LIC Of India

Central Office, IT-DT Department, Mumbai

Corrigendum to Pre Bid Queries- RFP for "RFP for Installation , Commissioning and Maintenance of Alternate MPLS Network"

Ref: LIC-CO/IT-DT/NW/RFP/2025-26/04 Dated: 02/03/2026]

Sl. No	RFP Document Reference(s) (Page Number)	pg no	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC response
1	Annexure-X Commercial Bid (indicative) Format	–	Sr. No. 3 Rental for 4 Gbps links as per technical Specification	We understand the requirement shall be: Rental for 4 Mbps links as per technical Specification	Please refer to the revised Annexure X
2	Section G - Page 49	49	Level of Site uptime per quarter for locations other than DC/DR/Co-Lo/CO D -	For all other locations hacing RF lastmile uptime of 98.50% to be considered as per standard guidelines	Pleae refer to the revised SLA
3	50	50	Section-G: Service Level Agreement (SLA)	Please modify SLA as Below Single Last mile Fiber = 99% Single Last mile RF /UBR = 98.5%	Pleae refer to the revised SLA
4	Section G - Page 50	50	If there are more than 10 branches/satellite offices or 10% branches/satellite offices within a Data Centre (whichever is lower) , which are concurrently down for more than three hours on any particular day, in addition to downtime penalties extra penalties will be charged.	Deviation required- Vi standard 99.50% (fiber) or 98.50% (RF) only to be considered.	Pleae refer to the revised SLA
5	Page 51 -- Section G: Penalty Caps		Penalty caps: 1) The total penalty for commissioning of links shall not exceed 10% of the PO value for each location. 2) The total penalty for delay in commissioning of new links after the main project is rolled out beyond ten weeks from the date of receipt of purchase order shall not exceed 10 % of the PO Value for each location. 3) The total penalty for quarterly payments shall not exceed 75% of the quarterly charges for the location. 4) The total penalty for onsite support shall not exceed 20 % of the quarterly onsite support charges for a particular site. This shall exclude the penalty related to the absence of onsite engineer, where the recovery will have no cap and be based on actuals.	1) Penalty Cap – New Link Commissioning We request LIC to kindly revise the penalty cap for delay in commissioning of new links from the existing level to a maximum of 5% of the PO value per location, so as to align with prevailing industry practice while still retaining an adequate deterrent for delays. 2) Penalty Cap – Quarterly Payments We request LIC to revise the overall penalty cap on quarterly payments to a maximum of 15% of the quarterly charges for the concerned location, so that the commercial exposure remains proportionate and predictable over the long contract period. 3) Penalty Cap – Onsite Support We request LIC to revise the penalty cap related to onsite support to a maximum of 5% of the quarterly onsite support charges for a particular site, ensuring that service quality is enforced without resulting in disproportionate financial impact for isolated or short term issues. 4) Penalty on Absence of Onsite Engineer We request LIC to either:	Pleae refer to the revised SLA
6	Section G - Page 51	51	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed	Deviation required - overlaping period should be cnsider as 1 week.	Pleae refer to the revised SLA

7	Page 11 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	11	The bidder should have own access network license for providing the last mile from the competent regulatory authority for providing terrestrial links in India. The certificate should have the validity of at least 5 years from the date of RFP. In the event of license expiring during the term of the project; the bidder should produce a copy of the renewed license, before the expiry of the existing license.	Request you to change the Clause to: The Bidder/Bidder Subsidiary company should have own access network license for providing the last mile from the competent regulatory authority for providing terrestrial links in India. The certificate should have the validity of at least 5 years from the date of RFP. In the event of license expiring during the term of the project; the bidder should produce a copy of the renewed license, before the expiry of the existing license.	Please refer to the revised eligibility Criteria.
8	Page-38 Shifting of Links	38	The bidder shall provide shifting of links (wired or wireless) to LIC free of cost, provided such shifting is within the same area / pincode / location/premises.	Request you to kindly add a line item in the Commercial Bid Format for shifting of links as it is not possible to provide shifting of links free of cost. Also, in the previous RFP as well, there was a line item in the Commercial Bid for Shifting of links.	Please refer to the revised scope of the work.
9	Page-38 Shifting of Links	38	After receiving the intimation from LIC in letter or by e-mail, bidder has to shift the requested link (wired or wireless) from old location to new location within twenty one days from the date of such intimation. The bidder shall provide shifting of links (wired or wireless) to LIC free of cost, provided such shifting is within the same area / pincode / location/premises.	Request you to change the Clause to: After receiving the intimation from LIC in letter or by e-mail, bidder has to shift the requested link (wired or wireless) from old location to new location within thirty days from the date of Purchase Order	Please refer to the revised scope of the work.
10	Page 50 – Section-G: SLA Penalty No. 10	50	>10 branches down concurrently >3 hours: Rs. 50,000 per instance	Request relaxation as uptime-based SLA penalties already cover such events.	Please refer to the revised SLA
11		_	Generic	Request you to please allow right of refusal since all service providers will have limitations in terms of 100% feasibility.	Please refer the revised scope of the Work
12	Page 12 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC):	12	The bidder should have executed minimum three orders each for different customers of 2000+ network installations (links) in India in the last five years. Out of the three orders mentioned above one order should be for commissioning and maintenance of 500 MPLS VPN based links for different locations in India which should include Tier II and Tier III locations.	Request you to change the Clause to: The Bidder should have references of supplying, installing, commissioning and maintenance of at least 2500+ MPLS/ILL location/links network for BFSI/PSU/State Govt. /Central Govt. Customer in India in last 7 years in single Purchase Order	Please refer to the revised Minimum Eligibility criteria
13	Page 51 – Section-G: SLA Penalty No. 25	51	Overlapping requirement 21 days, penalty 5% per day	Request revision to 0.1% per week since 5% per day is disproportionately high.	Please refer to the revised SLA

14	Details of Work – Link commissioning and maintenance: Page No. 36	36	LIC intends to procure links as bandwidth mentioned below. However, in case of need for higher bandwidths the following multiplication factor will be used for determining the price of the higher bandwidths, subject to the price not being higher than the TRAI prescribed charges/ceiling on charges for Point to Point connectivity or MPLS connectivity, whichever lower, for the bandwidth under consideration. (All the rates will be rounded off to nearest 100 rupees). a) Bandwidth Upgrade Rates up to 1 Mbps Bandwidth Category Multiplication Factor 1 Mbps X (Discovered Price) b) Bandwidth Upgrade Rates above 1 Mbps Further, in case of requirement of an intermediate bandwidth, the standard industry practice as that adopted by BSNL will be followed for arriving at the commercials.	What is the applicability of the Multiplication Factor table when the bandwidth categories are already defined in the commercial bid format and bidders are required to quote prices for the same bandwidth slabs? The clause further states that "in case of requirement of an intermediate bandwidth, the standard industry practice as adopted by BSNL will be followed for arriving at the commercials." Kindly clarify what is meant by "standard industry practice adopted by BSNL" and what would be the role or reference of BSNL in determining the pricing for intermediate bandwidths.	The Multiplication factors have been removed.
15	Section D, Page 30, Clause 10	30	Limitation of liability capped at contract value	cost of repairing or replacing defective equipment should be included in the capped value	Please refer to the revised Annexure X
16	Clause 21/Pg.no.22	22	Contract Period	We propose that further renewal should be on mutual consensus and not on sole descreation of LIC.	Please refer to the reivsed Contract Period clause
17	Hardware Replacement Clause (Pg 35 approx.)	35	Responsibility for hardware damage	Request you to please clarify liability in case if hardware is damaged due to electrical surge, unstable power supply, earthing issues or environmental conditions at LIC premises.	Please refer to the revised Scope of Work and Annexure X
18	Section G - Page 50	50	If structured quarterly meetings are not held and latest contact details of service engineers, SPOCs and escalation matrix not submitted on quarterly basis to the RM(IT)s, and Central Office, Mumbai	Quarterly business meeting to held at LIC central Head office with relevant stakeholders (zonal meetings can be done virtually on quarterly basis)	Please refer to the revised Scope of Work
19	Annexure-X Commercial Bid (indicative) Format	–	Rental for 2 Gbps links as per Technical Specification	Request you to confirm the locations wherein 2 Gbps links has to be deployed	Please refer to the revised Scope of Work
20	Annexure-X Commercial Bid (indicative) Format	–	Rental for 3 Gbps links as per Technical Specification	Request you to confirm the locations wherein 3 Gbps links has to be deployed	Please refer to the revised Scope of Work
21	Annexure-X Commercial Bid (indicative) Format	–	Rental for 4 Gbps links as per Technical Specification	Request you to confirm the locations wherein 4 Gbps links has to be deployed	Please refer to the revised Scope of Work
22	Annexure-X Commercial Bid (indicative) Format	–	Rental for 8 Gbps links as per Technical Specification	Request you to confirm the locations wherein 8 Gbps links has to be deployed	Please refer to the revised Scope of Work
23	Annexure-X Commercial Bid (indicative) Format	–	Rental for 10 Gbps links as per Technical Specification	Request you to confirm the locations wherein 10 Gbps links has to be deployed	Please refer to the revised Scope of Work
24	General	_		Please share the bandwidth required against the location	Please refer to the revised scope of Work
25	Section E, Pg 34	34	The bidder shall provide the service, system spare parts and complete maintenance of the system for a period of not less than five years from the date of acceptance of each site, extendable for additional three years (renewable annually based on the performance of the vendor) on the same terms and conditions at LIC's discretion.	Please clarify - Is 5 years the committed terms or is this term subject to annual renewal every contract anniversary?	Please refer to the revised Contract Period Clause

26	RFP Section-E: SCOPE OF WORK, Page-34	34	The bidder has to provide links at all locations for which the PO has been placed.	How many site to be received in PO and if all lcoations not delivered as PO received then is there any penality for non delivery ?	Penalty as per the Revised SLA
27	Point No. 14 of C. Eligibility information/Compliance	55	The bidder should have executed minimum three orders each for different customers of 2000+ network installations (links) in India in the last five years.	Out of the three orders mentioned above one order should be for commissioning and maintenance of 500 MPLS VPN based links for different locations in India which should include Tier II and Tier III locations.Documentary proof (purchase order/customers certificates, etc.) should be submitted along with the bid. The bidder should submit details like name of contact person along with his phone number for above projects to be submitted (for verification) as per format under Annexure-V	Please refer to the revised Minimum Eligibility criteria