



Scope of Work:

The scope of work includes understanding the requirement, supply and commission, install, test, configure, integrate with the corporate network/solution the items provided under this RFP and provide support for the same at the proposed locations identified by LIC. The bidder has to provide support for the items provided under this RFP for a period of five years. This is not an all-inclusive list. The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed below.

1. The following are covered under Scope of Work for this RFP

1. To supply, commission, install, test, configure, integrate with the corporate network/solution and support the networking/other equipments/solutions as per the RFP which are approved/ procured by LIC, at various locations identified by LIC. Implementation has to be done as per the requirements of LIC. The support has to be provided during the entire contract period.
2. Obtaining of the Road/entry permits, form-32, other entry/security forms, etc. will be the sole responsibility of the vendor. However, LIC may sign the necessary forms as purchaser as per requirement on receipt of written request(s).
3. Any Devices/ Equipments/Components/ Software supplied under this RFP should not be end of support in the next seven years and should not be end of sale in the next 2 years.
4. Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/ components/software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integration with existing network setup of LIC; the same has to be provided at no additional cost to LIC. Commissioning will not be considered as completed in such cases unless a seamless integration is provided.
5. The vendor has to do end to end configuration of the network devices, implementation and customization of the network as per LIC's requirement.
6. The vendor has to specify various infrastructure requirements which will be required for smooth functioning of the entire project. This will include site requirements, power, cables, environmental conditions etc.
7. The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him.
8. The bidder shall be responsible to provide within scope of work all facilities like labour, transportation, tool Kits, testing equipment, cables, connectors, power cords, hardware for mounting of network devices etc which is necessary for successful deployment of solution.
9. The successful bidder need to install all the associated equipments needed to complete



- the job as per the technical specification described in this tender.
10. Termination of LAN cables on Router and end to end testing
 11. Vendor has to do end-to-end configuration of network devices, implementation and customization of network level policies as per LIC's requirements.
 12. All the networking equipments/components, etc. should be configured for the high availability (wherever applicable) and no single point of failure, wherever redundancy is provided by LIC.
 13. Vendor shall pass on the benefit of discount / reduction in prices/ Govt. duties, if any, to LIC voluntarily. In case of failure, LIC reserves the right to terminate the rate contract with immediate effect.
 14. Vendor shall provide and implement the latest versions/upgrades of software/IOS (same class) etc. at no extra cost to LIC.
 15. Vendor will provide details of features covered under back-lining support and warranty provided by the OEM. This should be supported by OEM's documentation and validated by the OEM on the OEM's letterhead. This should also mention exclusion explicitly.
 16. LIC will also have periodic review of technology and may consider an alternate model in consultation with the OEM in case of need. In case a product or part of the product (component) which has been quoted for a certain cost/free of cost, is rendered End-of-Sale (EoS) / End-of-Life or Support (EoL) during the contract period, a substitute of equivalent or higher capacity should be provided at the same cost/free of cost to LIC in place of the original product given in the bidding document submitted by the vendor. The replacement model specifications have to be validated by OEM as the same or higher. Such equipments should support all the existing components and should not have any adverse effect on functioning or restrictions in functionalities on LIC's Network as a result of supply of such equipments.
 17. If required by LIC, vendor shall arrange to shift the equipment and install and commission the same at the shifted location depending upon the need and at no extra cost to LIC (only transportation cost, taxes, Octroi, insurance as per actual will be borne by LIC).
 18. The details of information required from LIC for the submission of Scope of Work and subsequent implementation to be done accordingly should be sought within three weeks from the date of receipt of purchase order from LIC. The successful bidder may physical verify the sites involved.
 19. Vendor has to submit User Acceptance Test (UAT) plan (to be prepared jointly with LIC) and undertake the UAT at the respective sites.
 20. In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of network equipment at any location, the same will have to be replaced by vendor at no extra cost to LIC.
 21. The vendor has to prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be vetted by representatives of OEM.
 22. Prepare test-plan, migration plan and rollback strategies: • Prepare draft of network migration plan document. • Prepare test-plan. • Provide configuration templates. • Review & develop detailed failure recovery procedure and risk-mitigation and rollback strategy. • Review interconnection and interoperability requirements •



- Prepare acceptance (UAT) plan and formats. • Submission of detailed documentation to LIC of India.
23. Back-to-back (back-lining support with OEMs): The vendor needs to mandatorily backline all equipments/products/components/software-upgrades etc. with the respective OEMs for service support-line items.
- The contract should be back lined with OEM for the complete contract period). The bidder will be required to provide a proof of back-lining, in writing in the form of an e-mail / letter confirmation, from the OEM within 30 days from the date of PO release, before any payment what so ever can be released by LIC.
 - Login-IDs should be created by the vendor for LIC for logging into the OEMs portal for the support and logging/viewing the status of calls/TAC cases raised by/for LIC of India.
24. The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor for and from transit period till fourteen days from the date of delivery at LIC's offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall:
- Intimate and pursue claim with the Insurance Company till settlement and
 - 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.

Payment Terms for delivery and Implementation

Payment terms for Purchase orders:

- No advance payment will be made by LIC.
- The payments will be made by the Central Office for the orders placed in the state of Maharashtra and the remaining payments shall be made by nodal Divisional Offices of LIC for respective states for where the goods and services are being provided.
- After complete delivery/installation (including SNR cases) under a particular PO, payment will be made by CO/ZO/ Nodal Divisional Offices for such purchase order as a whole and not in piecemeal.
- Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted.
 - 90% of the payment will be made on complete delivery, installation, configuration, integration and commissioning of the equipment/components and submission of Invoice cum delivery Challan, GST, Taxes (if any) etc. and Delivery Report (DR).
 - Balance 10% payment will be made in five instalments, each of 2% at the end of every year from the date of issue of purchase order



- iii. LIC reserves the right to temporarily withhold payments and impose penalty, if it is not satisfied with progress made during that period or if there is a delay in activity timelines.
- iv. LIC shall make payments in Indian Rupee (INR) on receipt of invoices, after deduction of penalties and applicable taxes at source from the agreed price

Documents to be produced for release of payment:

a) For 90% Payment against delivery:

- i. Invoice printed on Vendor's own letterhead (with reference of Purchase-cum- Work Order / advice for execution, description of goods / services delivered, machine serial number, quantity, basic equipment price, Taxes, total amount).
- ii. Invoice cum delivery Challans for each of the concerned sites signed by the respective LICs official with name, designation, date and stamp etc.
- iii. Proof of payment of Taxes/GST.
- iv. Proof of back lining of equipment with the OEM
- v. Proof of warranty.
- vi. Satisfactory Proof of Commissioning verified by LIC Official.
- vii. GST Details, NEFT details etc. for making the payment.
- viii. In case of SNR cases, Site Not Ready Report as Annexure- XIV, proof of complete delivery and POST

(b) For balance 2% Payment each year

- i. Letter/Invoice for claiming the balance amount.
- ii. GST Details, NEFT details etc. for making the payment.

The 2% payment each year will be made after deduction of recoveries if any on account of breach of SLAs.

TIME SCHEDULE FOR DELIVERY AND INSTALLATION

It is not binding on LIC to purchase all the items as per the numbers specified in the commercials. LIC may place purchase orders in a staggered manner and separate purchase orders for onsite support services.

| Sl. No. | Purchase Order for | Delivery Schedule (from Date of Acceptance of Purchase Order) |
|---------|--|---|
| 1 | Delivery and Installation of equipments and licenses (if any) as per the technical specification | 4 Weeks |



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| | and scope of work mentioned in this RFP. | |
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If the above time-schedule is not adhered to, the penalty as per SLA shall be applicable.

However, equipments/appliances/components not delivered/installed beyond 4 weeks from the time frames stipulated above , will be dealt with as follows:-

- i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.
- ii. The penalty clause as mentioned in SLA will be applicable.
- iii. Deductions of penalty will be made from any amount payable to the vendor by LIC.
- iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.
- v. Recovery of further amounts over and above the available Bank Guarantee(s)etc.
- vi. LIC may terminate the contract.