

RFP for Supply, Installation and Maintenance of Dot Matrix Printers

RFP Ref: LIC/CO/IT-BPR/HW/2025-26/02 Dated 01/12/2025

Clarifications to Pre-bid Queries

Sl. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response by LIC
1	Clause C.10, Page no 12	Earnest Money Deposit -Bidders shall submit, along with the Eligibility Bid, Earnest Money Deposit (EMD) of Rs. 48,00,000 (Rupees forty eight lakhs). The EMD shall be submitted by way of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled bank as per the format given in Annexure-IV, valid for a period of 5 months from the date of submission of bid, excluding the claim period. The claim period should be of minimum 3 months. A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily during Bid submission stage.	Request you to please consider 20,00,000/-	No change
2	Clause C.13, Page -14	Buyback Items - The minimum buy-back rates, for all the hardware categories, will be fixed by LIC. The minimum buy-back rates fixed by LIC for all the hardware categories will be provided in the AnnexureCommercial. The bidder shall quote the buyback rate not lesser than the fixed minimum value mentioned in the Commercial Bid format. If a bidder does not quote for any item, the fixed value for that item will be considered the buyback rate for that item for that bidder. The quotes for the buyback items will be multiplied by the estimated buyback quantities as mentioned in the commercial bid. The buyback price will be inclusive of all the costs that may be incurred by the vendor for picking up the buyback hardware till the safe disposal of the hardware. The Buyback quantity mentioned in the Commercial Annexure will be subject to a variation of +/- 25% of the originally declared quantities.	Request you to add - Buyback to be pick as is condition without any clarifications.	Please refer to Corrigendum.
3	Clause C.13, Page -14	The bidder shall quote the buyback rate not lesser than the fixed minimum value mentioned in the Commercial Bid format.	We request LIC to share Buyback Item Details like Make & Model, Year of Purchase, Pickup location and Mention printer is in working condition or not.	Pickup Locations shall be shared with the selected vendor.However, the broader level locations can be accessed from the RFP under the heading "Organization Setup". The printers will be of TVS or Epson make and the year of purchase will be upto 2019.
4	Clause C.14, Page-16	In the first sheet, Indicative Commercial bid for the DMP must be quoted by the bidder. ORA will be conducted only for this. L1 bidder will be decided after ORA.	Request you to confirm is there any scope for Order Split between L1 and L2?	No change

	Clause C.14, Page-16	Additional	Request you to confirm is there any scope for Order Split between L1 and L2?	No change
5	Clause D Page-20	The bidder should have executed Purchase Orders for supply of endpoint computer systems and peripherals (desktops/ laptops/ printers) of a cumulative value of minimum Rs. 10 crores in India, in the last three Financial Years – 2024-25, 2023-24, 2022-23.	Request you to please consider DMP PO copies only .	No change
7	Clause E.2(b), Page-22	The rates of the Hardware items under the RFP, approved by LIC will be valid for one year after the conclusion of the Online Reverse Auction under the above RFP which will be informed to the Vendors after the Online Reverse Auction.	It is very difficult to maintain same price till one year. We appeal to LIC to consider price validity up to 120 Days.	No change
8	Clause E.6, Page-24	b) LIC Central Office at Mumbai will Place Orders (PO) for all Hardware requirements of all departments of Central Office and MDC. LIC's other Zonal Office will place orders for all Hardware requirements of all offices in their jurisdiction. Purchase Orders will be placed through LIC's Purchase Order Module only.	Need confirmation that what time duration all 15000 unit of Printer order will be placed? As there are total 122 no of CO/DO/ZO.	The number of offices for which POs will be placed are around 3500. It is not possible to confirm the time duration at present.
9	Clause E.9, Page-24	70% of the payment will be made on delivery, 20% payment will be made on installation, 5% payment will be settled after lifting of the buy-back item and balance 5% will be made at the end of the warranty period	As bidder is submitting Performance Bank Guarantee as a security deposit 5% of PO value, so We request LIC to release balance 5% payment along with Installation payment.	Please refer to Corrigendum.
10	Clause E.9 (D,E,F,J) Page 25	70% of the payment will be made on delivery of the hardware after the submission of Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where the hardware has been delivered./ 20% payment will be made on installation of the hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the vendor. There is no need for submission of hard copy of the installation report/ 5% payment will be settled after lifting of the buy-back items and receipt of claim from the vendor for the same and accordingly buyback amount along with the GST for the same will be deducted by LIC./The payment for the balance 5% will be made at the end of the warranty period.	Request to amend for 80% of the payment will be made on delivery of the hardware after the submission of Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where the hardware has been delivered/ 15% payment will be made on installation of the hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the vendor. There is no need for submission of hard copy of the installation report/ 5% payment will be settled after lifting of the buy-back items and receipt of claim from the vendor for the same and accordingly buyback amount along with the GST for the same will be deducted by LIC.	Please refer to Corrigendum.

11	Clause E.9 (D,E,F,J) Page 25	70% of the payment will be made on delivery of the hardware after the submission of Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where the hardware has been delivered. e) 20% payment will be made on installation of the hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the vendor. There is no need for submission of hard copy of the installation report. f) 5% payment will be settled after lifting of the buy-back items and receipt of claim from the vendor for the same and accordingly buyback amount along with the GST for the same will be deducted by LIC. The payment for the balance 5% will be made at the end of the warranty period.	Request you to remove the 5% retention as LIC is already asking for 5 % PBG in RFP. Please amend payment terms to 75% on Delivery , 23 % on installation and 2 % against Buyback.	Please refer to Corrigendum.
12	Clause E.10 (B) , Page-25	If the selected bidder fails to post dedicated engineer(s) as above, within one week from the date of delivery, a penalty of Rs.500 per week per engineer subject to a maximum of Rs.5,000 per Division will be applicable and will be recovered from any payment due to the bidder.	Request to amend If the selected bidder fails to post dedicated engineer(s) as above, within two weeks from the date of delivery, a penalty of Rs.500 per week per engineer subject to a maximum of Rs.5,000 per Division will be applicable and will be recovered from any payment due to the bidder.	Please refer to the RFP condition.
13	Clause E.10(B) Page-25	There should be at least one Engineer being resident at every DO and ZO. However, the RM (IT) has the discretion to prescribe the exact number of engineers, based on the prevailing local conditions.	We request LIC to confirm what time duration of Resident Engineer need to deploy?	The Resident Engineer should be available till the expiry of warranty.
14	Clause E.10(C) Page-25	iii. During the period of warranty it will be mandatory on the part of the selected vendor to carry out onsite Preventive Maintenance (PM) once in every quarter.	Request you to consider Preventive Maintenance (PM) once in 6 Months.	No change.
15	Clause E.10(c)(vii), Page-26	c) Terms & Conditions for maintenance of Hardware & Software during the Warranty period - vii. If the damage to the hardware is due to the power fluctuations or due to external factors, LIC would bear the cost of the parts damaged but the onus of proving this will be on the Vendor. However, the Vendor will be required to provide immediate system/ solution as standby with same configuration or higher and with all services restored as if it is a normal breakdown	Request to add - 1. if the damage to the Hardware is due to climate conditions (Humidity) or due to using water cooler systems in Lic premises, Lic would bear the cost of the parts damaged but the onus of proving this will be on the Vendor. 2. Vendor will be required to provide immediate system/ solution as standby with same configuration- 3 working days in place of immediate	No change.
16	Clause E.11 Page-27	Class A - Next working day, Class B - 2 working days and Class C - 3 working days	We request you to revise this SLA clause as Resolution Time: Class A - 2 working day, Class B - 3 working days and Class C - 5 working days	No change.

17	Clase E.10(c)(ix), Page- 28	ix. Monthly rental of 5% of basic Hardware cost will be payable to the vendor for the equipment supplied as standby until such time the new hardware is received by the location and installed,after which the rental will cease. If the Vendor does not provide standby equipment, the penalties as per Chart of Penalties will be imposed.	Request you to consider monthly rent 10% of basic Hardware cost.	No change.
18	Clause F.3 , Page - 36	The vendor should finalise the buyback schedule in consultation with the Manager (IT)/ RM (IT)/ AS (IT), as the case may be. The respective officials will ensure that the buy-back hardware is kept ready. The vendor will make all possible efforts to complete the pick up on the scheduled dates.	Request to amend for The Vendor should finalise the buyback schedule in consultation with DO wise or Zonal wise after the installation of Printer	The Manager (IT) is based at the DO, while the RM (IT) and AS (IT) are based at the ZO.
19	Clause E.11 Page-37	Delivery period - 90 days	We request LIC to consider delivery timeline 180-190 days and require delivery schedule. As requirement is huge quantity and Dot Matrix Printer is back to back manufacturing order as per end customer purchase order.	Please refer to Corrigendum.
20	Clause E.11 Page-37	Delivery period - Rest of India - 90 days & Installation period - 7 working days	Considering the LIC locations all over India,Please revise the Installation period to at least 15 working days.	No change.
21	Clause E.11 Page-37	Penalty for delay in delivery (per day cost of undelivered item) @ 0.5% per day for delay upto 10 days and then @ 1.0% per day and Penalty for delay in installation (per day cost of uninstalled item)@ 0.5% per day for delay upto 10 days and then @ 1.0% per day	We request LIC to combined Delivery and Installation penalty @ 0.5% Per week and maximum penalty 5% of the cost of the undelivered item.	No change.
22	Clause F.1 Page- 39	Scope of Work	Request you to add - No SLA penalty against call logged in the HCT module related to OS corruption, Applications OR 2FA OR patch management	This query is not relevant, since this RFP is for DMP and not for PC or laptop.
23	Annexure Technical	Printer head warranty is missing.	Request you to confirm the printer head warranty .	As confirmed by OEM, print head is included in comprehensive onsite warranty.

Executive Director

16-12-2025