

LIC Of India
Central Office, IT-DT Department, Mumbai
Response 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 |
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| 1 | Page 33 : Section-E: SCOPE OF WORK | 33 | Is this a primary–backup or active–active setup with the current BSNL/Airtel links? | We need clarity on this. | Both BSNL and alternate MPLS link needs to be configured to work in Active-Active set-up. |
| 2 | 26 | 26 | 31.a. LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC. | From RFP standpoint it is inferred that LIC intends to allot 100% of links to a single TSP . Please confirm this understanding and suggest motive of LIC to introduce operational overhead for replacement of 3600 plus links across PAN india. | LIC intends to procure these links from a single TSP for better management of links. |
| 3 | Page 40 - Link Maintenance | 40 | Who will be responsible for managing the configurations, given that the TCL link will be unmanaged? | We need clarity on this. | The selected bidder will be responsible for managing the links only. |
| 4 | 15 | 15 | Section-E: SCOPE OF WORK | Please clarify if you need managed CPEs at SPOKE or Hub locations. | CPE (routers) required for termination of links will be provided and managed by LIC |
| 5 | Annexure – Time Schedule for Delivery & Installation (Pg 1) | 47 | Project commissioning timeline | Request you to please clarify whether delivery timeline will be counted from the date of Purchase Order issuance or from the date of site readiness confirmation from LIC. | Delivery timeline will be applicable from the Date of the respective PO. |
| 6 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | The links commissioned under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional appliance/equipment/components/Software etc. and also without requirement of downgrading or upgrading of existing equipment/ components/software used by LIC. However, if any additional equipment/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. | Kindly confirm on below mentioned: 1. What type of Intergration is required, Kindly elaborate. 2. Kindly confirm the existing Hardware details, Viz- Routers for such integration including its Model No, Serial No, Hardware Version/Software Version. Kindly arrange to provide above details to check integration w.r.t existing Hardware at LIC Premises. | Hardware Details will be provided to the selected vendor .The selected service provider has to coordinate with LIC till the links are commissioned and fully integrated with the existing LIC Network.. |
| 7 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-36/80 | 36 | The bidder should provide all security measures for the proposed link network which should prevent against all kind of attacks like DDOS, IP spoofing, etc. | We understand this requirement is for L3VPN MPS Link only, which is already secured connectivity. DDoS, IP Spoofing attacks happens on Internet Links. Kindly confirm whether Internet Lease line is also part of this RFP. | The selected bidder has to provide security measures for WAN Segment. However, DDOS and IP spoofing is not part of the scope of this RFP |

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| 8 | Details of Work – Link commissioning and maintenance:(page 35) | 35 | Bidder should do all internal cabling till the router for successful commissioning of the required MPLS link without any additional cost to LIC. | Bidder shall do the cabling up to the router. Please elaborate what is expected from the Internal cabling. | The selected bidder needs to extend the links upto the MUX Room/IT-Room where LIC Network devices are installed. |
| 9 | Section D, Page 30, Clause 11 | 30 | Confidentiality obligations | Confidentiality obligations must be mutual (LIC and Vendor). Vendor's proprietary information (pricing, network architecture, trade secrets) must be protected by LIC. Please confirm mutuality. | Confidentiality obligations are mutual, for LIC and the bidders. |
| 10 | RFP Section A.3, Pg 8 | 8 | The RFP has been published on following websites: The LIC website (https://licindia.in/web/guest/tenders) | Please share Annexure-X - Unbale to access the same on The LIC website: (https://licindia.in/web/guest/tenders) | The same is available on LIC website. |
| 11 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-36/80 | 36 | LIC has implemented GETVPN in its existing network and there should not be any dependency from service provider on this implementation while integrating their MPLS network. Further, there should not be any dependency on the service provider if LIC decides to implement other VPN variants like DMVPN or any such technology. All of these should seamlessly integrate with the new setup. | GetVPN is Cisco proprietary and are not supported by any other router OEM. Kindly consider IPsec Only. | GetVPN will be configured by LIC on its routers installed for terminating the links. |
| 12 | Section G – SLA (Pg 48) | 48 | Packet loss / latency / jitter penalties | Request you to please confirm the measurement methodology and tools used for packet loss, latency and jitter and confirm whether tests will be conducted jointly with the bidder. | The parameters mentioned in the RFP will be measured on the routers, for the links to be checked, monitored. |
| 13 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | The links commissioned under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional appliance/equipment/components/Software etc. and also without requirement of downgrading or upgrading of existing equipment/ components/software used by LIC. However, if any additional equipment/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. | Kindly confirm on below mentioned: 1. What type of Intergration is required, Kindly elaborate. 2. Kindly confirm the existing Hardware details, Viz- Routers for such integration including its Model No, Serial No, Hardware Version/Software Version. Kindly arrange to provide above details to check integration w.r.t existing Hardware at LIC Premises. | Hardware Details will be provided to the selected vendor .The selected service provider has to coordinate with LIC till the links are commissioned and fully integrated with the existing LIC Network.. |

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| 14 | RFP for Procurement of MPLS Links through ASP (Section-E: SCOPE OF WORK & 34) | 34 | The links commissioned under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional appliance/equipment/components/Software etc. and also without requirement of downgrading or upgrading of existing equipment/ components/software used by LIC. However, if any additional equipment/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. | Please elaborate what are equipment/components/software with which integration is expected. | The same will be shared with the selected bidder |
| 15 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | Service Provider should allow configuration and traffic of IP Sec/ SSL VPN/GRE Tunnel over MPLS cloud to LIC of India (systems). | Kindly clarify whether this configuration will be done by LIC Team or Bidder has to do this configurations. | The selected service provider has to coordinate with LIC till the links are commissioned and fully integrated with the existing LIC Network.. |
| 16 | Page 34 : Section-E: SCOPE OF WORK | 34 | Service Provider should allow configuration and traffic of IP Sec/ SSL VPN/GRE Tunnel over MPLS cloud to LIC of India (systems). | Any load balancing, testing of applications/traffic flow, or related validation activities will be managed by the LIC | LIC will configure its routers and this traffic should move seamlessly over MPLS link |
| 17 | Page 39 : Upgrade/Downgrade of Links | 39 | LIC will not pay any extra cost towards link upgrade /downgrade; LIC will only pay/recover applicable bandwidth charges from the date of enhanced/downgraded bandwidth of such locations as per the commercials submitted by the successful bidder. | need clarity on this | LIC will not pay for the additional charges, if any, incurred for such upgrade/downgrade. The relevant bandwidth charges will be paid by LIC. |
| 18 | Section -H ,Annexure-VII-(Pg 60) | 60 | EMD BG valid upto | BG Validity Date including claim period | One year from the date of submission of the bid |
| 19 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | LIC may open some new offices in every financial year or merge some of its office. For all such locations where new offices will be opened in future, the successful bidder will provide new links, apart from the requested location under this RFP. Bidder has to deliver the link as per the timeline mentioned under this RFP. All such new links will be under similar SLA and scope of work as mentioned locations under this RFP. | For all new locations post PO, We will be doing feasibility check and there may be two outcomes: 1. Site Feasible with Standard Capex. 2. Site Feasible with High Capex. Kindly confirm whether for Point 2. LIC will consider the new rates with high capex for new locations. | Rates for the links will be constant throughout the contract period. |
| 20 | Section-E: SCOPE OF WORK Backhaul Connectivity Page No-38/80 | 38 | The bidder shall be required to commission wired MPLS-VPN backhaul links with dual last mile with auto failover from different physical paths from the TSP's nearest POP/hub to each of the LICs Co-Los/DCs/DRs | Kindly confirm whether Single (Primary) Link with redundant fiber in ring is required or Two Separate link is required-One Primary and Secondary via 3rd Party Offnet Link (As redundant Link). | redundant links at CO-LOs/DCs/DRs should be through third party TSP. |

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| 21 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | Security of the data flowing through these MPLS links and maintenance of the links (including its hardware and other infrastructure installed for providing the MPLS, P2P & ILL service) would be the sole responsibility of the Service Provider. | Security via IPSec will be initiated by Customer Routers to DC/DRC. Kindly confirm whether Router will also be supplied by Service Provider or Router will be in LIC Scope and only MPLS Unmanaged link to be provided. | GetVPN will be configured by LIC on its routers installed for terminating the links.Router will be in the LIC Scope. |
| 22 | Section-E: SCOPE OF WORK Design and Architecture: Page No-35/80 | 35 | Detailed Network Connectivity Diagram (including last mile connectivity, routers etc.) for the proposed solution is to be provided by the bidder. | Kindly confirm whether Router will be in Bidder Scope for alternate MPLS Link. | Router will be provided by LIC |
| 23 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | LIC will only provide space and power supply for setting up the dedicated MUX/equipment/appliance at its locations. All other required infra should be arranged by bidder at no extra cost to LIC. | Kindly confirm : 1. whether Router will also be provided by Bidder for alternate MPLS Link. 2. LIC will provide space and power supply at all the locations including Co-Lo DC/DR Sites. | Routers will be provided by the LIC and will provide space ,powersupply at all the locations including CO-Los/ DC/DR sites. |
| 24 | RFP for Procurement of MPLS Links through ASP (Service-Delivery Project Management and On Site Resources & 43) | 43 | The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire duration of the contract and has to sit on site at LIC-CO-IT, Mumbai office. The onsite SDM should have the following minimum profile: | Please confirm onsite SDM is required only for the duration of the delivery and not for the entire contract of the RFP. | Onsite SDM is required throughout the contract period of the RFP. |
| 25 | General Terms – Site Readiness (Pg 40 approx.) | 40 | Site readiness dependency | Request you to please confirm that delivery timelines and SLA commitments will start only after site readiness confirmation including power, rack space and access. | SLA will start from the date of the issue of PO |
| 26 | 50/80 | 50 | Migration of links to a different technology within ten days of receipt of intimation | Subject to feasibility delivery timeline | Please be guided by the RFP |
| 27 | | - | | 5. Supplementary Invoice: Vodafone Idea shall be entitled to raise either a supplementary invoice on the Customer or change in the current invoice for Services / Links which had not been invoiced in the past or for any bill periods which had been omitted to be invoiced against the Services or part thereof, or a link or set of links. | Vendor may raise the supplementary invoices for unbilled links. |
| 28 | RFP for Procurement of MPLS Links through ASP (Section-E: Details of Work – Link commissioning and maintenance: & 35) | 35 | Alternate MPLS link should be configured in active –active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL MPLS link at various locations. | Please elaborate what is the expected with the auto failover. | The MPLS links procured through this RFP will be configured Active-Active, if any one link fails, the other will take-over the entire load and vice-a-versa. |

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| 29 | RFP Section 28. Online Reverse Auction: Page-24 | 24 | Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.) | Will ~3500 sites divide into L1,L2 and L3 bidder or first all 3500 sites will be allocated to L1 bidder as per Reverse Auction | The Contract will be awarded to the single L1 Bidder |
| 30 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The link may be terminated the Ethernet or on the Fiber port of the router/switch. The bidder has to make provisions for all. | Kindly provide the breakup of the links to be delivered on Ethernet and on Fiber with required Type of SFP Module- Single Mode/MultiMode. | The data may be shared with the selected bidder |
| 31 | 15 | 15 | Section-E: SCOPE OF WORK | Do you need backhaul at all 9 locations specified with dual LM ? What should be the ratio of backhaul sizing ? | The dual backhauls should be of equal size |
| 32 | | – | Generic | Please share IDU or ODU fault ratio as discussed during pre-bid. | The experience may differ from TSP to TSP |
| 33 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The bidder should ensure Inter Service Provider Routing and for transit routing | Kindly elaborate the clause. | The LIC configured route-reflector on its routers will take care of this ; the selected TSP links should carry the traffic seamlessly. |
| 34 | General | – | | Are the new links replacement of the existing MPLS links or an additional link alongwith the existing MPLS link. | The new links will replace the existng links |
| 35 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | LIC may open some new offices in every financial year or merge some of its office. For all such locations where new offices will be opened in future, the successful bidder will provide new links, apart from the requested location under this RFP. Bidder has to deliver the link as per the timeline mentioned under this RFP. All such new links will be under similar SLA and scope of work as mentioned locations under this RFP. | For all new locations post PO, We will be doing feasibility check and there may be two outcomes: 1. Site Feasible with Standard Capex. 2. Site Feasible with High Capex. Kindly confirm whether for Point 2. LIC will consider the new rates with high capex for new locations. | The rates once aquired through RFP will be applicable for the existing as well as New locations throughtout the contract period. |
| 36 | | – | | 9. Price revision: No retrospective price revision will be done. Customer agrees that Vodafone Idea shall be entitled to increase the Charges in case there is any increase in regulatory guidelines which has an effect of increasing the cost of providing Services by Vodafone Idea. | The rates once aquired through RFP will be applicable for the existing as well as New locations throughtout the contract period. |
| 37 | | – | Generic | As discussed during pre-bid, Please confirm route reflector expectation from TSP . Is Hardware OEM or existing TSP expects any NNI to be created between two TSP ? | The route-reflector will be configurd by LIC at rouer-level |

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| 38 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | Security of the data flowing through these MPLS links and maintenance of the links (including its hardware and other infrastructure installed for providing the MPLS, P2P & ILL service) would be the sole responsibility of the Service Provider. | Security via IPSec will be initiated by Customer Routers to DC/DRC. Kindly confirm whether Router will also be supplied by Service Provider or Router will be in LIC Scope and only MPLS Unmanaged link to be provided. | CPE (routers) required for termination of links will be provided and managed by LIC |
| 39 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The bidder should ensure Inter Service Provider Routing and for transit routing | Kindly elaborate the clause. | CPE (routers) required for termination of links will be provided and managed by LIC |
| 40 | Section E – Scope / Maintenance Responsibility (Pg 35 approx.) | 35 | Spare hardware requirement | Request you to please clarify whether bidder must maintain spare inventory at zonal/regional level for faster restoration and expected hardware replacement timelines. | The Selected Bidders to decide the modalities about the spares and related things. |
| 41 | Annexure XIV & Annexure XV Annexure X - Commercial Annexure | – | Location count is 3563 for ZO/DO/BO/SO as per Annexure XIV Location count is 9 for Co-Lo/CO/DC/DR as per Annexure XV Link count adds upto 4010 | Total Location count is 3572 per Annex 14 & 15. However Annexure X - Commercial Annexure Sr. No 1 to 18 adds upto 4010 Links. Hence please clarify reason for discrepancy of 438 Links? Also please provide the mapping of the type of location against the bandwidth in the commercial sheet. | The total number of locations are 3572 as mentioned in Anex 14 and 15. However, the number of links mentioned in Commercial Annex are tentative so as to explore the prices of various bandwidths. |
| 42 | | – | | 4. Customer shall not be entitled to setoff or withhold its payment against invoices raised by Vodafone Idea for a specific Service against any debt or sum owing to Customer or its group company/ies by Vodafone Idea or its group company/ies on account of any other service/s. | There may not be set-off against the bills of the other services. |
| 43 | 15 | 15 | Section-E: SCOPE OF WORK | We assume MPLS and ILL breakout network infra is completely separate. Kindly confirm the same. | MPLS network and ILL are two separate networks, however, their integration is necessary for transition of data between differet locations. |
| 44 | RFP for Procurement of MPLS Links through ASP (Shifting of Links & 38) | – | | Please clarify how many shifting in the same premises, intra city and inter-city needs to be considered by the bidder. | The number of shiftings differ year to year |
| 45 | In case of theft of the equipment or damage of the equipment in LIC premises , LIC will be resposible. | – | Not mention in RFP | Bidder will not be resposible for any damage due to eathing or other issue at customer side or theft of equipment at customer site. And charges will be applicable extra. | Though the care of maintaing required earthing is taken at LIC offices, any damage to the network equipment provided by the successful bider need to be taken care by the bider to avoid the delay is providing services. |
| 46 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The bidder has to provide the necessary configurations for seamless integration of these links with the existing network and for proactive monitoring of the links. | We will provide access to Self Care Portal for proactive monitoring if the links delivered by us. Kindly confirm whether LIC is having their own tool for monitoring of the links. If Yes, kindly provide name of the tool with its Software version. | Till LIC tool for the monitoring the links is available, the bidder has to provide the excess to its portal for monitoring of the link. As when as the LIC tool is available the details of the same will be shared to the winning Bidder |

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| 47 | Section-E: SCOPE OF WORK Backhaul Connectivity Page No-38/80 | 38 | The bidder shall be required to commission wired MPLS-VPN backhaul links with dual last mile with auto failover from different physical paths from the TSP's nearest POP/hub to each of the LICs Co-Los/DCs/DRs | Kindly confirm whether Single (Primary) Link with redundant fiber in ring is required or Two Separate link is required-One Primary and Secondary via 3rd Party Offnet Link (As redundant Link). | Two Different links with the Different service providers are required to be in place . |
| 48 | RFP for Procurement of MPLS Links through ASP (Section-E: SCOPE OF WORK & 34) | 34 | There will be no change in existing IP schema for LIC branches/offices/DC/DR/Co-Lo locations during the implementation of secondary MPLS network. | WAN schema will be as per bidders. LAN schema can be LIC. | WAN IP schema will be provided by LIC to the selected bidder |
| 49 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | Service Provider should allow configuration and traffic of IP Sec/ SSL VPN/GRE Tunnel over MPLS cloud to LIC of India (systems). | Kindly clarify whether this configuration will be done by LIC Team or Bidder has to do this configurations. | CPE (routers) required for termination of links will be provided and managed by LIC |
| 50 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | Alternate MPLS link should be configured in active –active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL MPLS link at various locations. | Kindly provide the details of the existing Router at all the locations including DC/ DR. (Router Model No, Serial No, Hardware Version/Software Version) to check for the redundancy Protocols/ VRRP/GLBP/HSRP for required Active Avive/ Active Passive configurations. | The details will be shared with the selected bidder |
| 51 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The bidder has to configure the link as per LICs QoS policy/IP SLA and other routing policies in coordination with LICs network team and Facility Management Team. This feature should be available from day one of the project. | Kindly arrange to provide the details of the QoS/IP SLA Policy. | The details will be shared with the selected bidder |
| 52 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | Service Provider will be responsible for bringing and maintaining the last mile connectivity on OFC till CPE. Any expenditure like keeping Rack for NTE (Space), cross-connect charges etc., payment of rent to the data centre provider(s) for such activities (if any) at Data centre(s) and/or remote location(s) will be the sole responsibility of the Service Provider. | Kindly share the below mentioned details to consider Cross Connect Charges in Co-Lo DC/DRC Locations. LIC Router Location: Rack No: Floor No: Building No/Name: DC/ DRC Complete Address: | The details will be shared with the selected bidder |
| 53 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | There will be no change in existing IP schema for LIC branches/offices/DC/DR/Co-Lo locations during the implementation of secondary MPLS network. | Kindly Provide the WAN IP and LAN IP Pool of all the sites, Including DC and DRC to be considered for this Alternate MPLS Link. | The details will be shared with the selected bidder |

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| 54 | RFP for Procurement of MPLS Links through ASP (Section-E: SCOPE OF WORK & 34) | 34 | Total solution will cover re-designing the network architecture in consultation with LIC, preparation of the configuration templates for the new setup, commissioning, installation of devices/appliances/software etc., implementation, seamless integration of the new links with the existing network, conducting POC if required, testing, training & certification, reporting etc. | Please share the existing architecture and what is the re-design of the architecture expected from LIC. | The details will be shared with the selected bidder |
| 55 | Section-E: SCOPE OF WORK Design and Architecture: Page No-35/80 | 35 | Bidder needs to study existing network architecture LAN & WAN network environment of LIC and design the solution accordingly | Kindly Provide the WAN IP and LAN IP Pool of all the sites, Including DC and DRC to be considered for this Alternate MPLS Link. | The details will be shared with the selected bidder |
| 56 | Section-E: SCOPE OF WORK Design and Architecture: Page No-35/80 | 35 | Detailed Network Connectivity Diagram (including last mile connectivity, routers etc.) for the proposed solution is to be provided by the bidder. | Kindly confirm whether Router will be in Bidder Scope for alternate MPLS Link. | CPE (routers) required for termination of links will be provided and managed by LIC |
| 57 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | Alternate MPLS link should be configured in active –active or active-passive mode with auto failover mechanism with the existing BSNL/MTNL MPLS link at various locations. | Kindly provide the details of the existing Router at all the locations including DC/ DR. (Router Model No, Serial No, Hardware Version/Software Version) to check for the redundancy Protocols/ VRRP/GLBP/HSRP for required Active Avive/ Active Passive configurations. | The details will be shared with the selected bidder |
| 58 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The bidder has to provide the necessary configurations for seamless integration of these links with the existing network and for proactive monitoring of the links. | We will provide access to Self Care Portal for proactive monitoring if the links delivered by us. Kindly confirm whether LIC is having their own tool for monitoring of the links. If Yes, kindly provide name of the tool with its Software version. | The details will be shared with the selected bidder |
| 59 | Section-E: SCOPE OF WORK Details of Work – Link commissioning and maintenance: Page No-35/80 | 35 | The bidder has to configure the link as per LICs QoS policy/IP SLA and other routing policies in coordination with LICs network team and Facility Management Team. This feature should be available from day one of the project. | Kindly arrange to provide the details of the QoS/IP SLA Policy. | The details will be shared with the selected bidder |
| 60 | 15 | 15 | Section-E: SCOPE OF WORK The scope of work includes understanding the requirement, customizing and providing the deployment architecture along with the routing patterns of proposed solution and customization (wherever required) | We assume your current setup in in house managed from hardware perspective , Please clarify below 1. Who is your Managed service Provider ? Is it SI or TSP or Inhouse entirely ? 2. Can you share Hardware refresh or renewal roadmap withy timelines ? | The details will be shared with the selected bidder |
| 61 | 15 | 15 | Section-E: SCOPE OF WORK | Please clarify LIC roadmap for SDWAN. | The details will be shared with the selected bidder |

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| 62 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | There will be no change in existing IP schema for LIC branches/offices/DC/DR/Co-Lo locations during the implementation of secondary MPLS network. | Kindly Provide the WAN IP and LAN IP Pool of all the sites, Including DC and DRC to be considered for this Alternate MPLS Link. | The details will be shared with the selected bidder |
| 63 | RFP for Procurement of MPLS Links through ASP (Section-E: Details of Work – Link maintenance: & 40) | 40 | The vendor has to monitor the link proactively on a real time basis. LIC may provide managed access to the router for making configurations for proactive monitoring of the links. | Bidder provides proactive monitoring on different models of CPEs. For us the check the feasibility of the LIC CPEs, please provide the make and model of the devices on which the MPLS links will be terminated. | The details will be shared with the selected bidder |
| 64 | General | - | | Please provide a clarity on the type of the hand-off such as copper and Fiber. In the case of the fiber is the hand-off required single mode or multimode. Please clarify SFP will be not be provided by the bidder. | The details will be shared with the selected bidder |
| 65 | | - | Generic | Please share High level schematic of existing MPLS architecture | The details will be shared with the selected bidder |
| 66 | | - | Generic | Please share list of CPE and Make models used in current infra. | The details will be shared with the selected bidder |
| 67 | Section E, Page 37 | 37 | IPv6 migration support | Please allow infra cost to be charged in case of IPv4 to IPv6 migration. | Please be guided by the RFP |
| 68 | Section C, General Instructions / Disclaimer (Page 6-7) | 6 | "LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and the contract entered pursuant to the RFP." Also: "All the terms and conditions and the contents of the RFP along with the Annexure(s), Clarifications, if any, will be contractually binding." | We request that once the contract is signed, any modifications to the terms should only be through mutual written agreement of both parties. The current clause gives LIC a unilateral right to change terms even after contract execution, which creates significant uncertainty for the vendor. The contract should clearly state that no unilateral amendments will be binding on the vendor without the vendor's written consent. | Please be guided by the RFP |
| 69 | Page 11 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC): | 11 | The bidder must be a telecom service provider in India at least for the last 5 years having MPLS VPN / National Long Distance/Basic Service Operator license. | Request you to change the Clause to: The bidder must be a telecom service provider in India at least for the last 10 years having MPLS VPN / National Long Distance/Basic Service Operator license. | Please be guided by the RFP |
| 70 | Page 12 Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC): | 12 | Bidder should have 100+ POPs (Layer 3) across India | Request you to change the Clause to: Bidder should have 125+ POPs (Layer 3) across India | Please be guided by the RFP |
| 71 | 15 | 15 | Section-E: SCOPE OF WORK | Can TSP bid for 4G2G LM services on few branches as a part of this bid ? | Please be guided by the RFP |

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| 72 | Section D – Taxes and Duties, Clause ss(tt) (Page 20) | 20 | "The vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause." | We request that the vendor's obligation to hold LIC harmless from retrospective tax changes be removed. Changes in tax laws applied retroactively by the government are beyond the vendor's control and cannot reasonably be priced into the bid. We request that any new taxes or retrospective tax changes be treated as a pass-through cost to be borne by LIC, or alternatively, be treated as a change-in-law event with appropriate price adjustment. | Please be guided by the RFP |
| 73 | Section C, Clause 21 – Contract Period (Page 21–22) | 21 | "In case of the Termination/expiry of the contract... the existing vendor is obligatory to extend the service on the existing terms and conditions till the commissioning of the new links for the respective locations." | We request that this transition obligation be capped at a maximum of 6 months from the date of termination or expiry. An open-ended obligation to continue services until LIC's new vendor is ready could result in the vendor being required to provide services indefinitely at old rates. The vendor should also be paid at the existing contractual rates (plus any increase to account for inflation) during the transition period. | Please be guided by the RFP |
| 74 | Section D, Page 21, Clause 21 | 21 | Contract period | If LIC terminates for convenience within minimum contract period, exit penalty equal to remaining period charges must be payable. Alternatively, remove termination for convenience clause entirely for primary 5-year period. Please confirm. | Please be guided by the RFP |
| 75 | Section C, Clause 33 – Right to Terminate the Process (Page 25–26) | 25 | "LIC may terminate the contract in whole or part... If the service does not meet the specifications on three or more occasions, For Insolvency... LIC may terminate the RFP process at any time without assigning any reasons whatsoever." | We request that termination for not meeting specifications on "three or more occasions" be further clarified — specifically, whether these are three occasions for the same site or across all 3,600+ sites, and whether they must be material failures. Without such clarity, even three minor issues at different sites over a five-year period could trigger termination. We also request that the vendor be given an opportunity to cure each such instance before it is counted toward the three-occasion threshold. | Please be guided by the RFP |
| 76 | Clause 33/Pg.no.26 | 26 | Right to Terminate the Process | We request LIC to include the points no. 1. 1. In case of termination of contract by LIC without cause or for convenience, LIC shall be required to pay exit charges (termination convenience fee) to cover for all losses to Bidder as mutually agreed between LIC and Bidder for terminating the contract for reasons other than mentioned in the RFP. 2. Under what conditions will the Bidder be able to terminate the contract from their end? | Please be guided by the RFP |

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| 77 | Section D, Page 26, Pricing | 26 | No price escalation | Please allow price escalation to account for inflation, license fee increases, spectrum charges, and operational cost increases. Fixed pricing is commercially unviable. | Please be guided by the RFP |
| 78 | Clause 2/Pg.no.27 | 27 | NDA | We propose that the NDA terms shall be mutual for both Parties. | Please be guided by the RFP |
| 79 | Section D, Clause 3 – Performance Bank Guarantee (PBG) (Page 28) | 28 | "The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract... If vendor fails to submit the required PBG within 21 days period... penalty of Rs. 5,000/- per day (subject to maximum penalty of Rs. 1,00,000/-) will be imposed." Also: "In case the selected bidder fails to submit PBG even after 45 days... LIC may cancel the allotment and proceed with blacklisting along with forfeiture of EMD." | We request that the PBG invocation be allowed only for proven and quantified losses suffered by LIC, rather than at LIC's sole discretion. The current language allows LIC to invoke the PBG for any amount it deems fit without having to demonstrate actual loss. We also request that before invoking the PBG, LIC should provide the vendor with a reasonable cure period of at least 30 days and a written notice specifying the breach. The consequence of blacklisting for delayed PBG submission is very severe — we request that blacklisting be removed as a remedy for PBG submission delays. | Please be guided by the RFP |
| 80 | Section D, Page 28-29, Right to Audit | 28 | LIC/IRDAI audit rights | All audits at vendor premises require 30 days advance written notice and must be conducted during normal business hours. Audit scope should be limited to services provided to LIC only. Vendor will provide reasonable cooperation but cannot allow unrestricted access to all systems/data. Please confirm. | Please be guided by the RFP |
| 81 | | | "In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions... Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions... and pursue such other rights and/or remedies that may be available under law or otherwise." | We request that the consequences of termination be made proportionate and balanced. The phrase "due to any cause whatsoever" is very broad and could include termination even for minor or curable issues. We request: (a) A clear distinction between termination for cause and termination for convenience. (b) If LIC terminates for convenience, the vendor should be paid for all services rendered up to the date of termination and should not face PBG forfeiture. (c) The vendor should also have a right to terminate the contract with reasonable notice if LIC commits a material breach (e.g., persistent non-payment). (d) A reasonable cure period (at least 30 days) should be provided before termination for cause. | Please be guided by the RFP |

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| 82 | Section D, Clause 7 – Dispute Resolution / Arbitration (Page 29–30) | 29 | "The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute... No interest will accrue on any amount during the Arbitration proceedings." | We request that if LIC has outstanding undisputed payments due to the vendor for more than 45 days, the vendor should have the right to suspend services after giving written notice. Currently, the vendor must continue working even if there is a payment dispute, which is one-sided. | Please be guided by the RFP |
| 83 | Section D, Clause 12 – Copyright Violation and Patent Rights / Indemnity (Page 30–31) | 30 | "The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights... Vendor will undertake to indemnify LIC from and against all losses on account of Vendor's negligence or wilful default in performance or non-performance under the contract... Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC." | We request that the indemnity obligation be made mutual, so that both parties indemnify each other for their respective acts of gross negligence or wilful default. Additionally, we request that the indemnity be subject to the overall liability cap agreed under the contract. As currently worded, the indemnity has no monetary limit and could expose the vendor to unlimited financial risk. We also request that the vendor's obligation to indemnify be limited to third-party claims only, and not to direct losses already covered under the limitation of liability clause. | Please be guided by the RFP |
| 84 | Section D, Clause 9 – Force Majeure (Page 30) | 30 | "Force majeure means an event beyond the control of the Bidder excluding those involving supplier's/OEM faults... Termination — If non-performance continues for more than 30 consecutive days, the other party may terminate with 90 days written notice." | We request the following changes: (a) The definition of force majeure should also cover events such as pandemics, government-ordered lockdowns, cyber-attacks, and disruptions to telecom infrastructure caused by third parties or natural disasters. The SLA exclusion already notes that "Cable cut due to road widening or any development/restructuring activity will not be considered as Force Majeure" — we request this exclusion be reconsidered, as road widening is clearly beyond the vendor's control. (b) The 30-day threshold for continued non-performance before termination is very short — we request this be extended to at least 90 days. (c) During force majeure, no SLA penalties should apply for the affected sites/services. | Please be guided by the RFP |
| 85 | Clause 8/Pg.no.30 | 30 | Consequences of Termination of the Selected Bidder | We request LIC to include the points no. 1. 1. In case of termination of contract by LIC without cause or for convenience, LIC shall be required to pay exit charges (termination convenience fee) to cover for all losses to Bidder as mutually agreed between LIC and Bidder for terminating the contract for reasons other than mentioned in the RFP. | Please be guided by the RFP |

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| 86 | Clause 10/Pg.no.30 | 30 | Limitation of Liability | <p>We propose the following clause to be added- Neither Party shall be liable for any indirect, incidental, special, consequential, punitive or exemplary damages, including loss of profit, revenue, data, goodwill, anticipated savings, customers, business interruption or replacement service costs.</p> <p>For all other claims, each Party's aggregate liability arising out of or in connection with this Contract shall not exceed the total charges paid or payable by the Client to the Supplier in the immediately preceding twelve (12) months under the applicable portion of the Contract.</p> <p>Nothing in this clause limits liability for:</p> <p>(a) death or personal injury caused by negligence, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct.</p> | Please be guided by the RFP |
| 87 | Clause 11/Pg.no.30 | 30 | Confidentiality | We propose the clause to be mutual. | Please be guided by the RFP |
| 88 | Clause 12/Pg.no.30 | 30 | Copyright Violation and Patent Right | <p>A. LIC to clarify on the below points: 1) Will there be any IP shared or offered under the current scope? 2) Will the Bidder have any access to Pre-existing IP of LIC? 3) If there is no IP, then this clause should be deleted in entirety</p> <p>B. We request LIC to include the below exception: The Bidder will not be liable nor responsible for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc. The damages which are indirect or consequential are not acceptable including those claims that are raised by the customer of LIC or any third party.</p> <p>As for the deliverables created by Bidder, Bidder's indemnity should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen.</p> | Please be guided by the RFP |
| 89 | Section D, Page 30, Clause 12 | 30 | IPR: All contract material vests in LIC | Background IPR (pre-existing vendor technology, tools, methodologies) remains with vendor. Only foreground IPR (project-specific deliverables created for LIC) vests in LIC. Vendor grants LIC perpetual license to use background IPR for LIC's internal purposes only. Please confirm. | Please be guided by the RFP |

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| 90 | Section D, Page 30, Clause 12 | 30 | IPR indemnity by vendor | Vendor indemnifies LIC for IPR infringement claims ONLY for vendor-supplied products/services (not third-party products selected by LIC). Indemnity is unlimited for IPR claims. Vendor will defend claims at own expense. Please confirm. | Please be guided by the RFP |
| 91 | Section D, Clause 12 – Intellectual Property Rights (Page 31) | 31 | "All Intellectual Property Rights in the Contract Material shall vest in LIC." | We request clarification on what is meant by "Contract Material." The vendor's pre-existing intellectual property, proprietary tools, methodologies, and standard network configurations should remain the property of the vendor. Only deliverables specifically created exclusively for LIC under this contract should vest in LIC. We request that appropriate language be added to protect the vendor's background IP. | Please be guided by the RFP |
| 92 | Section D, Clause 13 – Fraud and Corrupt Practices (Page 31) | 31 | "LIC shall reject a Bid or terminate the contract without being liable in any manner whatsoever to the bidder/vendor... such Bidder/Vendor may not be allowed to participate in any RFP issued by LIC during a period of two years." | We request that before terminating the contract or debarring the vendor on grounds of corrupt or fraudulent practices, LIC should be required to: (a) Provide the vendor with a written notice specifying the alleged breach with supporting evidence. (b) Allow the vendor a reasonable opportunity to respond (at least 30 days). (c) Make the finding of corrupt practices subject to an independent inquiry or investigation, not solely at LIC's discretion. Termination and blacklisting are extreme measures and should not be based solely on LIC's unilateral determination. | Please be guided by the RFP |
| 93 | Clause 13/Pg.no.31 | 31 | Fraud and Corrupt Practices | We propose the clause should be made mutual | Please be guided by the RFP |
| 94 | Section D, Clause 18 – Warranties (Page 32) | 32 | "The Vendor will have to represent and warrant that: (d) The Services will be complete, accurate and free from material faults; and (e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code." | We request that the warranty in sub-clause (d) be qualified as a reasonable efforts obligation, as guaranteeing that services will always be "complete, accurate and free from material faults" is an absolute standard that is not achievable for any telecom service. Similarly, for sub-clause (e), we request the standard be changed to an obligation to use commercially reasonable security measures to prevent introduction of harmful code, rather than an absolute guarantee. | Please be guided by the RFP |

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| 95 | Section D, Clause 16 – Rights Reserved by LIC (Page 32) | 32 | "If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC reserves the right to debar the Bidder from participating in future RFPs floated for a period decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full." | We request that the consequences for factually incorrect statements be proportionate to the nature and materiality of the inaccuracy. Minor or inadvertent errors should not attract the same consequences as deliberate misrepresentation. We request: (a) A distinction be made between material misrepresentation and inadvertent errors. (b) The vendor be given an opportunity to correct any inadvertent error before debarment or BG invocation. (c) The debarment period should be clearly specified (and not left open-ended at "a period decided by LIC"). | Please be guided by the RFP |
| 96 | Section D, Clause 17 – Digital Personal Data Protection Act, 2023 (Page 32) | 32 | "The Vendor will adhere to the Digital Personal Data Protection Act, 2023 as amended from time to time as applicable and rules published by Government of India and applicable sections of IRDAI Guidelines on Information Security for Insurers." | We request that the data protection obligations be further elaborated in the contract to include: (a) A clear definition of the roles of each party (i.e., who is the data fiduciary and who is the data processor). (b) LIC's obligations as data fiduciary to ensure lawful consent and purpose limitation. (c) A clear allocation of liability for data breaches — the party whose act or omission caused the breach should bear liability. (d) Since the DPDP Act rules are not yet fully notified, we request a change-in-law clause that allows the parties to renegotiate relevant terms once the rules are published. | Please be guided by the RFP |
| 97 | Section D, Page 32, Clause 18 | 32 | Warranties: Services complete, accurate, fault-free | Vendor warranties are limited to no willful misconduct/gross negligence, and Compliance with applicable laws. Please revise. | Please be guided by the RFP |
| 98 | Section E – Scope of Work (Pg 33) | 33 | Installation, commissioning & maintenance responsibility | Request you to please clarify whether bidder is responsible for arranging last-mile connectivity at all locations including remote / non-fiber locations or whether LIC will facilitate access where ROW / building permissions are required. | The selected bidder needs to extend the links upto the MUX Room/IT-Room where LIC Network devices are installed. |
| 99 | Section E – Scope of Work (Pg 33) | 33 | Network to work seamlessly across all LIC offices | Bidder will install and test the link up to the demarcation point, share the test results with the designated LIC SPOC, and obtain acceptance accordingly, while any delay arising from configuration or termination activities on existing CPE at LIC sites—being under LIC Network Team's scope—shall be the sole responsibility of LIC. | Please be guided by the RFP |

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| 100 | Section E – Scope of Work (Pg 33) | 33 | Operational responsibility | Request you to please clarify demarcation of responsibilities between LIC IT team and bidder for IP addressing, routing configuration, security policies and change management. | Router configuration will be done by LIC. IP Addresses subnet for WAN links will be allocated to the selected vendor. |
| 101 | Clause 17/Pg.no.33 | 33 | Digital Personal DATA Protection Act,2023 | We propose the clause should be made mutual | Please be guided by the RFP |
| 102 | Clause 18/Pg.no.33 | 33 | Warranties | We propose the clause should be made mutual to extent reasonable. | Please be guided by the RFP |
| 103 | Clause 18/Pg.no.33 | 33 | Change in Constitution | We propose the clause should be made mutual | Please be guided by the RFP |
| 104 | Section E, Page 33 | 33 | Vendor to absorb any other cost not listed in RFP | 'Absorb any other cost not listed in RFP' is open-ended and creates unlimited liability. Please clarify scope. | Please be guided by the RFP |
| 105 | Section-E: SCOPE OF WORK General Page No-34/80 | 34 | General The MPLS and P2P bandwidth should support the jumbo frames (i.e. without any fragmentation) between remote location CPE(s) and DC/DR & should allow transmission of data, voice and video applications. | Support for jumbo frames is possible in Fiber Link Delivery only. For Wireless /UBR Link delivery support for Jumbo frames is not possible. Kindly amend the clause as above. | Please be guided by the RFP |
| 106 | Section-E: SCOPE OF WORK | 34 | LIC may open some new offices in every financial year or merge some of its office. For all such locations where new offices will be opened in future, the successful bidder will provide new links, apart from the requested location under this RFP. Bidder has to deliver the link as per the timeline mentioned under this RFP. All such new links will be under similar SLA and scope of work as mentioned locations under this RFP. | New Branches will be treat as a new location | Please be guided by the RFP |
| 107 | Hardware Security / Insurance Clause (Pg 35 approx.) | 35 | Theft of hardware installed at customer site | Since hardware will be installed at LIC premises, kindly confirm that LIC will provide adequate physical security and bidder will not be liable for theft or loss of equipment. | Please be guided by the RFP |
| 108 | Hardware Security / Insurance Clause (Pg 35 approx.) | 35 | Insurance of installed hardware | Since hardware will be installed at LIC premises, hence insurance has to be taken care by LIC and bidder is not liable. | Please be guided by the RFP |
| 109 | Details of Work – Link commissioning and maintenance:(Page 35) | 35 | The bidder should plan for contingencies where network traffic should be able to connect to BSNL/MTNLs network traffic in scenarios where "A" end of BSNL link is up while the backhaul link is down and simultaneously the bidder"s link is up at the backhaul end and down at the "A" end. | Please elaborate more. And whether a separate NNI needs to be created between Tata Comm and BSNL/MTNL. | Please be guided by the RFP |
| 110 | P a ge 37 : Last Mile Connectivity: | 37 | Site readiness/Permission | Site-related activities such as site permissions, infrastructure readiness, and pole/mast approvals will be the responsibility of the LIC | Please be guided by the RFP |

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| 111 | RFP Clause- Shifting of Links, Page-38 | 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. | It would be subject to feasibility | Please be guided by the RFP |
| 112 | Page 38 : Last Mile Connectivity: | 38 | <p>In case of RTT, Bidder will provide the drawings of all MAST and tower for RF connectivity with technical documentation before starting the erection of MAST. However bidder is require to provide the diagram with detail dimension and weight to the respective site officials for taking the permission from landlord before starting the work. LIC will arrange for the rooftop right permissions from the landlord . However all other clearances, wherever required in respect of the mast/pole/antenna from the government/local/statutory bodies, airport authorities etc. will have to be arranged by the bidder. The mast/pole/antenna installed shall be exclusively used for LIC's purpose</p> <p><input type="checkbox"/> In case of RF, the bidder will try and achieve feasibility through an antenna/pole/mast of a height of up to 9 meters, which will be at the bidders cost. However, in case an antenna/mast of greater height is required, specific reference</p> | we will share the mast details along with mast weights + AREA REQUIRED FOR RTT (including 2.7 inches drilling) + AREA REQUIRED FOR GBT + Tower height (In Feet) LIC has to arrange permission from Buliding authority. | Please be guided by the RFP |
| 113 | Page 38 : Last Mile Connectivity: | 38 | All clearances, wherever required, in respect of the mast/pole/antenna from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the bidder. | all Permission related to PROW will manage by LIC | Please be guided by the RFP |
| 114 | Page 38 : Last Mile Connectivity: | 38 | The sharing of the backhaul links shall not be permitted. | We need clarity on this request, as LIC is asking for an end-to-end dedicated pipe. From our end, we have already delivered the last-mile along with core network fiber and bandwidth. | Please be guided by the RFP |
| 115 | Page 38 : Last Mile Connectivity: | 38 | The backhaul links will be terminated on the router"s/switches Ethernet interface/any other device as per the instruction of LIC. | unmanaged MPLS links for bidder, as bidder will not be responsible for or make any changes to any customer-side devices. | Please be guided by the RFP |
| 116 | Page 38 : Last Mile Connectivity: | 38 | Bidder while giving backhaul should ensure installation of telecom MUX at LICs Co-Lo/DC and DR Sites. In case a MUX is placed at any LIC location, then the same should be approximately 19" standard communication rack size and should be able to work on battery backup for at least 60 minutes. Bidder need to provide the Rack for MUX installation and battery for backup. LIC will provide required space and power supply for MUX and other equipments, if any. | Bidder will not provide racks or battery backup to clients. The customer must arrange the rack and UPS power backup required to commission and operate devices provided by the bidder. | Please be guided by the RFP |

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| 117 | RFP Clause -Upgrade/Downgrade of Links, Page-39/40 | 39 | After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC. □ The activity should be completed within twenty one days from the date of intimation given by LIC. | Migration is completely dependent on feasibility and the availability of capacity in both the access network and the core ring. At this stage, we are unable to commit to a specific timeline. | Please be guided by the RFP |
| 118 | 39 | 39 | □In the event of shifting of premises, within the same town/city/area, it is responsibility of the bidder to provide necessary connectivity at new location. | Shifting of existing links will have commercial implications. LIC to confirm if shifting MACD to be considered as new order. | Please be guided by the RFP |
| 119 | Page 40 - Link Maintenance | 40 | Upgrade of MPLS bandwidth per link should be possible without any additional installation process or charges. | It would be Subject to feasibility. | Please be guided by the RFP |
| 120 | Section E – Scope of Work / Continuity (Page 42) | 42 | "In the event of failure of the Service Provider to render the Service... LIC at its sole discretion may make alternative arrangements for getting the Services from any other source... the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source." | We request that the vendor's obligation to reimburse LIC for services obtained from an alternative source be subject to the following conditions: (a) The reimbursement should be limited to the difference between the contractual rate and the cost of the alternative source(not the full cost of the alternative). (b) LIC should have a duty to mitigate costs and select a reasonably priced alternative. (c) This reimbursement obligation should be subject to the overall liability cap under the contract. | Please be guided by the RFP |
| 121 | Page 43 | 43 | The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. | We will need some additional time on this, as we are currently utilizing shared resources for the ongoing LIC delivery. Until a dedicated resource is assigned to this project, it will continue to run using the shared team. | Please be guided by the RFP |
| 122 | Annexure – Time Schedule for Delivery & Installation (Pg 1) | 47 | Timeline for new link commissioning | Request you to please confirm whether delays caused due to non-availability of site access, power readiness, permissions or civil work will be excluded from delivery timeline calculations. | Please be guided by the RFP |

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| 123 | Section-E: SCOPE OF WORK Page no 47 | 47 | <p>If the above time-schedule is not adhered to, the penalty as per SLA shall be applicable. However, services are not delivered/installed beyond 12 weeks from the date of the Purchase order, will be dealt with as follows:-</p> <p>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. will be claimed. vi. LIC may terminate the contract and blacklist the vendor.</p> | <p>Please note that the delivery of services is dependent on several customer-provided inputs, including the provision of space, power, and access. Therefore, any termination should be invoked solely on account of bidder default or delay, and not for reasons attributable to the customer. Additionally, we request that the customer provide a reasonable cure period before initiating any debarment actions, especially considering that debarment is a significantly severe penalty.</p> | Please be guided by the RFP |
| 124 | RFP clause TIME SCHEDULE FOR DELIVERY AND INSTALLATION ; Page-47/48 | 47 | <p>Commissioning of the backhaul links at the DC/DR/Co-Lo/CO 8 weeks Commissioning of links at other locations 10 weeks</p> | <p>Need extension of delivery time line and link delivery is subject to numbers of locations received in PO in one go ? If all 3500 sites to be deliver within 10 weeks then need extension on delivery time line ?</p> | Please be guided by the RFP |
| 125 | P a ge 47 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION | 47 | <p>Commissioning of the backhaul links at the DC/DR/Co-Lo/CO (8 weeks)</p> | <p>subject to PROW/ROW permissions and feasibility</p> | Please be guided by the RFP |
| 126 | P a ge 47 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION | 47 | <p>Commissioning of links at other locations(10 weeks)</p> | <p>subject to PROW/ROW permissions and feasibility</p> | Please be guided by the RFP |
| 127 | P a ge 47 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION | 47 | <p>Commissioning of new links after the main project is rolled out(6 weeks)</p> | <p>subject to PROW/ROW permissions and feasibility</p> | Please be guided by the RFP |

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| 128 | Page 47 : TIME SCHEDULE FOR DELIVERY AND INSTALLATION | 47 | <p>If the above time-schedule is not adhered to, the penalty as per SLA shall be applicable. However, services are not delivered/installed beyond 12 weeks from the date of the Purchase order, will be dealt with as follows:-</p> <p>i. ii. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing. 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.</p> | <p>need clarity on this : If any location is declared as jeopardy, will penalty closure still be applicable?</p> | Please be guided by the RFP |
| 129 | 47/80 | 47 | TIME SCHEDULE FOR DELIVERY AND INSTALLATION | Penalty applied for any delay for delivering orders should be captured in BC | Please be guided by the RFP |
| 130 | Section G – SLA (Pg 48) | 48 | Downtime penalty applicability | Request you to please confirm whether downtime caused due to power failure, LAN failure, internal network issues or access restrictions at LIC premises will be excluded from SLA calculations. | Please be guided by the RFP |
| 131 | Section G – SLA Exclusions (Pg 48) | 48 | Force majeure / external dependency | Request you to please confirm that downtime due to force majeure, fiber cuts by third parties / government bodies, power outages or regulatory restrictions will be excluded from SLA penalty calculations. | Please be guided by the RFP |
| 132 | Section G/Pg.no.48 | 48 | Service Level Agreement | We propose that bidder's aggregate liability arising out of or in connection with this Contract shall not exceed the total charges paid or payable by the Client to the Supplier in the immediately preceding twelve (12) months under the applicable portion of the Contract. | Please be guided by the RFP |
| 133 | RFP clause Delay in delivery of services: Page-49/50 | 49 | Shifting of Links within five weeks of receipt of intimation | It would be subject to feasibility | Please be guided by the RFP |
| 134 | Page 50 – Section-G: SLA Penalty No. 12 | 50 | >50% branches down >3 hours: Rs. 200,000 per instance | Request relaxation considering cumulative SLA penalties already applicable. | Please be guided by the RFP |
| 135 | Section G - Page 50 | 50 | In case the packet loss/drop is greater than the committed parameter. | No penalties as per standard SLA should be provided on Services degradation cases (packet loss/drop/latency/jitter/flapping) | Please be guided by the RFP |
| 136 | Section G - Page 50 | 50 | If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalization. | Deviation require no penalty to be charged. Replacement would be given within 45-60 days while remote support will be arranged till the replacement. | Please be guided by the RFP |

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| 137 | Section G - Page 50 | 50 | In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed. | Deviation required- 45-60 days. | Please be guided by the RFP |
| 138 | Page 51 – Section-G: SLA Penalty No. 23 | 51 | On-site personnel leaves before 1 year → penalty 0.5%, increasing per incident | Request reduction to 0.1% to align with industry practice. | Please be guided by the RFP |
| 139 | Page 51 – Section-G: SLA Penalty No. 24 | 51 | Vendor changing on-site support person → 45 days notice, penalty Rs. 1,000 per instance | Request 60 days notice & penalty reduction to Rs. 100 per instance. | Please be guided by the RFP |
| 140 | Section-E: SCOPE OF WORK Page no 51 | 51 | Exclusions from downtime calculation/delays include | requesting the customer to please add exclusions to the SLA as follows: Service availability Percentage, Network Latency, Network Packet Loss, Jitter and MT Repair measurements do not include Downtime resulting in whole or in part from one or more of the following causes: (i) Any act or omission on part of the customer including but limited to failure to notify the customer care desk of the bidder through the process defined by the bidder of the service disruption. (ii) Failure of last mile access (fixed line/wireless) obtained from third party that is not provided or managed by company. (iii) Failure of customer application equipment, or facilities including any third party equipment. (iv) Refusal of customer to allow testing or repair of service or service equipment and use by customer of the service on an impaired basis, including refusal to allow access to customer premise of the company personnel. (vi) Events or occurrences that result in "No problem found" trouble tickets | Please be guided by the RFP |
| 141 | Section G - Page 51 | 51 | 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. | Deviation required - capping to considered at 2% | Please be guided by the RFP |
| 142 | Page 49–50 – Section-G: SLA | 59 | Packet loss/latency/jitter penalty: Rs. 200 per event | This is high; request reduction to Rs. 50 per event. | Please be guided by the RFP |

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| 143 | Annexure VIII – Non-Disclosure Agreement (Page 63–66) | 63 | <p>"Respondent agrees that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief... The Respondent herein agrees to indemnify and hold LIC harmless from any loss, damage, claims... the Respondent's liability shall be limited to the value of the Contract."</p> | <p>We request the following changes to the NDA: (a) The NDA should be mutual— both parties handle each other's confidential information, and both should have equal obligations and remedies. (b) The indemnity under the NDA should be subject to the same liability cap as the main contract. (c) The non-solicitation clause preventing the vendor from soliciting LIC employees for one year should be made mutual, or at least limited to employees directly involved in the project. (d) The survival period of three years after termination of the NDA is reasonable, but we request that the confidentiality obligations for both parties be on a reciprocal basis.</p> | Please be guided by the RFP |
| 144 | Annexure-VIII: Format for Non-Disclosure Agreement Page no 66 | 66 | <p>The Respondent agrees that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LIC posted at/for Central Office-IT (Mumbai, Pune and COSP centres) and Information-Technology department of Zonal offices.</p> <p>The Respondent understands and agrees that no failure or delay by LIC in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.</p> <p>The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of</p> | <p>The primary objective of the NDA is to safeguard Confidential Information, which can be effectively addressed through injunctive relief. Accordingly, we believe that a non-solicitation clause should not be included within the NDA. Such provisions may be incorporated, with suitable exceptions, in a definitive agreement instead.</p> <p>Since the NDA's purpose is limited to protecting Confidential Information and enabling injunctive remedies in the event of a breach, the inclusion of an indemnity clause is not appropriate. Additionally, an NDA breach does not typically give rise to disputes requiring arbitration; therefore, an arbitration clause should not form part of the NDA. We request that these clauses be deleted accordingly.</p> | Please be guided by the RFP |
| 145 | Annexure-XIII: PRE CONTRACT INTEGRITY PACT Page no 73 | 73 | <p>3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term „relative“ for this purpose would be as defined in section 2(77) of the Companies Act, 2013.</p> | <p>Request the Compliance be restricted to key employees of the Bidder who are directly involved in the preparation and submission of the Bid . If the Bidder is a large organisation , it would be difficult to identify any relative of the officers of the Buyer who are employed by the Bidder .</p> | Please be guided by the RFP |

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| 146 | Annexure XIII – Integrity Pact, Clause 5 – Sanctions for Violations (Pages 77–78) | 77 | "Any breach of the aforesaid provisions... shall entitle the BUYER to take all or any one of the following actions: (i) call off pre-contract negotiations; (ii) EMD/PBG shall stand forfeited; (iii) cancel the contract; (iv) encash advance bank guarantee and performance bond; (v) cancel all or any other contracts with the BIDDER; (vi) debar the BIDDER for a minimum period of five years..." Also: "The decision of the BUYER to the effect that a breach has been committed shall be final and conclusive on the BIDDER." | We request that: (a) The sanctions, particularly cancellation of all other contracts with the bidder (Clause 5(v)), should be limited to the specific contract in question only. Cross-contract forfeiture is excessive. (b) The minimum debarment period of five years is very harsh — we request this be reduced to two years or made proportionate to the severity of the violation. (c) The clause stating that LIC's decision on breach shall be "final and conclusive" effectively removes the vendor's right to challenge the finding. We request that the vendor's right to approach the Independent External Monitor (IEM) or an arbitral tribunal be expressly preserved. | Please be guided by the RFP |
| 147 | Annexure-XIII: PRE CONTRACT INTEGRITY PACT Page no 79 | 79 | 7. Facilitation of Investigation In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination/inspection. | For the sake of clarity the scope of audit shall be limited to the invoices, payment receipts and records submitted along with the proposal, inspection of sites etc and shall not include any cost break up or documents outside the ambit of the scope of this RFP. | Please be guided by the RFP |
| 148 | Annex-IX Technical Bid | – | Latency for wired connectivity should not be more than 110ms and for RF/Wireless Connectivity should not be more than 135 ms | Request you to change the Clause to: Latency for wired connectivity should not be more than 120ms and for RF/Wireless Connectivity should not be more than 150 ms | Please be guided by the RFP |
| 149 | Annex-IX Technical Bid | – | Jitter of connectivity should be less than 30 ms measured for a min. 1000 packets | Request you to change the Clause to: Jitter of connectivity should be less than 50 ms measured for a min. 1000 packets | Please be guided by the RFP |
| 150 | Annex-IX Technical Bid | – | Support AES-256 / AES-512 BIT encryption | MPLS VPN itself provides traffic isolation but not encryption. AES-256 encryption can be provided using IPsec overlay VPN over MPLS if required. AES-512 is generally not used in telecom networks. | Please be guided by the RFP |
| 151 | Annex-IX Technical Bid | – | Encryption for data travelling over air | If RF / wireless last-mile is used, encryption is enabled. For fiber MPLS links, encryption typically not required but IPsec can be enabled if mandated. | Please be guided by the RFP |
| 152 | Annex-IX Technical Bid | – | Ability to block brute force attacks | Network-level protection available. Application-level brute force protection is typically handled by customer firewall / security systems. | Please be guided by the RFP |

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| 153 | Annex-IX Technical Bid | - | LIC and/or 3rd party consultants hired by LIC should have rights to audit/review the whole setup of the bidder catering to LICs application | Customer will only get ready only access of the network | Please be guided by the RFP |
| 154 | Annex-IX Technical Bid | - | The selected bidder should have their network infra audited for cyber security as per DOT/Cert In Guidelines | Airtel supports IS guidelines | Please be guided by the RFP |
| 155 | Annex-IX Technical Bid | - | Identify custom applications using ports / payload | These all are unmanaged Links where devices (Router/Switch) are in scope of LIC hence manageability of the same lies with LIC itself whereas Basic port-based identification possible on routers. Advanced payload/URL inspection requires firewall / DPI appliance. | Please be guided by the RFP |
| 156 | Annex-IX Technical Bid | - | Device Capabilities | As discussed during prebid; devices/CPEs are managing by LIC team hence points stated in Annex IX "Device capabilities (Pt. 27 to 35)" are not liable to bidder therefore this needs to be deleted. | Please be guided by the RFP. |
| 157 | General | - | | Considering the locations are scattered across Tier1, 2, 3 and beyond, also there is a dependency during the migration on LIC device managed service provider. We request you to provide relaxation on the delivery of the links. | Please be guided by the RFP. |
| 158 | | - | Generic | Down time will be planned jointly between LIC and bidder since they want to use existing IP schema. Hope this assumption is okay for project plan creation. | Downtime is expected during the commissioning of the new links, the selected bidder needs to see that the downtime is minimal to avoid working hours loss to LIC |
| 159 | | - | | 1. Payment Due Date and Penal Interest: Payment of invoices is to be done as per due date mentioned on the respective invoice and for delays in payments of Service charges invoices, Vodafone Idea shall have a right to charge penal interest @SBI PLR+3% per annum. Customer agrees to mandatorily provide invoice wise details of the payment made, and Customer acknowledges that if such details are not provided, the payment will not be accounted for by Vodafone Idea. | Please be guided by the RFP. |

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| 160 | | - | | <p>2. Discontinuation, Suspension or Termination of Services: Vodafone Idea shall have the right to suspend the provision of all or any part of the Services after giving a prior written notice, in the event Customer fails to (i) make payment of the undisputed invoice amount within the due date mentioned in the invoice; or (ii) substantiate by verifiable documents/data that the disputed amount in excess of 1.00% of the invoiced amount. Customer shall remain liable to pay the fixed monthly rentals during the period of suspension. Further, Vodafone Idea retains the right to discontinue the Service if any government action, order, policy requires it to do so, or if any of the Customer information (including KYC details) is incorrect. No refunds shall be processed in either of the said cases. In the event Customer fails to pay any undisputed invoice amount within ninety (90) calendar days from the payment due date, Vodafone Idea shall have the right to terminate the Services as applicable by serving Customer with seven (7) calendar days written notice of such termination. If the Customer has</p> | Please be guided by the RFP. |
| 161 | | - | | <p>3. Invoice Dispute: Customer agrees that Customer must raise dispute on the received invoices from Vodafone Idea within twenty (20) days from invoice date, and pay the undisputed amount within the due date mentioned in the invoice, otherwise Customer waives its right to dispute the invoice. Customer agrees to furnish before Vodafone Idea all supporting documents related to the dispute. For any unsettled disputed claims, Customer agree that once the dispute is resolved in favour of VIL pursuant to the terms of this Agreement, Customer shall make immediate payment of the sums due and payable to Vodafone Idea together with interest calculated at the prime lending rate (PLR) of the State Bank of India + 3 percent per annum (PLR of SBI + 3% per annum) from the date the outstanding sums were first due and payable by the Customer to the date of receipt of all dues by Vodafone Idea. VIL shall provide Credit note if dispute is resolved in favour of the customer.</p> | Please be guided by the RFP. |

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| 162 | | - | | <p>6. GST and SEZ Status: Customer will be solely responsible for providing the correct GST number and SEZ related information against the "Place of Supply" as per the GST Law. Customer waives off all the rights to dispute or withhold any payments in case of incorrect GST Numbers or incorrect SEZ certificates/ Status being provided which don't match the details available on the Government GSTN portal. Customer acknowledges that they will not be able to claim the GST tax credit under such circumstances and so shall be liable to pay 100% invoiced amount, including taxes.</p> | Please be guided by the RFP. |
| 163 | | - | | <p>7. Withholding Tax: To the extent required by law, Customer may withhold or deduct any applicable Taxes or applicable tax deducted at source from payments due to Vodafone Idea, provided that Customer shall furnish Vodafone Idea with such evidence as may be required by the relevant taxing authorities to establish that such Taxes have been paid so that Vodafone Idea may claim any applicable credit.</p> | Please be guided by the RFP. |
| 164 | | - | | <p>8. GST related disputes: Customer agrees that GST impact will not be borne by Vodafone Idea for GST related errors identified in the invoice beyond three months from the date of invoice. Customer further agrees that Customer shall first register the GST related dispute with Vodafone Idea before rejecting the invoice in Government tax portal.</p> | Please be guided by the RFP. |
| 165 | | - | | <p>10. Tax Indemnity: The Parties agree to indemnify each other against all costs, damages, penalties, interests etc. suffered by one Party due to non-compliance by the other Party of all taxation related obligations and compliances (in particular, TDS and GST related compliances) from time to time.</p> | Please be guided by the RFP. |
| 166 | | - | | <p>11. In case the customer suggests modifications in VIL's collection process or model, VIL will be entitled to impose collection charges.</p> | Please be guided by the RFP. |

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| 167 | Section-E: SCOPE OF WORK Page no 41 | 41 <input type="checkbox"/> In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source. | Please note that any failure to maintain services shall mean non-maintenance of 3 consecutive SLA measurement period. Further in case the customer invokes the risk purchase clause the price shall be arrived through a competitive bidding process and not otherwise. | Please be guided by the RFP. |
| 168 | Section-E: SCOPE OF WORK Page no 43 | 43 Compliance with IS Security Policy. The Vendor shall have to comply with LIC's IT & IS Security policy, IS Audit, IRDAI Audit , are key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under: i. Responsibilities for data and application privacy and confidentiality; ii. Responsibilities on system and software access control and administration; iii. Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor; iv. Physical Security of the facilities; v. Physical and logical separation from other customers of the Vendor; vi. Incident response and reporting procedures; vii. Password Policy; viii. Access management Policy; ix. Acceptable usage Policy (Authentication and Identity Management, Authorization and access control); x. Data Encryption / Protection requirements of LIC. | 1. We would like to clarify that we are not providing any IT-related services to the customer; our role is limited exclusively to delivering telecom services. Therefore, any IT-related compliances, customer-specific IT policies, or IS audits fall outside the scope of the services being offered and should not be made applicable. 2. Additionally, our operations are regulated by DoT and TRAI. As such, IRDAI audit requirements do not apply to us for the current scope of service. | Please be guided by the RFP. |
| 169 | Annexure-VIII: Format for Non-Disclosure Agreement Page no 62 | 62 WHEREAS, Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC's confidential information, property, information systems, network, databases and other data. | Request the customer to modify the clause as below considering that we do not require such information for provisioning of the services: WHEREAS, Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC's confidential information, property, information systems, network, databases and other data specific to the data required for provisioning of the services. | Please be guided by the RFP. |

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| 170 | Annexure-IX Technical Bid Format S.NO 43 | - | For 3rd Party Audit | Kindly confirm whether 3rd party audit charges are to be beared by LIC or B\is in Bidder Scope. | Please be guided by the RFP. |
| 171 | NA | - | Additional | Requesting customer to cap over liability of bidder to annual charges received by Bidder under this RFP. Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities | Please be guided by the RFP. |
| 172 | Section G – SLA / Delivery Penalties (Page 50) | 50 | Multiple delay penalties including: "2% of the annual charges of links ordered for that location per week of delay"; "0.1% of the total PO value for every week of delay" for administrative submissions like HLD/LLD. | We request: (a) Delay penalties should only applyafter a reasonable grace periodand after exclusion of delays attributable to LIC (e.g., site readiness, permissions from landlords, power supply issues). (b) The penalty for delay in submission of HLD and LLD (0.1% of total PO value per week) is disproportionate for a documentation deliverable — we request this be reduced or converted to a fixed nominal amount. (c) All delivery delay penalties should be subject to an overall cap. | Please be guided by the RFP. |
| 173 | 50/80 | 50 | If structured weekly meetings are not held (by the Service Delivery Manager) with ED (IT)/Secy (IT)/Dy.Secy(IT)/ Asst.Secy.(IT), Network Section, CO, Mumbai. | This cost should be captured in BC | Please be guided by the RFP. |
| 174 | Page-39 Surrender of Links | 39 | After receiving the intimation from LIC by way of letter or e-mail, the bidder has to surrender the links for the requested location. The activity should be competed with in twenty one days from the date of intimation given by LIC | Request you to change the Clause to: After receiving the intimation from LIC by way of letter or e-mail, the bidder has to surrender the links for the requested location. The activity should be competed with in thirty days from the date of intimation given by LIC | Please be guided by the RFP |
| 175 | Page-39 Migration of Links to different technology | 39 | After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC. The activity should be competed with in twenty one days from the date of intimation given by LIC | Request you to change the Clause to: After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC. The activity should be competed with in thirty days from the date of intimation given by LIC | Please be guided by the RFP |
| 176 | 49/80 | 49 | Delay in delivery of services | Delay in commissioning of new links after the main project is rolled out beyond ten weeks from the date of receipt of purchase order. | Please be guided by the RFP |

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| 177 | Section D, Clause 1 – Assignment (Page 27) | 27 | "The successful bidder shall not assign in whole or in part, the obligations to perform under the contract, except with Corporation's prior express consent." | We request that the vendor be permitted to assign or novate the contract to its affiliates or group companies without requiring LIC's prior consent, provided that the vendor remains liable for performance under the contract. This is a standard provision in telecom contracts and is necessary to allow for corporate restructuring or internal reorganization. | Please be guided by the RFP |
| 178 | Section D, Clause 10 – Limitation of Liability (Page 30) | 30 | "Supplier/Vendor shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs... and the aggregate liability of supplier/vendor whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment." | We respectfully request that the overall liability cap be reduced to an amount equal to the charges received by the vendor in the preceding 12 months from the date the claim arises, rather than the total contract price over five years. A cap equal to total contract value over the entire term is very high and may not be proportionate to the annual value of services. We also request that the carve-out for "repairing or replacing defective equipment" be removed from the exclusion, as it could make the liability effectively uncapped for a wide range of issues. | Please be guided by the RFP |
| 179 | Hardware Security / Insurance Clause (Pg 35 approx.) | 35 | Electrical damage risk | Bidder shall replace the hardware against issuance of a purchase order from LIC for damages arising due to power fluctuations, electrical faults, or improper earthing at LIC locations. | Please be guided by the RFP |
| 180 | RFP Clause -Upgrade/Downgrade of Links, Page-39/40 | 39 | After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC. <input type="checkbox"/> The activity should be completed within twenty one days from the date of intimation given by LIC. | It would be subject to feasibility and upgrade takes more than 21 days if upgradation comes feasible. | Please be guided by the RFP |
| 181 | Page 39 : Upgrade/Downgrade of Links | 39 | After receiving the intimation from LIC by way of letter or e-mail, the bidder has to upgrade the requested location bandwidth as requested by LIC. <input type="checkbox"/> The activity should be completed within twenty one days from the date of intimation given by LIC. | Bandwidth upgradation is subject to feasibility and availability of capacity in both the access network and the core ring. At this stage, we are unable to commit a specific timeline. | Please be guided by the RFP |

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| 182 | Pg.no.43 | 43 | Right to Audit | Per our standard the Audits are carried out once in a year with prior notification of 30 days to Bidder, at the cost of the Customer. Any such inspection shall be for the books and account in relation to the RFP only. Auditors have to be verified by TC and audit shall be conducted by approved in compliance with applicable laws. Remote hands fees are applicable if audits are carried out for more than 4 hours a day. Any audit conducted by or on behalf of Customer pursuant to this Section [XX], shall be conducted with the utmost integrity, employing an acceptable level of skill and technical knowledge. Customer shall, and shall cause its Auditor to, (i) comply with any rules or requirements of Supplier governing access to an audited Supplier Facility (including any security or safety rules); (ii) take all necessary care to avoid loss or damage to Supplier property; and (iii) prevent unnecessary and excessive consumption of Supplier personnel resources. Customer shall also indemnify, defend and hold Supplier harmless from any and all costs or expenses arising from any breach. | Please be guided by the RFP |
| 183 | Page 50 – Section-G: SLA Penalty No. 7 | 50 | Shifting of links within 5 weeks; penalty Rs. 500/day | Request revision to 12 weeks with penalty reduced to Rs. 100/day. | please be guided by the RFP |
| 184 | Page 50 – Section-G: SLA Penalty No. 8 | 50 | Upgradation/Down-gradation within 5 weeks; penalty Rs. 500/day | Request revision to 12 weeks; penalty reduction to Rs. 100/day. | please be guided by the RFP |
| 185 | Page 50 – Section-G: SLA Penalty No. 9 | 50 | Migration to different technology within 10 days; penalty Rs. 500/day | Request timeline revision to 30 days and penalty to Rs. 100/day. | please be guided by the RFP |
| 186 | Page 50 – Section-G: SLA Penalty No. 11 | 50 | >25% branches down >3 hours: Rs. 100,000 per instance | Request relaxation due to overlapping penalties with site-wise SLA. | please be guided by the RFP |
| 187 | Annex-IX Technical Bid | – | The connectivity should support netflow or equivalent feature for network and security monitoring | Need to delete | please be guided by the RFP |
| 188 | Annex-IX Technical Bid | – | Point 53 - The bidder should be in position to block DDoS attack at their end. | DDoS is Internet Lease feature and RFP is asking for MPLS hence this point is not relevant here and need to be removed. However Airtel has DDoS mitigation center available within India. | The selected bidder has to provide security measures for WAN Segment. However, DDOS is not part of the scope of this RFP |
| 189 | Annexure-IX Technical Bid Format | – | 14. Packet delivery packet drop should not exceed one out of every one lakh packets | Kindly share the tier wise mapping for the packet delivery ratio. | Please be guided by the RFP |
| 190 | General | – | | As the devices are managed by LIC vendor, request you to remove the device capabilities from the Technical specifications document and device management from the RFP scope for the bidder. | Please be guided by the RFP |

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| 191 | Section-E: SCOPE OF WORK Page no 43 | 43 | <p>Right to Audit</p> <p>i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC.</p> <p>ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by</p> | <p>We would like to highlight that our services and operations are governed by DoT and TRAI regulations. Accordingly, the IRDAI guidelines—including provisions relating to audit rights—are primarily applicable to insurers, intermediaries, and insurance repositories, and not to telecom service providers. Therefore, these clauses are not applicable to the bidder in the capacity of a TSP.</p> | <p>Please be guided by the RFP.</p> |
| 192 | Annexure-X Commercial Bid (indicati | - | Rental for 15 Gbps links as per Technical Specification | Request you to confirm the locations wherein 15 Gbps links has to be deployed | This shall be shared with the respective selected bidder. |
| 193 | Point No. 15 of C. Eligibility information/Compliance | 55 | Bidder must have had a minimum turnover of Rs. 500 Crores in each of their last three financial years preceding the date of this RFP. | Details to be submitted in Annexure-II and attested copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by Authorized signatory of the Company along with Name and Seal. Rupees. in Crores with 3 decimals | This clause to be modified as EBIDTA positive for the last three years. |
| 194 | Section G - Page 49 | 49 | Level of Site uptime per quarter for DC/DR/Co-Lo/CO -Committed SLA> or = 99.50 % | Below 99.50% penalty to be considered as per Vi standard SLA | Please be guided by the RFP |
| 195 | Section G - Page 50 | 50 | If there are more than 50% branches/satellite offices within a Data Centre, 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. | Please be guided by the RFP |
| 196 | Section G – SLA (Pg 48) | 48 | Uptime calculation methodology | Request you to please clarify whether uptime calculation will be on 24x7 basis or working hours basis and confirm whether respective sites CPE devices will be powered for 24*7*365 else it will create tickets and impact SLA measurement. | Based on the working hours window |
| 197 | P a g e 21 | 21 | no-deviation bid | Is this being treated as a no-deviation bid, and are we permitted to classify any links as jeopardy? | NO |