

LIC Of India

Central Office, IT-DT Department, Mumbai

**Corrigendum to Pre Bid Queries- RFP for “Procurement of services of System Integrator for Network Maintenance”
Ref CO/IT-DT/NW/RFP/SI/2025-26/03 Dated: 10/10/2025**

Sl. No	RFP Section	RFP Page NO	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC response
1	Scope of Work	54	The vendor will be responsible for the end-to-end maintenance of all network equipment, including routers and switches, across all LIC locations. This includes configuration, troubleshooting, repair, and replacement of equipment in case of damage, as well as providing a comprehensive Annual Maintenance Contract (AMC)	Is LIC expecting Bidder to have a backlining agreement with OEM or can it be done with any 3rd party service provider	No
2	Scope of Work	54	Comprehensive AMC of existing network infrastructure comprises approximately 3,600 routers and 8,800 switches	Please share Serial no , Make & Model no & Warranty Expiry details to take pricing from respective OEM	The information will be shared with the selected bidder
3	Scope of Work	55	Monitoring of Network Infrastructure	Please share details of the current tool used by LIC for network monitoring	The information will be shared with the selected bidder
4	Scope of Work	55	The existing network infrastructure comprises approximately 3,600 routers and 8,800 switches	Request to kindly share the exact count of No of L1, L2, L3 , Datacentre Switches,Routers and IP Phones count of Cisco, HPAruba and HFCL in CO, ZO, Zonal Training Centres, Management Development Centre, DO, Pension and Group Scheme Units, Branch Offices, Other Offices,Satellite Offices, Primary datacentre, 3 - DR's, 4 Colo Datacentre	The information will be shared with the selected bidder
5	Scope of Work	55	The vendor will be responsible for the end-to-end maintenance of all network equipment, including routers and switches, across all LIC locations. This includes configuration, troubleshooting, repair, and replacement of equipment in case of Section-E: SCOPE OF WORK LIC of India-RFP for procurement of services of SI for network maintenance Ref: CO/IT-DT/NW/RFP/SI/2025-26/03 dated 10.10.2025 Page 55 of 82 damage, as well as providing a comprehensive Annual Maintenance Contract (AMC).	Request you to please share equipment's Make and Model Numbers to arrange the spare materials which will help us in provisioning.	The information will be shared with the selected bidder
6	Scope of Work	55	Other than the above mentioned equipment the vendor has to give the network support for the equipment such as IP phones which are not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting.	Please share the quantity of total IP phones or any other equipment required with Make and Model	The information will be shared with the selected bidder
7	Scope of Work	56	preparation and maintaining up-to-date HLD and LLD Network Diagrams of all locations	Please share the current HLD & LLD data to understand the current architecture	The information will be shared with the selected bidder

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8	Scope of Work	58	Monitor tickets related to network of NMS solutions & closure as per SLA	Please share details of existing NMS tool and ticketing tool	The information will be shared with the selected bidder
9	SLA	63	(A) Cases not requiring replacement of equipment/part thereof (B) Cases requiring replacement of faulty equipment/ part thereof	Is QMC is on the total contract including Equipment of AMC + On Site resources or Only On-Site resources	QMC is only on equipments and not on on-site resources
10	Scope of Work	54-55	The vendor will be responsible for the end-to-end maintenance of all network equipment, including routers and switches, across all LIC locations. This includes configuration, troubleshooting, repair, and replacement of equipment in case of damage, as well as providing a comprehensive Annual Maintenance Contract (AMC). Currently, LIC uses Cisco routers at its Data Centres and a combination of Cisco and HPE routers at other locations. Cisco Nexus switches are deployed at the Data Centres, while Cisco, HPE Aruba, and HFCL switches are used at various other sites. The existing network infrastructure comprises approximately 3,600 routers and 8,800 switches. While some of this equipment is currently under warranty, a list of equipment not covered under warranty will be shared with the vendor at the start of each quarter.	1.Request you to kindly share the model number of Switches & Router and the deployment month/date of these switches & routers so that AMC & Maintenance can be planned by Bidder. 2. Request you to kindly share the Warranty of all the equipments	The information will be shared with the selected bidder

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11	Scope of Work	54-55	The vendor will be responsible for the end-to-end maintenance of all network equipment, including routers and switches, across all LIC locations. This includes configuration, troubleshooting, repair, and replacement of equipment in case of damage, as well as providing a comprehensive Annual Maintenance Contract (AMC). Currently, LIC uses Cisco routers at its Data Centres and a combination of Cisco and HPE routers at other locations. Cisco Nexus switches are deployed at the Data Centres, while Cisco, HPE Aruba, and HFCL switches are used at various other sites. The existing network infrastructure comprises approximately 3,600 routers and 8,800 switches. While some of this equipment is currently under warranty, a list of equipment not covered under warranty will be shared with the vendor at the start of each quarter.	Request you to kindly let us know if the Warranty of the Switches and Routers is expired, will LIC Purchase the Switches and Routers or does Bidder has to factor in the Cost for the expired Switches and Routers. If Bidder has to factor in the cost, we request you to kindly share the Warranty details of all Switches and Routers including the ones whose Warranty is expired.	The information will be shared with the selected bidder
12	General		Additional query	Please confirm: No. of locations of the equipments.	Please refer to the clarifications
13	General		Additional query	Please provide models of equipment for each OEM and year of purchase.	Please refer to the revised scope of work.
14	ELIGIBILITY CRITERIA	15	The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should have minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.	Request to kindly change the clause to "The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should be able to extend support PAN India	Please be guided by the RFP

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15	ELIGIBILITY CRITERIA	15	Bidder should have minimum annual turnover of Rs. 30 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Request you to kindly change the Clause to: Bidder should have minimum annual turnover of Rs. 100 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Please be guided by the RFP
16	ELIGIBILITY CRITERIA	15	Presence of Bidder for Support :- The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should have minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.	Currently we have 20 Support centres on pan india & Its request to amend this clause as under :- Sr. No.1 - Consider our an undertaking To Open Support Centre in each state on pan india basis . Sr. No.2 :- We will open additional required Support centre as per LIC Bid requirement .	Please be guided by the RFP
17	INSTRUCTIONS TO BIDDERS	18	No consortium or joint bid or sub-contracting is allowed.	For healthy competition and a competitive bid process, its requests to allow the Consortium bid participation.	Please be guided by the RFP
18	Scope of Work	55	The existing network infrastructure comprises approximately 3,600 routers and 8,800 switches	For Back to Back comprehensive with OEM, request to kindly share the Model No, Serial Nos of the 3600 Routers and 8800 switches along with location addresses where these deivces have been installed for which the AMC needs to be considered	The information will be shared with the selected bidder
19	Scope of Work	58	Service-Delivery/ Project Manager	The cost of SDM/Project Manager has not been included in the Indicative Commercial Bid format. Request to kindly add an additional line item for the cost of SDM/Project Manager in the Commercial Format (Annexure IX).	Please be guided by the RFP
20	Scope of Work	59	On-site support (Facility management)	In case, any onsite Resource is on leave and he have to provide back up resource then can we arrange a third party resource for temporary support and is it mandatory for the backup third party resources to have CCNA certification	Please be guided by the RFP
21	INSTRUCTIONS TO BIDDERS	62	The minimum compensation for the resources shall be at least as per the above figures. LIC reserves the right to verify the same	Does it mean that over and above this commercials, vendor to factor other costs and company fees	Please be guided by the RFP
22	Scope of Work	62	Shortlisted candidates will also form a standby pool for LIC. Resources from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.	Once we get the LOI or PO, we will start recruiting the resource and deploy them as per criteria. And also deploy the resources who all are readily available / already on payroll	Please be guided by the RFP

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23	SLA	63	Maximum Resolution Time (MRT)	If any Hardware fail, will be replace as per OEM SLA or the stock material of LIC if available	Please be guided by the RFP
24	SLA	63	Maximum Resolution Time (MRT): Routers/Switches – 2 hours (CO/COLO/ZO), 4 hours (other locations)	Request you to kindly change the Clause to: Maximum Resolution Time (MRT): Routers/Switches – 6 hours (CO/COLO/ZO), 12 hours (other locations)” to allow realistic resolution time considering geographical spread and logistics.	Please be guided by the RFP
25	SLA	63	Maximum Resolution Time (MRT): Other than CO/COLO/ZO , Routers: 4 working hrs and Switches 4 Hrs	Please share the list of the locations as per the breakup mentioned below where we have to provide the Support. Request to change the MRT Clause (except Central and Zonal Offices) required as follows: Tier 1: 4-8 hrs Tier 2: 8-12 hrs Tier 3: 12-24 hrs Tier 4: 24- 48 Hrs	Please be guided by the RFP
26	SLA	64	The vendor has to provide end to end support to the equipment (including cards, cords etc.) provided for AMC under the RFP.	Request you to please specify exact requirement.	Please be guided by the RFP
27	Payements	65	The payments will be made by the Central Office for the orders placed for Central office. Payments shall be made by Zonal Office/Nodal Divisional Offices of LIC for respective states for whom the services are being provided.	Request to kindly change the clause " The payments for Central Office and Zonal Office/Nodal Divisional Offices of LIC will be made by the Central Office	Please be guided by the RFP
28	Payements	65	(a) No advance payment will be made by LIC.	Its kind request to give half half-yearly advance payment for Comprehensive AMC Support for Routers & Switches. Every OEM is taking advance payment for Backling AMC Services & its upfront investment to bidder.	Please be guided by the RFP
29	Payements	65	(b)Payment will be made quarterly on arrears basis.	Please change payment terms to Quartely in Advance	Please be guided by the RFP
30	Payements	65	(c)The payments will be made by the Central Office for the orders placed for Central office. Payments shall be made by Zonal Office/Nodal Divisional Offices of LIC for respective states for whom the services are being provided.	Its kind request to keep Centralised Billing & Payment System for all services.	Please be guided by the RFP
31	General	NA	General	Request you to kindly give a minimum Time of 1 Month after Resources are deployed for Hand Over Take Over Activity from the existing System Integrator	Please be guided by the RFP
32	Activity Schedule	6	Last Date for Bid Submission : 06th November 2025 latest by 15:30 Hrs.	Request to kindly extend the Bid submission date till 14th November 2025	Please refer to the revised activity schedule

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33	ELIGIBILITY CRITERIA	14	Bidder should have successfully managed a similar network having at least 1000 locations (excluding the ATM kind of deployments) in any organization (except LIC of India) in India during the past five financial years immediately preceding the date of this RFP	Request you to allow LIC India reference. Alternatively amend clause as: Bidder should have successfully managed a similar network having at least 800 locations in any organization in India during the past five financial years immediately preceding the date of this RFP	Please refer to the revised "minimum eligibility criteria"
34	ELIGIBILITY CRITERIA	14	The Bidder should have executed orders total of Rs. 20 crores as system integrator for Network maintenance in any of the five financial years preceding the date of this RFP	Please change the clause as: The Bidder should have executed orders total of Rs. 10 crores as system integrator for Network maintenance/OEM annual maintenance contracts in any of the five financial years preceding the date of this RFP. Preferably from any BFSI/PSU/Government	Please refer to the revised "minimum eligibility criteria"
35	ELIGIBILITY CRITERIA	14	Bidder should have successfully managed a similar network having at least 1000 locations (excluding the ATM kind of deployments) in any organization (except LIC of India) in India during the past five financial years immediately preceding the date of this RFP	Please change the clause to : Bidder should have successfully managed a similar network having at least 1000 locations (excluding the ATM kind of deployments) in any BFSI/PSU/Government organisation (except LIC of India) in India during the past five financial years immediately preceding the date of this RFP	Please refer to the revised "minimum eligibility criteria"
36	ELIGIBILITY CRITERIA	15	The Bidder should have executed orders total of Rs. 20 crores as system integrator for Network maintenance in any of the five financial years preceding the date of this RFP	Request to kindly change the clause to "The Bidder should have executed orders total of Rs. 20 crores as system integrator for Network maintenance in any of the six financial years preceding the date of this RFP"	Please refer to the revised "minimum eligibility criteria"
37	ELIGIBILITY CRITERIA	15	Bidder should have successfully managed a similar network having at least 1000 locations (excluding the ATM kind of deployments) in any organization (except LIC of India) in India during the past five financial years immediately preceding the date of this RFP	Request to kindly change the clause to "Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past five financial years (Including LIC of India) immediately preceding the date of this RFP"	Please refer to the revised "minimum eligibility criteria"

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38	ELIGIBILITY CRITERIA	15	Financial Strength of the Bidder :- Bidder should have minimum annual turnover of Rs. 30 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	This RFP consist Mainly SERVICES i.e AMC & FMS Support and There is no high value of Hardware Supply involved in this RFP. In such scenario, we are requesting you to please amend the Gross Consolidated Turn over Criteria from 30 Cr to 15 Cr for Micro and Small Enterprises as per Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012, providing relaxation in turnover criteria subject to meeting technical and quality criteria. In BFSI Sector, 50% Relaxation is feasible for MSME bidders who has capacity to deliver such projects and Meeting Technical Criteria of RFP.	Please be guided by the RFP
39	Scope of Work	62	Resources should be made available within six weeks from the date of issue of Purchase Order for the same	Request you to kindly change the Clause to: Resources should be made available within twelve(12) weeks from the date of issue of Purchase Order for the same	Please refer to the revised scope of work.
40	Scope of Work	62	Details of the shortlisted candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within three weeks from the date of issue of purchase order	Request you to kindly change the Clause to: Details of the shortlisted candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within six weeks from the date of issue of purchase order	Please refer to the revised scope of work.
41	Scope of Work	62	(e) Resources should be made available within six weeks from the date of issue of Purchase Order for the same.	Need 10-12 weeks time to deploy L2 & L3 Resource as per RFP requirement	Please refer to the revised scope of work.

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42	Scope of Work	62	Time lines, schedule and Penalty applicable (in case of a delay): Resources should be made available within six weeks from the date of issue of Purchase Order for the same.	Please change the clause: Resources should be made available within 10 weeks from the date of issue of Purchase Order for the same.	Please be guided by the RFP												
43	SLA	63	Call resolved within 4 working hours after the allowed MRT – 5% of the QMC for the equipment	Request you to kindly change the Clause to: Call resolved within 4 working hours after the allowed MRT – "1% of the QMC for the equipment" to align with industry norms and ensure proportionality	Please refer to the revised SLA and penalty												
44	SLA	63	Call resolved after 4 working hours and within 8 working hours after the allowed MRT – 10% of the QMC for the equipment	Request you to kindly change the Clause to: Call resolved after 4 working hours and within 8 working hours after the allowed MRT – "2% of the QMC for the equipment" for better feasibility and fairness.	Please refer to the revised SLA and penalty												
45	SLA	63	<table border="1"> <thead> <tr> <th colspan="2">A) Cases not requiring replacement of equipment/part thereof</th> </tr> </thead> <tbody> <tr> <td>Call resolved within 4 working hours after the allowed MRT</td> <td>5% of the QMC for the equipment</td> </tr> <tr> <td>Call resolved after 4 working hours and within 8 working hours after the allowed MRT</td> <td>10% of the QMC for the equipment</td> </tr> <tr> <td>Call resolved beyond 8 working hours after the allowed MRT but within 40 working hours after the allowed MRT</td> <td>10% of the QMC for the equipment plus additional 2% for each working hour of the QMC for the equipment till the complaint is closed</td> </tr> <tr> <td>Call resolved after 40 working hours after the allowed MRT</td> <td>100% of the QMC for the equipment or Rs. 10,000/- whichever is higher for CO/COLO/ZO locations.</td> </tr> <tr> <td></td> <td>100% of the QMC for the equipment or Rs.5,000/- whichever is higher for other locations</td> </tr> </tbody> </table>	A) Cases not requiring replacement of equipment/part thereof		Call resolved within 4 working hours after the allowed MRT	5% of the QMC for the equipment	Call resolved after 4 working hours and within 8 working hours after the allowed MRT	10% of the QMC for the equipment	Call resolved beyond 8 working hours after the allowed MRT but within 40 working hours after the allowed MRT	10% of the QMC for the equipment plus additional 2% for each working hour of the QMC for the equipment till the complaint is closed	Call resolved after 40 working hours after the allowed MRT	100% of the QMC for the equipment or Rs. 10,000/- whichever is higher for CO/COLO/ZO locations.		100% of the QMC for the equipment or Rs.5,000/- whichever is higher for other locations	<p>Request to reduce the SLA penalty as:</p> <p>Call resolved within 4 working hours after the allowed MRT: 2% of the QMC for the equipment</p> <p>Call resolved after 4 working hours and within 8 working hours after the allowed MRT: 3% of the QMC for the equipment.</p> <p>Call resolved beyond 8 working hours after the allowed MRT but within 40 working hours after the allowed MRT: 5% of the QMC for the equipment.</p> <p>Call resolved after 40 working hours after the allowed MRT: 100% of the QMC for the equipment or Rs. 2000/- whichever is higher for CO/COLO/ZO locations. 100% of the QMC for the equipment or Rs.1,000/- whichever is higher for other locations</p>	Please refer to the revised scope of work.
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46	SLA	64	Deployment of L1/L2/L3 resources at specified locations beyond six weeks from date of acceptance of PO	Request to kindly consider 12 weeks for Deployment of L1/L2/L3 resources at specified locations from date of acceptance of PO	Please be guided by the RFP
47	SLA	64	Delay up to 5 working days beyond MRT – 10% of the QMC for the equipment for each working day of delay	Request you to kindly change the Clause to: Delay up to 5 working days beyond MRT – 5% of the QMC for the equipment for each working day of delay	Please refer to the revised SLA and penalty
48	SLA	64	Deployment of L1/L2/L3 resources at specified locations beyond six weeks from date of acceptance of PO Applicable Penalty - Rs.5000/- per resource for every completed week of delay	Request you to kindly change the Clause to: Deployment of L1/L2/L3 resources at specified locations beyond six weeks from date of acceptance of PO Applicable Penalty - Rs.3000/- per resource for every completed week of delay	Please refer to the revised SLA and penalty
49	SLA	64	Deployment of L1/L2/L3 resources at specified locations beyond six weeks from date of acceptance of PO	Request to kindly allow Bidder minimum 16 weeks from date of receipt of PO for Deployment of L1/L2/L3 resources at specified locations	Please be guided by the RFP
50	ELIGIBILITY CRITERIA	15	Point No. 9 The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any 2 out of last 3 audited financial years preceding the date of this RFP. Further, the bidder should also have positive net worth for the last 3 audited financial years preceding to the date of this RFP.	we request to modify the clause to from Bidder should be in operating profit EBITDA wise in 2 out of Last 3 years to Positive Net Worth for Last 3 Financial Years preceding to the date of this RFP.	Please be guided by the RFP