

Brief Description of Procurement	Request for Proposal Renewal of Annual Maintenance Contract and Off-Site/Oncall Support for F5 ADC Infrastructure including BIG IP and BIG IQ components.
Bid Reference	RFP: LIC/CO/IT-DT/2025-26/ADC/2 dated 04.04.2025
Date and Time of Pre-Bid Meeting	09 th April, 2025 (Wednesday) at 11.00 Hrs.
Venue of Pre-Bid Meeting	Hosted virtually at LIC of India, Central Office, IT/SD Department, 2nd Floor, South Wing, Jeevan Seva Annex Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra – 400054.

The following officials of LIC of India were present in the pre-bid meeting:

1. Mr. Nitin Biniwale, Assistant Secretary, IT/DT
2. Mr. Dushyant Singh, AO, IT/DT
3. Mr. Hitesh Yewale, AAO, IT/DT

Proceeding of the pre-bid meeting is as follows:

- At the outset, Mr. Dushyant Singh AO, IT/DT made a briefing about the purpose of the pre-bid meeting. Thereafter, prospective bidders were requested to put up their queries related to the tender document and were responded by Mr. Nitin Biniwale Assistant Secretary, IT/DT.

The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as annexure Pre-bid Queries.

The Bidders' following representatives have attended the pre-bid meeting:

#	Name of the Organization	Names of the Representatives
1	M/s Syndrome NewEdge	Mr. Prateek Mathur
2	M/s Syndrome NewEdge	Mr. Rohit Arrawatia
3	M/s Syndrome NewEdge	Ms. Binal Modh

Annexure_Pre_Bid_Queries

Clarifications in regards to queries / suggestions received for
Request for Proposal Renewal of Annual Maintenance Contract and Off-Site/Oncall Support for F5 ADC
Infrastructure including BIG IP and BIG IQ components.
RFP: LIC/CO/IT-DT/2025-26/ADC/2 dated 04.04.2025

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
1	Section- E, Sub section a, Pg No: 33	Vendor has to ensure that support is provided as and when requested (On-call) on the same day within one hour including on site when so required by LIC.	Please confirm if on-site support also to be attended within one hour.	On-site support whenever required is to be provided within 24 hours
2	Section- E, Sub section h, Pg No: 33	One time Migration of around 60 services from F5 BIG IP i2600 devices to F5 BIG IP i4800 devices, as per requirement by LIC	Is this requirement for Migration of application or uptime support since migration is different Scope of work as it requires continuous efforts support.	This is a one-time activity and includes configuration changes to F5 BIG IP i4800 to work in LAN environment and migrating services from F5 BIG IP i2600 to F5 BIG IP i4800.

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
3	Section E, Part I, Pg Number 33	Renewal of Annual Maintenance Contract for following F5 ADC Infrastructure for one year with similar entitlements from OEM as currently available for LIC.	We would we need inventory Serial number for renewal.	Please contact the OEM for inventory details.
4	Section B, Minimum Eligibility Criteria (MEC), Pg Number 10	Demerged Entity Eligibility.	In case, the bidding company/firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process.	Please Refer Corrigendum I.

Secretary (IT/Digital Transformation)