropriate to the large size colocation engagements wherein upfront capex investments are required from bidders to onboard the customers. | Please be guided by RFP |
| 103 | 9.16.2 | 63 | 9.16.2 Termination by LIC for default a. Notwithstanding what has been stated in clause 9.17.3 (GENERAL OBLIGATIONS OF THE PARTIES.) of this Agreement LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract. | We request that LIC shall provide a reasonable notice and cure period of least thirty (30) days prior to termination of the contract. If the breach remains uncured after this time period, Bank shall reserve the right to terminate the contract. | Please be guided by RFP |



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| 104 | 9.16.2 | 63 | 9.16.2 Termination by LIC for default b. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated. | We also request that due to the nature of scope (colocation), this clause be deleted. | Please be guided by RFP |



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| 105 | 9.16.11 | 66 | <p>9.16.11 Consequences of Termination of the Selected Bidder</p> <p>a. In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP.</p> <p>This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise, subject to providing the bidder a thirty days cure period in writing.</p> <p>b. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.</p> | <p>We request this clause be discussed with winning bidder basis the scope of colocation services. We request clarity that Bidder will be paid in full for all services rendered until the date of termination.</p> | <p>Please be guided by RFP</p> |



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| 106 | 9.17.4 | 68 | 9.17.4 Warranties The Vendor will have to represent and warrant that: a. It has the right to enter into the Contract resulting this RFP; b. It has all rights, title, licenses, interests and property necessary to lawfully perform the Services; c. Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services; d. The Services will be complete, accurate and free from material faults; and e. It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code. | We request the following sub-clauses be deleted or amended only to the extent as stated below - 9.17.4 Warranties The Vendor will have to represent and warrant that: d. The Services will comply with agreed Service Level Agreements (SLAs); and We request sub-clause (e) be deleted since bidder does not have any access or visibility into LIC systems in colocation services model. | Please be guided by RFP |



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| 107 | 9.20. | 68 | 9.20 Fraud and Corrupt Practices | <p>We request this clause be made mutual and applicable for both parties.</p> <p>We also request deletion of the following since fraudulent practices have remedy in law -</p> <p>In such an event, the LIC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, time, cost and effort of LIC, in regard to the RFP, including consideration and evaluation of such bidder's Proposal.</p> | Please be guided by RFP |
| 108 | 9.19 and 9.46 | 68 and 86 | <p>9.19 Assignment The successful bidder shall not assign, delegate or otherwise transfer any of its rights or obligation under this Contract without prior written permission of LIC.</p> <p>9.46 Assignment and Novation A party may only assign its rights or novate its rights and obligations under the contract with the prior written consent of the other party.</p> | <p>We request these clause be amended to read as stated below -</p> <p>The successful bidder shall not assign, delegate or otherwise transfer any of its rights or obligation under this Contract to any third party without prior written permission of LIC. However, the following shall not be considered as assignment to a third party i) transfer to a Bidder's affiliate; (ii) an IPO or (iii) on a transfer to a financial sponsor where Bidder remains the operator</p> | Please be guided by RFP |



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| 109 | 9.23 | 72 | 9.23 Contracting a. The notified Bidder who submits the Performance Bank Guarantee as above will enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP. b. LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to: 1) "Contract Agreement for Selection of System Integrators/ Implementation Agencies" http://deity.gov.in/content/rfp-standardization-model-rfps-and-guidance-notes 2) Provision of the CVC, GEM and GOI on procurements. General Financial Rules 2017 for contract management. https://dea.gov.in/sites/default/files/GFR2017%20%282%29.pdf 3) "Contract Agreement for Selection of System Integrators/ Implementation Agencies" https://www.meity.gov.in/writereaddata/files/eDistrict_Model-SI-RFP-Volume-3_Sep2012.pdf | We request LIC to let the bidders know the precise contract terms which are to be entered into by the winning bidder. LIC to kindly confirm if bidders should consider the terms and conditions stated specifically in this RFP as final for contracting purpose | Please be guided by RFP |



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| 110 | 9.25 | 73 | <p>9.25 Pricing & Taxes c. VAT/CST/GST shall be mentioned in the Invoices and payments will be made as per invoices submitted. Octroi/local entry tax/ LBT/ Service Tax, wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actual on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of two months from the date of payment of the taxes, the Vendor will not be eligible for any reimbursement on this count. Once prices are approved by LIC, The Vendor should not under any circumstances request for an increase in them except for power related prices.</p> | <p>“Appropriate taxes” referred in clause (c) includes GST charged in our invoice ? As mentioned above, we can not provide proof of having paid the taxes. Request to kindly revise this based on the above given facts</p> | Please be guided by RFP |
| 111 | 9.27 | 74 | <p>9.27 Repeat Orders. LIC reserves the right to place repeat orders for additional rack space, seating, permanent storage space, hardware and services on the same, terms & conditions.</p> | <p>Kindly confirm if this request will be made by way of an offer</p> | Please be guided by RFP |
| 112 | 9.32 and 9.33 | 78, 79 | <p>9.32.4 IPR Warranty The Vendor will warrant that: a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and</p> | <p>We request deletion of this sub-clause since there are no deliverables which could be a subject of IP infringement in colocation as a service. We also request deletion of clauses 9.32.1 to 9.32.6 and Section 9.33 are these are not applicable to colocation services.</p> | Please be guided by RFP |
| 113 | 9.34.2 | 82 | <p>9.34.2 Liquidated Damages</p> | <p>Since SLAs cover the penalties, we request to kindly remove LD as a separate parameter</p> | Please be guided by RFP |



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| 114 | 9.34.2 | 82 | <p>9.34.2 Liquidated Damages</p> <p>b. There shall be a penalty for non-adherence to the time schedule as per Annexure K. The total penalty will be capped at 10 % of the total contract value.</p> <p>c. Penalties: All activities have to be completed as per agreed timelines. For the first 6 weeks, penalty of 1% of the total contract value will be imposed for the related Phase per week of delay or part thereof. Thereafter, the rate of penalty will be 2% of the total contract value of the related Phase per week or part thereof.</p> | <p>We request Liquidated Damages to be the sole remedy for any delays.</p> <p>Request to restrict the Liquidated Damages against only the delayed/unperformed One Time implementation/One Time billing components of the project and not against TCV. We also request that the liquidated damages be limited to 0.5% of delayed/unperformed One Time implementation Services for delay of each week or part thereof maximum up to 5% of delayed/unperformed One Time implementation Services .</p> | Please be guided by RFP |
| 115 | 9.34.2 | 82 | <p>9.34.2 Liquidated Damages</p> <p>d. If the penalties are beyond 10% of the total contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and costs of the Bidder. The Bidder may be debarred for applying in future assignments. The PBG of the vendor will be forfeited. LIC reserves the right to award the bid to second/subsequent bidder or go for retender.</p> | <p>We request that any such amounts shall not exceed 10% of the differential costs and is the sole remedy for such termination.</p> | Please be guided by RFP |



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| 116 | Annexure C | 101 | <p>Annexure C: Eligibility Criteria</p> <p>13. The bidder must be hosting at the proposed site at least 3 organisations which should be RBI regulated Commercial banks /IRDAI regulated Insurance company operating in India and should be active on the date of bid submission in the proposed colocation Data Centre.</p> <p>Among the 3 organisations, the bidder must be providing colocation services for minimum 1 organisation for 100 racks or 3000 sq ft. server area as on the date of bid submission at proposed colocation site</p> <p>OR</p> <p>The bidder has been technically shortlisted for commercial evaluation by minimum 1 organization RBI regulated Commercial banks /IRDAI regulated Insurance company for minimum 100 racks or 3000 sq. ft. server area in the calendar year 2023 and 2024 for the proposed colocation site.</p> | <p>This clause restricts if bidders want to propose a new data center with state-of-the-art features/ specifications. Request to kindly change "proposed site" to "proposed site/DC Campus or any of the Data Center managed by the bidder in India".</p> | Please be guided by RFP |
| 117 | Annexure C.1 | 103 | <p>Annexure C.1 : Scope of Work and Specifications</p> <p>3. Termination for Convenience: LIC, for its convenience, may terminate / cancel the contract in whole or in part with a 3-month written notice. In such situation, the Service Provider will be entitled to receive payments only for the services delivered (as per LIC's Purchase Orders) upto the effective date of termination / cancellation. In case of partial termination / cancellation, the reservation charges will be applicable to only those number of racks which LIC decide to continue as contracted capacity, at that time.</p> | <p>Bidders need to invest upfront to take up this project. The investment goes into reserving the space for required racks, additional racks, caging etc. Termination for Convenience will leave a severe impact on the bidders if happens before a mutually agreed lock-in period. Hence, request to either remove this clause or put a minimum 4years lock-in period.</p> | Please be guided by RFP |
| 118 | Annexure C.1.4 | 103 | <p>Annexure C.1 : Scope of Work and Specifications</p> <p>4. There will be some racks of proprietary systems OEM like IBM, HP, etc. Dimension of these racks are larger than usual 42U Racks.</p> | <p>Please specify the exact dimensions (Height, Width, Depth) of the racks.</p> | Please be guided by RFP |



RFP for providing Data Center Services for hosting of infrastructure for LIC IT/Digital Transformation projects in the proposed Co-location Data Center.
Ref: LIC/CO/IT-DT/PVM/COLOCATION/2024-25/1 dated: 12/08/2024, Co-Location: Navi Mumbai/MMR.

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| 119 | Annexure C.1: | 103 | Annexure C.1 : Scope of Work and Specifications 5. Power requirement will be 12 KVA per rack, which may go upto 16 KVA. | are all racks expected to reach this This 16KVA power requirement. Please provide the count of the racks that are expected to reach 16KVA. | Please be guided by RFP |
| 120 | Annexure C.1: | 103 | Annexure C.1 : Scope of Work and Specifications 6. The power charges will be paid actuals based the actual consumption. A separate power meter to be provided and power will be payable in actual usage basis. | Is a power meter required for all the Racks at PDU level, Or at the Floor PDU level. Is there a requiremny of any Smart PDU with power monitoring. | Please be guided by RFP |
| 121 | Annexure C.1 | 104 | Annexure C.1 : Scope of Work and Specifications 15. If the bidder did not provide the additional rack space or seating space within 6 weeks from LIC request, LIC may terminate the contract and may blacklist the service provider. | We request to remove this clause. Project delivery timelines should be discussed and agreed mutually. | Please be guided by RFP |
| 122 | Annexure C.1 | 104 | Annexure C.1 : Scope of Work and Specifications 15. If the bidder did not provide the additional rack space or seating space within 6 weeks from LIC request, LIC may terminate the contract and may blacklist the service provider. | Please share the expected seating requirements, for current future increaments | Please be guided by RFP |
| 123 | Annexure C.1 | 105 | Annexure C.1 : Scope of Work and Specifications 21. The proposed Data Centre should have Air Quality in Co-location site should be of severity level G1 (mild) as per ISA-71.04. | We follow NAAQS(National Ambient Air Quality Standards) and NIOSH(National Institute of Occupational Safety and Health) standards to check the air quality in our Data Centers. Hence request to include NAAQS & NIOSH standards also in this clause. Else, kindly allow us to submit the reports as per NAAQS & NIOSH standards. | Please be guided by RFP |



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| 124 | Annexure C.1 | 109 | Annexure C.1 : Scope of Work and Specifications 53. The bidder should provide maintenance reports of all equipment like UPS, DG Set, Chiller, Transformers, Fire System etc. as and when required by LIC. Further, LIC may request for detailed reports from respective OEMs for audit purposes. Bidder should provide the necessary information as and when require by LIC / LIC appointed Auditors. | This needs to be parked for now and to be agreed as per final scope of work during contract negotiation phase. As per our internal policies and confidentiality reasons, sharing of reports is confined to signed Scope of Work with our customers. All the reports cannot be shared with customer however, team can showcase the report during scheduled customer audit. Hence, request to kindly keep this open for further negotiation with Successful bidder | Please be guided by RFP |
| 125 | Annexure C.1 | 110 | Annexure C.1 : Scope of Work and Specifications 70. The bidder shall accommodate LIC's Fire vault cabinet in the storage area. Fire vault will be supplied by LIC. Approximate weight of the Fire vault cabinet will be around 400Kg | Please share the exact dimensions. | Please be guided by RFP |
| 126 | Annexure C.1 | 111 | Annexure C.1 : Scope of Work and Specifications 75. The SP shall provide the sanitary accommodation to LIC's representative at the site. | Please elaborate on the required "accommodation". What is expected. | Please be guided by RFP |
| 127 | Annexure C.1 | 111 | Annexure C.1 : Scope of Work and Specifications 81 The service provider shall provide adequate two wheeler and four wheeler parking facility for LIC officials/ vendors working in the colocation site. Apart from that, parking for a minimum of two cars should be made available during the visit of LIC officials /persons authorized by the LIC . | Please share the number of parking spots required for 2 wheeler and 4 wheeler | will be shared with successful bidder |



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| 128 | Annexure C.1 | 112 | <p>Annexure C.1 : Scope of Work and Specifications</p> <p>85. Making the Server / cage area ready with racks and all cabling and available for setting up LIC's IT infrastructure in racks (Site should be ready with electrical cabling, LAN cabling and other facilities.) ii. Seating arrangement for LIC appointed onsite personnel (along with necessary furniture, electrical power, etc.) Site completely ready for Inspection and acceptance testing. The site inspection may be conducted by LIC officials / appointed consultant / System Integrator / Application vendor etc. for this purpose</p> <p>Timelines – 6 Weeks , Early Access : 1 Week, Ready for Service(Desired): 4 Week.</p> <p>The project timelines from the date of acceptance of the Purchase Order Bidder has to confirm the acceptance of Purchase Order within 3 days from date of placing the order or it will be deemed accepted.</p> | <p>We request to keep this open for further discussion. Project delivery timelines should be discussed and agreed mutually.</p> | <p>Please be guided by RFP</p> |
| 129 | Annexure C.1 | 112 | <p>Annexure C.1 : Scope of Work and Specifications</p> <p>86. The bidder should confirm in writing the readiness of the co-location site to LIC, as and when the site is ready for installation of LIC's IT Infrastructure but not later than 6 weeks.</p> <p>The LIC along with its consultants (if required) will conduct an inspection and verify the readiness for implementation of its IT Infrastructure. Observations if any conveyed by LIC / LIC appointed consultant to be complied within the project timelines. Billing will be started from the date of sign off given by LIC.</p> | <p>We request to keep this open for further discussion. Project delivery timelines should be discussed and agreed mutually.</p> | <p>Please be guided by RFP</p> |



Response to Pre-Bid Queries

| 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 |
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| | Section/Clause No | Page Number | | | |
| 130 | Annexure C.1 | 113 | Annexure C.1 : Scope of Work and Specifications 88. Price Composition: TCO is for Hosting Co-location facility for LIC's Data Center site. The price quoted should be inclusive of all charges as per LICs requirement mentioned in Annexure - Commercial Bid The commercial bid should be submitted by successful bidders in the commercial bid format attached to this bid.The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees. | Can we submit the price bid in our own format? | No Please be guided by RFP |
| 131 | Annexure C.1 | 113 | Annexure C.1 : Scope of Work and Specifications 92. LIC will not pay any Labour charges for transportation, installation of software, miscellaneous charges separately. All such costs, if any, should be absorbed in the TCO | This may not applicable since Colocation service provider does not have access to any of the customers data, system, applications, network etc. Request to kindly remove. | Please be guided by RFP |
| 132 | Annexure D. 23 | 118 | The humidity at the Co-location Site should be maintained at 55 % +/- 5% RH. | Request LIC to please change this to 50+/-10% | Please be guided by RFP |
| 133 | Annexure D.1 | 124 | Annexure D.1: Technical Bid Evaluation 4. Experience in Data Centre co-location business (less than 3 years - 7 marks & greater than or equal to 3 years - 10 marks) | Since the requirement of the RFP is critical and long term, we request to kindly revise the upper limit to 10years. | Please be guided by RFP |
| 134 | Annexure D.1 | 124 | Annexure D.1: Technical Bid Evaluation 5. Proposed Data Center site is Tier 3/rated 3 or Tier 4/rated 4 (Tier 3/rated 3 - 7 Marks and Tier 4/rated 4 - 10 Marks) | Since the primary requirement of the RFP is to propose Tier-III data center, we request to kindly remove this scoring criterion. | Please be guided by RFP |
| 135 | Annexure D.1 | 124 | Annexure D.1: Technical Bid Evaluation 7. Making the Server / cage area ready with racks and all cabling and available for setting up LIC's IT infrastructure in racks. Site completely ready for Inspection and acceptance testing. Early Access (1 Week Mandatory) Ready for Service 4 Weeks : 10 Ready for Service 6 Weeks : 5 | Request to kindly remove this. Since the project delivery timelines have to be mutually negotiated and agreed, this has to be kept open till finalization of scope. | Please be guided by RFP |



Response to Pre-Bid Queries

| 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 |
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| 136 | Annexure D.1 | 124 | Annexure D.1: Technical Bid Evaluation 8. No of Racks among the submitted References Primary Site: BFSI Client Reference with 200 or more Racks Purchase Order - 10 Marks BFSI Client Reference with > 100 Rack Purchase Order - 7 Marks | This clause restricts if bidders want to propose a new data center with state-of-the-art features/ specifications. Request to kindly change "proposed site" to "proposed site/DC Campus or any of the Data Center managed by the bidder in India". | Please be guided by RFP |
| 137 | Annexure F | 128 | Annexure F: Non-Disclosure Agreement WHEREAS, the Respondent is aware that during engagement with Life Insurance Corporation of India during the Proof of Concept Engagement , the Respondent may be gathering information on LIC's Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., ("Proprietary Information") indicated as confidential by LIC and made available to the Respondent, is privileged and strictly confidential to and / or proprietary of LIC. | We request that this NDA be made mutual to cover confidential information of Bidder as well | Please be guided by RFP |



| 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 |
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| 138 | ANNEXURE G (D) | 138 | <p>ANNEXURE G: INDICATIVE COMMERCIAL BID</p> <p>D: Rate freezing for optional items the contract period (5 years)</p> <p>17. LAN cabling (Structured Cabling per rack) Structured LAN cabling with patch panel / LIU from the Network rack to the Server Racks as per the network design finalized with the LIC's network team. LAN cabling should support 10G speed from the first day. Service provider has to use LAN cable, patch card and patch panel of Corning/Commscope/Panduit/Siemon only.</p> | <p>Request to kindly add the undermentioned points in the RFP since they are critically required to calculate the Labour efforts:</p> <ol style="list-style-type: none"> 1. Pulling of MMF indoor Fiber Cable (Will calculate the length of cable for the required connectivity) 2. Splicing of Pigtailes (this depends on the number of ports and core of fiber used accordingly) 3. Laying of Fiber Patch Cords (Labour for laying the fiber patch cords) 4. Dressing & Labelling of patch cords (Dressing of all the cables) 5. Termination, Testing Charges Including Cable Pulling For Data In Existing Trunking Or Conduit for Server Racks Cabling (Copper termination on the patch panels) 6. Laying of Copper Patch Cords (Labour for laying the copper patch cords) <p>Since RFP mentions that the cabling is required for 10Racks that will be shifted from LIC office. Shall we consider one network rack out of 10racks and 9 racks as server racks so that all the cabling from server racks will be terminated to network rack. Also shall we consider 24 ports of cat6a copper and 24 ports of fiber between the network to server racks so that we can calculate the labour accordingly.</p> | Please refer corrigendum-II |
| 139 | Annexure H | 141 | Annexure H: Compliance Statement | Kindly let the bidders to know the purpose of this Annexure since the deviations are asked separately in Annexure H.1 and Annexure H.2 | Please be guided by RFP |
| 140 | Annexure K | 148 | <p>Annexure K: Contract Agreement /SLA -Terms & Conditions</p> <p>1. Levels and Definitions: Typical Resolution time --> Critical: Within 5 minutes; Key: Within 15 minutes</p> | Request to kindly remove the Resolution time since the bidders may have heavy dependency on OEM to rectify the issue. Since we are committed to provide uptime of 99.982% LIC can impose penalties incase of any breach of SLAs | Please be guided by RFP |



**RFP for providing Data Center Services for hosting of infrastructure for
LIC IT/Digital Transformation projects in the proposed Co-location Data Center.**
Ref: LIC/CO/IT-DT/PVM/COLOCATION/2024-25/1 dated: 12/08/2024, Co-Location: Navi Mumbai/MMR.

Response to Pre-Bid Queries

| 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 |
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| 141 | Annexure K | 148 | Annexure K: Contract Agreement /SLA -Terms & Conditions 2. Service Levels | Since bidders are committed to provide uptime of 99.982% as per Tier-III standards, LIC can impose penalties or ask for service credits in case of any breach of SLAs. Hence we request to remove other SLAs/Penalties | Please be guided by RFP |
| 142 | Annexure K | 149 | Annexure K: Contract Agreement /SLA -Terms & Conditions 3. Performance Measurements: | Since bidders are committed to provide uptime of 99.982% as per Tier-III standards, LIC can impose penalties or ask for service credits in case of any breach of SLAs. Hence we request to remove other SLAs/Penalties | Please be guided by RFP |
| 143 | Annexure K | 150 | Annexure K: Contract Agreement /SLA -Terms & Conditions 5. Fault Reporting, Trouble Ticketing and Call Closure Procedure | Since bidders are committed to provide uptime of 99.982% as per Tier-III standards, LIC can impose penalties or ask for service credits in case of any breach of SLAs. Hence we request to remove other SLAs/Penalties | Please be guided by RFP |
| 144 | Annexure K | 151 | Annexure K: Contract Agreement /SLA -Terms & Conditions 6. Link Uptime: | Since bidders are committed to provide uptime of 99.982% as per Tier-III standards, LIC can impose penalties or ask for service credits in case of any breach of SLAs. Hence we request to remove other SLAs/Penalties | Please be guided by RFP |
| 145 | Annexure K | 152 | Annexure K: Contract Agreement /SLA -Terms & Conditions 7. Additional link penalty: | Since bidders are committed to provide uptime of 99.982% as per Tier-III standards, LIC can impose penalties or ask for service credits in case of any breach of SLAs. Hence we request to remove other SLAs/Penalties | Please be guided by RFP |
| 146 | Annexure M | 155 | Annexure M: Authority Letter | Request to kindly accept Board Resolution instead of Annexure M: Authority Letter | Please be guided by RFP |



Response to Pre-Bid Queries

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| 147 | Annexure Q | 161 | Annexure Q: Declaration for Compliance All Terms and Conditions including scope of work except technical specifications We hereby undertake and agree to abide by all the terms and conditions stipulated by the LIC in this bid including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids). | Considering the complexity of this project, agreeing with the entire RFP Content may not be possible by the time of bid due date. Hence, we kindly request you to allow the bidders to highlight, the difficulties/concerns/deviations if any found in RFP document (including all T&Cs and Technical requirements) and keep them open for further mutual discussion & negotiations till finalizing the contract agreement. We request that the bidder be given an opportunity to state some key deviations and discuss and agree on those with customer if the bidder is the winning bidder. | Please be guided by RFP |
| 148 | Annexure R | 162 | Annexure R: LIC Bank Account Details | Kindly share a high resolution image or provide the details in Text format since the image available in RFP is not clearly visible. | Please refer revised Annexure R |
| 149 | Annexure S: | 164 | Annexure S: Activity Schedule 9. Last Date & Time for Bid Submission | Submission date set for both MMR and BLR RFPs is same. We request to please provide at least 7 working days gap between two RFPs | Please be guided by RFP |
| 150 | Annexure S: | 164 | Annexure S: Activity Schedule 9. Last Date & Time for Bid Submission | Request to kindly provide at least two weeks (15 working days) to submit the bid post release of Pre-Bid Response. | Please be guided by RFP |



| 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 |
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| 151 | Annexure U | 168 | Annexure U: Undertaking for Warranty and Quality Assurance We hereby accept all the Term & Conditions of the RFP and extend Quality Assurance for a period of Five years from the date of installation as per the terms and conditions stated in the RFP document referred above. | Considering the complexity of this project, agreeing with the entire RFP Content may not be possible by the time of bid due date. Hence, we kindly request you to allow the bidders to highlight, the difficulties/concerns/deviations if any found in RFP document (including all T&Cs and Technical requirements) and keep them open for further mutual discussion & negotiations till finalizing the contract agreement. We request that the bidder be given an opportunity to state some key deviations and discuss and agree on those with customer if the bidder is the winning bidder. | Please be guided by RFP |
| 152 | NA | NA | Annexure C: Eligibility Criteria Annexure C.1: Scope of Work and Specifications Annexure D: Technical Compliance ANNEXURE G: INDICATIVE COMMERCIAL BID Annexure N: Compliance Sheet for Bid Qualification Annexure R: LIC Bank Account Details | Request to kindly provide the following RFP sections in MS Excel format Annexure C: Eligibility Criteria Annexure C.1: Scope of Work and Specifications Annexure D: Technical Compliance ANNEXURE G: INDICATIVE COMMERCIAL BID Annexure N: Compliance Sheet for Bid Qualification Annexure R: LIC Bank Account Details | All Annexures in word format are uploaded with corrigendum-II |
| 153 | NA | NA | NA | We understand there is EMD and Bid Processing Fee of INR 11,800/ are applicable to bid for this RFP. Kindly specify/confirm if there is any other charges to paid to Tenderwizard portal when the bidder login into the website: www.tenderwizard.com/LIC or during online bid submission. | yes tender wizard registration fees |



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| 154 | NA | NA | NA | As discussed in Pre-Bid Meeting on 20th Aug 2024, we are considering the below. Kindly confirm 1. Bid submission is only on website: www.tenderwizard.com/LIC which is online 2. No need to submit the hardcopy of Technical Bid or Price Bid. 3. Bidders need to submit the hardcopy to EMD BG and Integrity Pact either on date of bid submission or the next working day. 4. NDA is applicable only to Successful Bidder and hence not required at bid submission stage. | yes |
| 155 | Annexure C.1: Scope of Work and Specifications >> Point 67 & Annexure D: Technical Specifications >> Sr. No. 76 | 11 & 122 | The bidder shall provide the redundant network connectivity (2 Network points per seat) from the seating space provided by the bidder to LIC's server caged area. For each seat the bidder shall provide redundant network points (2 points). & The service provider should provide for 03 extra redundant network points apart from the 03 that will be provided for the seating space asked for. | Please specify the exact number of redundant network points required (2 or 3). | Total 6 Network points are required. |
| 156 | 3.14 Non-Disclosure Agreement (NDA) & 3.23 Documents required for Bid submission >> a.6 | 26 | The successful bidder shall submit Non-Disclosure agreement on a stamp paper of Rs.500/- (Rupees Five Hundred only) as per the format given in Annexure-F duly signed by the Authorized Signatory of the Company. & Non-Disclosure Agreement- Annexure-F | Please confirm if NDA is to be submitted along with the bid OR it has to be submitted by the successful bidder upon award of contract. | Please refer clause 3.14 (page 26) of RFP. |
| 157 | 3.27 Bid Validity Period | 31 | Bids shall remain valid for 90 days after the date of Online Reverse Auction (ORA) prescribed by LIC, in the Annexure Activity Schedule. | Kindly request you to modify the clause as proposed below because the date for Online Reverse Auction is not mentioned in the Annexure Activity Schedule. Bids shall remain valid for 90 days from the last day of bid submission. | Please be guided by RFP |



Response to Pre-Bid Queries

| 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 |
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| | Section/Clause No | Page Number | | | |
| 158 | 5. Scope and Other Requirements>> 5.3 Power switches and other items related to Power >> (2) | 35 | The power density of minimum 12 - 16 KVA per rack should be provided. | Please confirm if it is Consumed or rated power. | Rated power |
| 159 | 9. Terms & Conditions >> 9.8.2 Indemnification Clause 2 (i) | 57 | if a Party makes a claim under the indemnity set out under Clause 10.8.1 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages). | Request for correction of reference clause from 10.8.1 to 9.8.1 | Please refer corrigendum-II |



| 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 |
|---------|--|-------------|--|--|-------------------------|
| | Section/Clause No | Page Number | | | |
| 160 | 9. Terms & Conditions >> 9.16.1 Termination and reduction for convenience | 63 | <p>a. LIC may, at any time, by a prior written notice of 90 days, terminate the contractor and / or reduce the scope of the Services.</p> <p>b. On receipt of a notice of termination or reduction, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.</p> <p>c. If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.</p> <p>d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.</p> <p>e. LIC is not liable to pay compensation under clause ('C') supra, if the amount, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceeds the total Service Charges payable under the Contract. The Vendor is not entitled to compensation for loss of prospective profits.</p> <p>f. The systems that are complete and ready for delivery within 30 days after the Vendor's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and /or to cancel the remainder and pay to the Vendor an</p> | <p>Bidder proposes the following modifications:</p> <p>a. LIC may, at any time, by a prior written notice of 90 days, terminate the contractor and / or reduce the scope of the Services by paying the Service Charge agreed at the time of execution of this Contract for the residual period, calculated from the date of such notice.</p> <p>b. On receipt of a notice of termination or reduction, the Vendor must stop work as specified in the notice before expiry of the notice period, protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.</p> <p>c. d. and e deleted</p> <p>f The systems that are complete and ready for delivery within 90 days after the Vendor's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and /or to pay to the Vendor an agreed amount for partially completed systems and for materials and parts previously procured by the Vendor.</p> | Please be guided by RFP |



| 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 |
|---------|---|-------------|---|--|----------------------------|
| | Section/Clause No | Page Number | | | |
| 161 | 9. Terms & Conditions >> 9.16.11 Consequences of Termination of the Selected Bidder | 66 | a. In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. | Kindly request you to cap the cost to be borne by the successful bidder to 10% of the Contract Value. | Please be guided by RFP |
| 162 | 9. Terms & Conditions >> 9.16.11 Consequences of Termination of the Selected Bidder | 66 | Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise, subject to providing the bidder a thirty days cure period in writing. | Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise, subject to providing the bidder a Ninety days cure period in writing. | Please be guided by RFP |
| 163 | 9. Terms & Conditions >> 9.22 Performance Bank Guarantee (PBG) | 70 | A Performance Bank Guarantee (as per Annexure - I) to the tune of 5% of the annual cost shall be submitted by the selected Vendor, as Performance Bank Guarantee (PBG) for the equipment(s) supplied/ Services offered against this RFP. The Bank Guarantee should be as per the format given as Annexure I and should be executed by a Nationalized/ Scheduled bank acceptable to LIC and having Branches in Mumbai. | As per the Office Memorandum issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division vide OM No. F.1/1/2022-PPD dated 02.02.2022 regarding Amendment in General Financial Rules, 2017 - Rule 170 (i) & Rule 171 (i) – Bid Security and Performance Security respectively (https://doe.gov.in/files/circulars_document/Amendment_to_General_Financial_Rules_2017_0.pdf) - The Performance Security may be accepted/furnished in the form of Insurance Surety Bonds. Hence, we request you to accept the Performance Security/PBG in the form of Insurance Surety Bonds as well. | Please refer corigendum-II |



RFP for providing Data Center Services for hosting of infrastructure for LIC IT/Digital Transformation projects in the proposed Co-location Data Center.
Ref: LIC/CO/IT-DT/PVM/COLOCATION/2024-25/1 dated: 12/08/2024, Co-Location: Navi Mumbai/MMR.

Response to Pre-Bid Queries

| 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 |
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| 164 | Annexure C: Eligibility Criteria >> SI. No. 2 | 98 | The bidder has to submit the Security Deposit/Earnest Money Deposit (EMD) Rs. 1,00,00,000/- (Rupees One Crore Only) for Primary site (MMR) in the form of Bank Guarantee (BG)/e-BG of any scheduled commercial Bank. | As per the Office Memorandum issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division vide OM No. F.1/1/2022-PPD dated 02.02.2022 regarding Amendment in General Financial Rules, 2017 - Rule 170 (i) & Rule 171 (i) – Bid Security and Performance Security respectively (https://doe.gov.in/files/circulars_document/Amendment_to_General_Financial_Rules_2017_0.pdf) - The Bid Security may be accepted/furnished in the form of Insurance Surety Bonds. Hence, we request you to accept the Bid Security/EMD in the form of Insurance Surety Bonds as well. | Please refer corrigendum-II |
| 165 | Annexure C: Eligibility Criteria >> SI. No. 10 | 100 | Supporting Documents: For 2023-2024 in case the financial are not published, certificate from Statutory auditor may be submitted. | Kindly request you to modify the clause as below: Supporting Documents: For 2023-2024 in case the financial are not published, certificate from Statutory auditor/CA may be submitted OR Provisional Balance Sheet may be submitted. | Please refer corrigendum-II |
| 166 | Annexure C: Eligibility Criteria >> SI. No. 11 | 100 | (Certificate from statutory auditor for FY 2023- 24 may be submitted). | Kindly request you to modify the clause as below: (Certificate from statutory auditor/CA for FY 2023- 24 may be submitted) OR Provisional Balance Sheet may be submitted. | Please refer corrigendum-II |
| 167 | Annexure C: Eligibility Criteria >> SI. No. 11 & Annexure N: Compliance Sheet for Bid Qualification >> SI. No. 8 | 100 & 157 | The Bidder must have minimum average annual turnover of Rs. 60 Crores from Data centre Co-location business / services from India operations for each of the last three (3) financial i.e. FY 2021-22, FY 2022-23 and FY 2023-24. & The Bidder/Service Provider should have an annual turnover of at least Rs.60 Crores in last 3 financial years (i.e. 2023-24, 2022-23 and 2021-22) in data centre services. | Based on these two requirements given in Annexure C & Annexure N, Bidder is of the understanding that the average annual turnover should be Rs. 60 Cr in the last three financial years and not 60 Cr in each of the last three financial years. Please confirm if the understanding is correct. | Please refer corrigendum-II |



RFP for providing Data Center Services for hosting of infrastructure for LIC IT/Digital Transformation projects in the proposed Co-location Data Center.
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Response to Pre-Bid Queries

| 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 |
|---------|---|----------------|--|--|---|
| | Section/Clause No | Page Number | | | |
| 168 | Annexure C.1: Scope of Work and Specifications >> Point 4 | 103 | There will be some racks of proprietary systems OEM like IBM, HP, etc. Dimension of these racks are larger than usual 42U Racks. Service provider need to provision the rack space keeping view of the same. The details of OEM Racks will be shared with successful Bidder as and when requirement arises during the contract period. | Please provide the OEM racks dimensions and quantity. This information will help us to design the layout for server hall. | to be shared with successful bidder |
| 169 | Annexure C.1: Scope of Work and Specifications >> Point 16 | 104 | For the Cages required by the LIC within the premises, the Bidder shall provide a slab-to slab modular dedicated meshed Steel/MS cage. The largest gap in the mesh shall not be more than 20 mm. | In page 104 it is mentioned Meshed Steel cage but in ANNEXURE G: One time cost, it is mentioned opaque caging. Please clarify should service provider consider Mesh steel cage or Opaque caging. | meshed steel cage. Please refer to revised Annexure G (Indicative Commercial Bid) |
| 170 | Annexure D: Technical Compliance >> Sr. No. 14 & 54 & 5.7 Fuel & Generators | 104 & 121 & 37 | 14. Backup generators should be capable of providing uninterrupted power for a minimum of 48 hours at any point of time. 54. On-site generator, able to handle the load for a period of at least 48 hours at full load, plus fuel contracts with multiple redundant providers with SLAs. Backup generators should be N+1, continuous rating, capable of providing power for 72 hours or continuously if fuel tanks are refilled. | Please confirm whether uninterrupted power is to be provided for 48 hours OR 72 hours. | Please refer corrigendum-II |
| 171 | Annexure C.1: Scope of Work and Specifications >> Point 21 | 105 | The proposed Data Centre should have Air Quality in Co-location site should be of severity level G1 (mild) as per ISA-71.04. | Request you to modify the requirement as follows: The proposed Data Centre should have Air Quality in Co-location site should be of severity level G1 (mild) as per ISA-71.04 or should follow NAAQS (National Ambient Air Quality Standards) / NIOSH (National Institute of Occupational Safety and Health) mentioned standards. | Please be guided by RFP |
| 172 | Annexure C.1 : Scope of Work and Specifications Sr No 70 | 110 | The bidder shall accommodate LIC's Fire vault cabinet in the storage area. Fire vault will be supplied by LIC. Approximate weight of the Fire vault cabinet will be around 400Kg. | We suggest the fire vault dimension should be H65.2cm x W52.1cm x D 57cm. | Please be guided by RFP |



| 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 |
|---------|---|-----------------|--|---|--|
| | Section/Clause No | Page Number | | | |
| 173 | Annexure C.1: Scope of Work and Specifications >> Point 81 & Annexure D: Technical Specifications >> Point 35 | 111 & 119 | The service provider shall provide adequate two wheeler and four wheeler parking facility for LIC officials/ vendors working in the colocation site. Apart from that, parking for a minimum of two cars should be made available during the visit of LIC officials / persons authorized by the LIC . & The service provider shall provide adequate two wheeler and four wheeler parking facilities for LIC officials/vendors working in the co-location site. Apart from that, parking for a minimum of one car should be made available during the visit of LIC officials / persons authorized by the LIC | Kindly clarify whether the parking is required for 2 cars or 1 car. | Please refer corrigendum-II |
| 174 | Annexure C.1 : Scope of Work and Specifications | 115 | The bidder shall provide Point-To-Point (P2P) network links as mentioned in Indicative Commercial Bid from two different service providers between proposed co-located Data Centre and LIC's existing Data Centre at Vile Parle DC, Mumbai. Link should be upgradable as and when required by LIC. | Please share the Address of Vile Parle DC. | Jeevan Seva, opp. Santacruz Bus Depot, S V Road, Santacruz (W), Mumbai-400054. |
| 175 | Annexure D: Technical Compliance >> Sr. No. 23 | 118 | The humidity at the Co-location Site should be maintained at 55 % +/- 5% RH. | Kindly request you to amend the clause as follows: The humidity at the Co-location Site should be maintained at 50 % +/- 10% RH. | Please be guided by RFP |
| 176 | Annexure D: Technical Compliance >> Sr. No. 31, 32 & 33 | 119 | 31. Dedicated Seating/office space for 03 personnel per shift 32. The seating space to be dedicated and to be secured with access card / biometric access. The area should be provided with comfort air conditioning. 33. Adequate locker facility should be provided in the seating area. The furniture should be modular furniture with drawers/pedestal, keyboard tray, for each table. | Please confirm whether seating space for 03 personnel can be provided in a shared area with 3 seats always available for LIC personnel. | shared area |



RFP for providing Data Center Services for hosting of infrastructure for LIC IT/Digital Transformation projects in the proposed Co-location Data Center.
Ref: LIC/CO/IT-DT/PVM/COLOCATION/2024-25/1 dated: 12/08/2024, Co-Location: Navi Mumbai/MMR.

Response to Pre-Bid Queries

| 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 |
|---------|---|-------------------------|--|--|---|
| | Section/Clause No | Page Number | | | |
| 177 | Annexure D: Technical Compliance >> Sr. No. 49 | 120 | There should be CCTV monitoring for surveillance of building entrances, exits and other critical areas where LIC's components are placed. The service provider is expected to maintain the CCTV monitoring records for at least 3 months online, post which the service provider is expected to archive such records for CCTV cameras installed within LIC's server area for a period of 1 year and the same should be made available on LIC's request through the period of the contract. | Bidder will share the CCTV logs only for the cage area where LIC racks are hosted. CCTV logs for seating area won't be shared as we understand seating space will be in a shared area. Further, please confirm CD Tapes will be provided by LIC for recording the logs. | yes, will be provided by LIC |
| 178 | Annexure D: Technical Specifications >> Sr. No. 60 | 121 | The service provider to provide STS (Static Transfer Switch) for the racks in which single power source equipment are installed | Please provide the quantity of STS switches. | Please refer sl. No 17 of D of revised Annexure G |
| 179 | Annexure D: Technical Specifications >> Sr. No. 61 | 121 | 32 amps and 64 amps Industrial power sockets will be made available by SP at no extra cost to LIC. | Please provide the quantity 32 and 64 amp power sockets | will be shared with successful bidder |
| 180 | Annexure D.1: Technical Bid Evaluation | 124 | Scoring | The RFP does not mention of the cut-off marks required for technical qualification. Kindly request you to confirm the cut-off marks as 80% for Technical Qualification for all the bidders in order to participate in Reverse Auction. | Please refer corrigendum-II |
| 181 | Annexure D.1: Technical Bid Evaluation >> SI. No. 8 | 124 | No of Racks among the submitted References Primary Site : BFSI Client Reference with 200 or more Racks Purchase Order - 10 Marks BFSI Client Reference with > 100 Rack Purchase Order - 7 Marks | Kindly request you to modify the clause as follows: No of Racks among the submitted References Primary Site : BFSI Client Reference with 150 or more Racks Purchase Order - 10 Marks BFSI Client Reference with > 100 Rack Purchase Order - 7 Marks | Please be guided by RFP |
| 182 | Annexure H: Compliance Statement & Annexure Q: Declaration for Compliance | 141 & 160 | Formats | Both Annexure H incl H.1 & H.2 and Annexure Q are for compliance to RFP T&C as well as Technical Specifications. Kindly request you to confirm which Annexure is to be used for submission. | Please be guided by RFP |
| 183 | - | - | General Query | Please advise the tentative contract award date. | within one month |



RFP for providing Data Center Services for hosting of infrastructure for LIC IT/Digital Transformation projects in the proposed Co-location Data Center.
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Response to Pre-Bid Queries

| 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 |
|---------|---|-------------|--|---|--|
| | Section/Clause No | Page Number | | | |
| 184 | - | - | General Query | Please confirm is there is any File Size limit for uploading the documents on portal (i.e. 10 MB, 20 MB etc). | 20 MB |
| 185 | General | - | General | We understand that there is no physical movement (Lift & Shift) of IT infra/ assets/ equipment that is required as part of this RFP. Kindly confirm. | NO LIFT AND SHIFING FROM other data center |
| 186 | 5.1 Data Centre Location and specification | 33 | 4. The facility should be capable of hosting 42U Rack capacity with a provision to expand | We understand all racks will be of dimensions 800W x 1200D. | Please be guided by RFP |
| 187 | 5.1 Data Centre Location and specification | 34 | 16. The Data Center should be fully redundant in terms of electrical circuits, cooling and network. | We understand that the redundancy for facility must be as per TIA Rated-3 norms i.e., 2N for UPS and minimim of N+1 for other systems. | Please be guided by RFP |
| 188 | 5.3 Power switches and other items related to Power | 35 | 2. The power density of minimum 12 - 16 KVA per rack should be provided. | We understand that minimum power of 12KVA is required. Kindly mention whether this is rated power or consumed power. Also, kindly confirm what is the total capacity to be factored across 60 racks? | Please be guided by RFP |
| 189 | 5.3 Power switches and other items related to Power | 35 | 5. Single phase and three-phase power should be made available to support LIC's equipment in the caged area. | Please confirm on number of racks each requiring single phase or three phase power supplies. | will be shared with successful bidder |
| 190 | 5.4 Network and Network Cabling | 36 | 5. The link extension from the DC service provider's communication room till the server cage area will be done by the DC service provider. | Kindly confirm on the total number of links / cross connects needed to be provisioned to facilitate the link connectivity. Also, please mention whether Fiber or copper cross connects are required. | Please be guided by RFP |
| 191 | 9.4 Payment Terms | 52 | a. All payments by LIC will be made quarterly in arrears excluding monthly power charge, while power charges will be paid monthly in arrears on consumption basis throughout the tenure of the contract. | Request to kindly consider payment as monthly in arrears since uptime is also required to be measured on monthly basis as per RFP. | Please be guided by RFP |
| 192 | 5.9 Seating Space | 38 | Network connectivity from the seating space provided by the vendor to the LIC's server area / LAN. For each seat, the vendor shall provide redundant network points (2 points). | Requesting that the customer please confirm the required internet bandwidth at the seating space | Please be guided by RFP |



| 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 |
|---------|---|-------------|---|---|--|
| | Section/Clause No | Page Number | | | |
| 193 | Annexure C.1 : Scope of Work and Specifications Point No. 93 | 113 | Network Link: Two links from different service provider each of 2 Gbps point-to-point (P2P) Fiber Channel Network link latency should be less than 3 ms at any point of time with link utilisation below 70% for links commissioned between Vile Parle Data Center of LIC and the Proposed Site. | Requesting the customer to provide the complete address of the LIC Vile Parle Data Center with PIN Code for feasibility purpose | Jeevan Seva, opp. Santacruz Bus Depot, S V Road, Santacruz (W), Mumbai-400054. |
| 194 | Annexure C.1 : Scope of Work and Specifications Point No. 93 | 113 | Network Link: Two links from different service provider each of 2 Gbps point-to-point (P2P) Fiber Channel Network link latency should be less than 3 ms at any point of time with link utilisation below 70% for links commissioned between Vile Parle Data Center of LIC and the Proposed Site. | Requesting the customer to provide the list of ISPs currently connected at the LIC Vile Parle data center | will be shared with successful bidder |

Secretary (IT/DT)