

Ref: CO/IT-SD/AMC_DELL_BACKUP_APPLIANCES_RFP-Pre-Bid-Responses

Date: 12/09/2024

Responses to Pre-Bid Queries
Request for Renewal of AMC of Dell Backup Appliance (DD6800), Backup Servers, Tape library and Dell unified switch
Reference: LIC/CO/IT-SD/ODS/AMC/ODS/DELL-BACKUP-APPLIANCES /2024 dated: 05.09.2024
Table A

SI No	RFP Document Reference(s)(Section & Page Number)	RFP Clause	Queries	Response
1	2.31 Page 37	A PBG (As per Annexure- IX) to the tune of 5% of the Contract value shall be submitted by the selected bidders	Please revise PBG to the tune of 3% As Govt. of India vide their order No. F.9/4/2020-PPD dated 12th November 2020 has directed all the Govt. organizations/PSUs to reduce PBG from 10% to 3 %.	No change. Please be guided by RFP terms and conditions. (Please refer to Revised Rule issued vide GOI OM issued on 01.01.2024(Govt. of India Order No.F.1/2/2023-PPD)
2	Penalty	Penalty cap for a quarter shall be a maximum of 10% of the Total AMC Bill for a quarter. Penalty will be deducted from any amount payable to the Vendor or invoking the performance Bank Guarantee	We request you to revise capping to 5%	No change. Please be guided by the terms and conditions specified in RFP.
3	Taxes and Duties 41	GST and Octroi/LBT, if any, will be reimbursed only at actual on production of appropriate receipts	Post Invoicing final GST payment takes up to 50	Post invoicing, Vendor has to input the GST amount in the

		within 15 days of such tax payment to the respective authorities by the Bidder	days therefore please do not hold Invoice processing for payment purpose.	GOI GST Portal and provide the screen-shot of GST posting as proof. The Invoice has to be submitted to LIC along with the Screen-shot of entry in GOI GST portal as supporting document.
4	32. Notification of Award Page No# 22	a) Contracting c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.	Assume the transportation and transit insurance charges shall be bear by LIC, kindly confirm.	Transportation and Transit insurance costs in case of any shifting is not in the scope of this RFP
5	2.33. Validity Period: Page No# 37	d) Approved Rates under RFP for AMC of DELL Backup Appliances: The AMC rates approved by LIC after the RFP evaluation process under the above referred RFP will be valid up to the specified end date and 3 months thereafter and also during the extension period. LIC reserves the right to reduce or extend the validity period of the AMC contract of DELL Backup Appliances.	Since the payment to OEM has to be done on upfront basis, reduce or extend the validity period of the AMC contract can be confirmed in concurrence with OEM only.	Any extension or reduction in AMC period of hardware components shall be informed to service provider serving a notice 30 days in advance. For extension/reduction of AMC period if required for any hardware components, the new AMC rates for that component shall be mutually agreed with service provider. <u>Please refer to Corrigendum-1 issued</u>
6	2.34. Addition and Deletion in Inventory: Page No# 38	Based on the movement/ shifting/Buyback of Hardware items or due to any other reasons, there may be addition or removal of Hardware items in the AMC Inventory of the Vendor where the possibility is remote. Such changes will be affected in the Hardware Inventory will be informed to the	Since the payment to OEM has to be done on upfront basis, reduce or extend the validity period of the AMC contract can be confirmed in concurrence with OEM	For any addition or deletions of Hardware items, the AMC rates for those components will be mutually discussed and agreed with the service provider. <u>Please refer to</u>

		Vendor. The AMC for such Hardware items will be calculated on pro-rata basis for the effective period. However, such situations will be remote wherein a new hardware will be added in the existing setup.	only. Whether it required OEM B2B support for the new hardware added in the existing setup?	<u>Corrigendum-1 issued</u>
7	2.35. Exit Management Plan: Page No# 38	The Vendor shall provide the AMC support during the entire AMC period and further continue to provide the support till the Hardware is handed over to another Vendor for AMC or the Hardware is given under buyback. In the event of expiry of the AMC contract with the existing AMC Vendor resulting out of this RFP and in case the next AMC Vendor has not been finalized for servicing of the existing hardware, the existing Vendor with whom the contract has expired shall service the hardware at existing rates until the new RFP exercise is completed or 9 months whichever is earlier as per the decision taken by LIC at that time. In case the Vendor has to provide the AMC support for the Hardware beyond the AMC period and in the extension period after the AMC period then the Vendor will be entitled for the AMC payment on the pro-rata basis till such time the new AMC Vendor is in place.	Support price for the extension period has to be finalised on mutual agreed basis only, since it required the OEM B2B support.	For any extension of AMC period beyond the expiry dates of the Hardware components, the new AMC rates for the required extended period shall be mutually agreed with the service provider. <u>Please refer to corrigendum -1 issued</u>
8	3. Terms & Conditions for Servicing of Hardware Page No# 40	j) Booking of Breakdown Complaints: 1. For complaints not booked through module in rare circumstances which must have arisen due to unavoidable situations, the Vendor should ensure that the details of such breakdown attended are properly recorded in the online CCR with complete details. 2. The breakdown call will be treated as closed permanently after validation by the User/	Kindly confirm the call logging process.	The call logging process will be discussed and finalized with the successful bidder post selection ,once the AMC contract is finalized and support becomes operational

		Secretary(ODS, IT-SD) ,Dy. Secretary (IT-ODS SECTION at Central Office, IT/SD, ODS SECTION.		
9	Section-F: Schedules Schedule-1 Scope of Work Page No# 64	c) In case of failure of hardware, system software the vendor shall ensure that system is made operational to the full satisfaction of LIC within the defined CTR (call to repair) period.	Kindly confirm the SLA (response and CTR) required.	<u>Please refer to the Corrigendum -1 issued</u>
10	Section-F: Schedules Schedule-1 Scope of Work Page No# 64	k) During the support period (AMC/Support) the vendor shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Equipment and Software Solution and its components as per the LIC's requirements. Comprehensive maintenance shall include, among other things, maintenance of the system, Equipment and Software Solution as per the LIC's policy, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the LIC, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at locations wherever required, whenever it is essential. In case of failure of product/Equipment (hardware, system software or any of its components), Software Solution, the Bidder shall ensure that product/Software Solution is made operational to the full satisfaction of the LIC within the given timelines. The selected Bidder shall provide preventive maintenance schedules as per periodicity, which shall be specified in advance	Kindly confirm the periodicity of preventive maintenance required.	Preventive maintenance periodicity is once in a Quarter
11	Section-F: Schedules Schedule-1 Scope of Work	In the event of System breakdown or failure at any stage, availability of protection shall be ensured through the following-- Protection of	Whether protection of Data/Configuration is in the scope of this RFP	It is clarified that Vendor has to perform recovery of the Hardware and bring it back to

	Page No# 64, Point-e	Data/Configuration		Original working state. It is the responsibility of Service provider to make all the configurations required to bring it back to operational state. For this Service provider needs to have a back-to-back support arrangement with OEM. For instance, if Dell switches face a hardware failure, it is the responsibility of Service provider to restore the switch to working condition, make necessary configurations at switch level and make it operational. Similarly in case of data domain, if there is a hardware failure, the data needs to be recovered using the recovery features available in Dell data domain. It is the responsibility of Service provider to perform hardware recovery, configure and restore Operating system and data using the Data protection features available in respective hardware components
12	Section-F: Schedules Schedule-1 Scope of Work	LIC would have right to shift the supplied system to an alternate site of its choice. Expand the capacity /enhance the features/upgrade the	Whether data restoration is under scope of this RFP	Hardware capacity upgradations will be a separate contract and not in

	Page No# 64, Point-g	hardware/software supplied either from the vendor, or another vendor. Data restoration after replacement of peripherals would be done under AMC		the scope of this RFP. It is clarified that as a result of any hardware shifting from one location to another , there occur some hardware faults resulting in data loss and if a data restoration is required, it is the responsibility of service provider to restore the data using the data protection and recovery features available for the hardware components(for ex: like raid level recovery operations)
13	Section-F: Schedules Schedule-1 Scope of Work Page No# 64, Point-g	The vendor shall provide support for operating system and other pre-installed software components/system software during the specified period	Whether operating system and other pre-installed software components are covered under the scope of this AMC	Yes. The Operating system and other software components for the respective hardware components are covered under scope of this RFP. For instance , the Operating system of Data Domain/Tape library/Dell Backup servers/Dell switches and other in-built Software components on devices are covered in scope of this RFP

Secretary (IT/DT)