

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
1	6	Section-A : INTRODUCTION (Page No. 6 Bid Processing Fees & EMD)	Bid Processing Fee of Rs. 5000 & Earnest Money Deposit (EMD) of Rs. 150000	Being a PSU, we request you to exempt Power Grid from submission of Tender Fees & EMD.	Please be guided by the RFP
2	7	7. Brief on the Scope of Work	LIC would like procure one dedicated (1:1 uncompressed, unfiltered, burstable and unshared) Premium Internet links of 500Mbps bandwidth with dual last mile (from different POPs for redundancy) from the Internet Service Providers (ISPs)	Is burstable bandwidth a mandatory requirement?	LIC would like procure one dedicated (1:1 uncompressed, unfiltered and unshared) Premium Internet links of 500Mbps bandwidth with dual last mile (from different POPs for redundancy) from the Internet Service Providers (ISPs)
3	8	1. Minimum Eligibility Criteria (MEC) :	3. The bidder should produce the validity of TRAI license with documentary proof and or DOT license to operate International Internet gateways.	Bidder is empanelled with TRAI and obtained the License No. which is evident on TRAI website. There is no printed License provided by TRAI. Kindly suggest.	Kindly submit the required documentary proof
4	8	1. Minimum Eligibility Criteria (MEC) :	The bidder should have registered the turnover of Rs.10 crores or above during the last three financial years.	Request to Modify the clause as: The bidder should have registered the turnover of Rs.100 crores or above during the last three financial years.	Please be guided by the RFP
5	8	Eligibility Criteria	The ISP should have its own International Internet Gateway	Is this Mandatory? Can this criteria be removed since this would allow the level playing field & would not restrict for quality service provider	Please be guided by the RFP
6	8	Eligibility Criteria	The bidder Must possess certification such as TL 9000/ISO 27001.	Is ISO 9001 mandatory? If the bidder has only ISO 27001, can they qualify for participation	Please be guided by the RFP
7	11	Clause 9	The bidder should submit to LIC a total of Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) as EMD along with the Technical-Bid document in form of a Bank Guarantee (as per Annexure-VI) valid for one year from the last date of submission of this tender. Non-submission of EMD along with Eligibility-Bid document may disqualify the Bidder	EMD should be allowed to be done through NEFT or DD as well	Please be guided by the RFP
8	12	Page No 12 Bid currencies Point v	In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs. 5,000/- per violation will be charged and recovered from the EMD. For example: if the Bid is not spirally bound a penalty of Rs. 5,000/- will be imposed. Upper cap for this penalty is Rs.10,000/-	This cannot be accepted. Request to keep penalty terms only for service availability . Other penalty terms to be deleted.	In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs. 1,000 /- per violation will be charged and recovered from the EMD. For example: if the Bid is not spirally bound a penalty of Rs. 1,000/- will be imposed. Upper cap for this penalty is Rs.5,000/-
9	16	Clause 25 (H)	The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time.	Pls elaborate what certificate is required	Please be guided by the RFP

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
10	16	Clause 17 (D)	LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.	More clarity is needed, Can LIC terminate the process after the work has started without assigning any reason	Please be guided by the RFP
11	16		The vendor has to monitor the link proactively on a real time basis	This monitoring is done for Service affecting cases only. Clause to be removed	Please be guided by the RFP
12	17	Page No. 17 Point 3 PBG	If vendor fails to submit the required PBG within 15 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed.	This cannot be accepted .Request to keep penalty terms only for service availability . Other penalty terms to be deleted.	If vendor fails to submit the required PBG within 21 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed.
13	17	SECTION-D : TERMS AND CONDITIONS B. Other / General Terms and Conditions:1) Assignment:	The successful bidder (hereinafter mentioned as vendor / 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 LIC to please note below point and confirm relaxation to the clause: Core telecom services cannot be subcontracted , however there are certain ancillary services which would be sub contracted such as installation or commission of equipment's, Call centre activities , O&M activites which are standard accorss industry.	Please be guided by the RFP
14	17	3) Performance Bank Guarantee (PBG):	If vendor fails to submit the required PBG within 15 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed.	Kindly specify if the delay in submission of PBG would be due to unclear technical Purchase Order copy?	Purchase Order shall be issued after submission of PBG .
15	17	Clause 3	The required PBG should be submitted to LIC within 15 days from the date of letter issued by LIC for selection as the "selected vendor". The PBG shall be valid for the period of 63 months (including three months of claim period) from the date of submission of PBG to LIC. 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, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support and offsite etc. required as per this RFP.	PBG will be issued with validity of 1 year only and renewal Y-O-Y. PBG should be calculated on AOV only. PBG will be submitted within 15 working days from the date PO is received.	Please be guided by the RFP

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
16	18	8) Consequences of Termination of the Selected Bidder:	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 and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply such other rights and/or remedies that may be available under law or otherwise.	Need to have a Clarity interms of applicablity of exit charges incase of termination for convenience.	Please be guided by the RFP
17	19	SECTION-D : TERMS AND CONDITIONS B. Other / General Terms and Conditions :12) Copyright Violation and Patent Rights:	The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all softwares supplied by the successful bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM to safeguard the Corporation"s interest with regards to IPR. If the bidder is not able to comply with this condition, the bid will be treated as non-responsive	Requesting customer to qualify such indmenity for the infirgmenent of any IPR " <u>caused Knowingly by the Bidder</u> " and " <u>ristrcited to India</u> "	Please be guided by the RFP
18	21	SECTION-D : TERMS AND CONDITIONS B. Other / General Terms and Conditions :16) Rights reserved by LIC	LIC may terminate the agreement if it determines at any time that the vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the agreement, even if the concerned Vendors have taken timely and appropriate action satisfactory to the LIC to remedy the situation.	Requesting customer to include below : LIC may terminate the agreement if it <u>is determines determined through an conclusive order by an competent court</u> that at any time that the vendors or their representatives were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the agreement, even if the concerned Vendors have taken timely and appropriate action satisfactory to the LIC to remedy the situation.	Please be guided by the RFP
19	22	Section-E: SCOPE OF WORK	Prepare and submit HLD and LLD in consultation with LIC for implementation.	As these are internet links bidder request LIC to confirm the expectation on HLD and LLD reagrding implementation	Will be shared with the winning bidder
20	22	Section-E: SCOPE OF WORK	Commissioning of links, installation and implementation of the products/devices as per the security architecture design.	Bidder request LIC to share the security architecture design.	Will be shared with the winning bidder
21	22	Section E- Scope of Work (Page No. 22;Details of Work – Link commissioning and maintenance)	It is the responsibility of vendor to factor in all related infrastructure required to commission the links, including cable, connectors etc. They should not depend on LIC for any provisioning in this regard except router and switches.	LIC will provide Rack space/Power/UPS supply/permission for insulation commissioning & In building permission at customer without any financial implication to POWERGRID.	Yes

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
22	22	Page No. 22 Design and Architecture	HLD/LLD/LAN/WAN Study and Security Design study/Change Management Process	These studies are not required. Basic network connectivity diagram/architecture will be required	Yes
23	22	Page No 22 Details of Work- Link commissioning and Maintenance	The link may be terminated on Ethernet or on the Fiber port of the router. The bidder has to make provisions for both.	Clarity required on whether Ethernet or Fiber port is required	Please be guided by the RFP
24	22	Details of Work – Link commissioning and maintenance:	The link may be terminated on Ethernet or on the Fiber port of the router. The bidder has to make provisions for both	Cross Connect who's Scope in Data Centre	At Santa Cruz , it will be in LICs scope . At Prabhadevi the bidder has to factor in the cross connect charges . However , LIC may choose to provide the corss connect at Prabhadevi .
25	22	Details of Work – Link commissioning and maintenance:	LIC will provide access to the router for commissioning of links and making configurations for proactive monitoring of the links	Router Link Configuration under Who's Scope	Please be guided by the RFP
26	22	Details of Work – Link commissioning and maintenance:	This link shall be terminated on router /switch which will be arranged by the LIC at the Data Centers. Presently the links are terminated on switch and LIC is using Cisco ASR1002-X router. However, LIC may change the router in future.	If Link to be terminated in Switch, Please share the Switch Model.	Will be shared with the winning bidder
27	22	General	Commissioning of links, installation and implementation of the products/devices as per the security architecture design.	Sify request LIC to kindly give clarification on the security architecture design, in what Security aspect Sify have to commission the Internet service link	Will be shared with the winning bidder
28	22	General	In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.	Sify request LIC to kindly give clarification on the security equipment, Is bidder have to provision any security equipment at the LIC sites?	No
29	22	Details of Work – Link commissioning and maintenance:	The ISP shall provide dual last mile (from two different service providers)	Sify understand that the dual last mile will be with active - passive configuration with auto-failover on BGP routing protocol, Sify request LIC to kindly confirm the same.	Yes
30	22	Details of Work – Link commissioning and maintenance:	The link may be terminated on Ethernet or on the Fiber port of the router. The bidder has to make provisions for both.	Sify request LIC to kindly confirm what should be the handoff during the time of provisioning since optical handoff has higher commercial. Sify also wants to inform LIC, incase the required handoff is over optical, Sify recommends SingleMode-LongRange SFP or SFP+ module.	The bidder has to make provisions for all possibilities .

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
31	22	Details of Work – Link commissioning and maintenance:	The link may be terminated on Ethernet or on the Fiber port of the router. The bidder has to make provisions for both.	Request LIC to specify any one port requirement Ethernet / Fiber. Need Clarity. Bidder can work accordingly	Please be guided by the RFP
32	22	Details of Work – Link commissioning and maintenance:	Commission 500 Mbps dedicated (1:1; uncompressed, unfiltered and unshared) Premium Internet Bandwidth with dual last mile (for redundancy).	Does LIC require Active-Passive or Active-Active links	Please be guided by the RFP
33	22	Section-E: SCOPE OF WORK	Configure the links and appliances, tune up the appliances with LIC Security requirement	Request LIC to confirm which Devices / appliances, LIC is referring to for tuning up.	Line modified as "Configure the links as per the requirements"
34	22		Design, implement, and keep record & controls and migration to IPv6 as and when required by LIC without any additional cost to LIC.	Request LIC to confirm if it requires Dual Stack for IPv4 & IPv6 IP address IP Pool or it will be either IPv4 or IPv6 IP Pool that LIC will utilize at a time	Please be guided by the RFP
35	22		Prepare test-plan, migration plan and rollback strategies.	Request LIC to elaborate on this clause regarding configuration rollback	Please be guided by the RFP
36	22		Bidder needs to study existing LAN & WAN network environment of LIC and design the solution accordingly.	Request Bank to elaborate on this clause, and detailed Scope of work from Service providers prospective	Please be guided by the RFP
37	22		Commission 500 Mbps dedicated (1:1; uncompressed, unfiltered and unshared) Premium Internet Bandwidth with dual last mile (for redundancy).	Request LIC to confirm if the Dual last mile will be in active – passive mode	Dual last mile will be in active-passive mode .
38	22		They should not depend on LIC for any provisioning in this regard except router and switches	Request LIC to confirm if the Link termination router will be Configured & Managed by LIC	Please be guided by the RFP
39	22		The link may be terminated on Ethernet or on the Fiber port of the router. The bidder has to make provisions for both.	Request LIC to confirm if the handoff of both the links will be Ethernet Optical or Ethernet Electrical. If Ethernet Optical Request LIC to confirm on the SFP required i.e. Single Mode Long Range (SM LR) or Multimode (MM)	The bidder has to make provisions for all possibilities .
40	22	Section-E: SCOPE OF WORK	In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.	Request LIC to confirm if LIC will Provide Space Power required to deliver the links at Both LIC Santacruz & LIC Prabhadevi TCL IDC.	Yes
41	22	Page No 22 Section E Scope of Work	Cross connect	Clarity required on whether cross connect will be in service provider or LIC 's scope.	At Santa Cruz , it will be in LICs scope . At Prabhadevi the bidder has to factor in the cross connect charges . However , LIC may choose to provide the corss connect at Prabhadevi .
42	23	Section-E: SCOPE OF WORK	LIC will provide access to the router for commissioning of links and making configurations for proactive monitoring of the links.	Bidder would provide SNMP String and request LIC/LIC-SI to configure router	Please be guided by the RFP

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
43	23	Section-E: SCOPE OF WORK	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.	As public IP address has constrain, hence request change public IP from /24 to /29.	The winning bidder shall provide /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.
44	23		No advance payment will be made by LIC	We request LIC to provide 50% advance payment to L1 as for 3rd party ordering bidder needs to make the advance payment to SP.	Please be guided by the RFP
45	23	Section E- Scope of Work (Page No. 23;Details of Work – Link commissioning and maintenance)	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.	Requirement of IPV4 can be kept as minimum due to IPV4 address scarcity. /29 Public IPV4 subnet can be provided for each link.	The winning bidder shall provide /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.
46	23	Section E- Scope of Work (Page No. 23; Link maintenance)	The bidder shall provide a dedicated portal/web interface/site for LIC for logging calls (trouble tickets), viewing status of calls (trouble tickets), escalation of trouble tickets, monitoring the status of links, monitoring performance parameters of links such as periodical downtime etc. In addition the successful bidder shall provide Out-of-the-box reports and customized reports templates based on the needs of LIC (based on mutual discussion).	Options to be provided for trouble ticket logging. Trouble tickets can be logged through mail or through calling our helpdesk.	Yes
47	23	23	Link Maintenance:The vendor has to monitor the link proactively on a real time basis. LIC will provide access to the router for making configurations for proactive monitoring of the links.	We will Monitor our Mux Proactively through our Noc,Link Status will be Monitor through our Mux,Please Confirm Its Mandatory to monitor the link through your Router.	Yes, LIC will provide access for configuring the necessary SNMP strings
48	23	Details of Work – Link commissioning and maintenance:	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.	Sify request LIC if there is any possibility on reducing the IPv4 IP address from asked /24 to as less as possible or as per actual requirement. The reason being the crunch in the IPv4 Public IP pool.	The winning bidder shall provide /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.
49	23	Details of Work – Link commissioning and maintenance:	The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.	Please change the requirement of IPV4 /24 pool to IPV4 /28 pool, there is no issue with IPV6	The winning bidder shall provide /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.
50	23	link Maintenance	Bidder has to submit details of International Gateways (No. Of Gateways, Name of Gateway, Location of Gateway, Own or Not etc).	If the bidder has an arrangement with upstream traffic provider. Is it ok?	Please be guided by the RFP
51	23		The winning bidder shall provide /24 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.	Request LIC to confirm if /30 WAN IP address will be fine with LIC for this requirement or higher WAN IP Pool is required here?	The winning bidder shall provide /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
52	23		Bidder shall maintain the connectivity on 24*7*365 basis and shall rectify the defect by pro-active monitoring so as to maintain the Service Level Agreement	Monitoring and SLA calculations would be for hard down only	Please be guided by the RFP
53	23		The bidder shall provide a dedicated portal/web interface/site for LIC for logging calls (trouble tickets), viewing status of calls (trouble tickets), escalation of trouble tickets, monitoring the status of links, monitoring performance parameters of links such as periodical downtime etc	Portal available with all needed options other than Escalation mgt, also downtime report would be as per Ticket start and end time.	The bidder shall provide a dedicated portal/web interface/site/mechanism for LIC for logging calls (trouble tickets), viewing status of calls (trouble tickets), monitoring the status of links, monitoring performance parameters of links such as periodical downtime etc
54	23		The portal/web interface/site shall provide reports regarding the above as and when required by LIC. In addition the successful bidder shall provide Out-of-the-box reports and customized reports templates based on the needs of LIC (based on mutual discussion).	Possible but need to be agreed and can be shared if feasible	Yes , the same shall be discussed with the winning bidder .
55	23		The bidder shall issue a unique number identifying the complaint lodged by LIC	Ticket number would be issued	Please be guided by the RFP
56	23		The selected bidder shall be responsible for the preparation of "Change Management Process" document for the LIC wherein the entire process/procedure shall be defined pertaining to various activities involved during the tenure of the contract	Need more elaboration	Clause Deleted
57	23		Notwithstanding anything mentioned above, LIC reserves the right to reject the contract or cancel the entire process, with 30 days" notice, without assigning reasons thereto	Clause to be excluded	Please be guided by the RFP
58	24	Project Implementation Period:	The bidder shall provide /24 IPV4 addresses and /48 IPv6 address within 6 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Link delivery time and IP address provision time will be always same. Request you mapped this time with delivery time.	The winning bidder shall provide /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for each of the link.
59	24	Section-F: Payment Terms	The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	We request LIC to provide 8 weeks for the primary Lastmile and 16 weeks for secondary Lastmile thru different service provider.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION"

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
60	24	Section-E: SCOPE OF WORK	The scope of work includes understanding the requirement, customizing and providing the deployment architecture of proposed solution. Supply, install and commission the respective links along with appliances at LIC data centers. Configure the links and appliances, tune up the appliances with LIC Security requirement; document the solution, Train & Certify candidates nominated by LIC. This is not an all-inclusive list.	As these are internet links bidder request LIC to confirm as what training and certification is required and the training will be conducted at central location purposed by the customer. Customer has to made all the arrangement for the trainees at his location	Line "Train & Certify candidates nominated by LIC. " deleted .
61	24	Section F:Payment Terms; (Page No.24;TIME SCHEDULE FOR DELIVERY AND INSTALLATION)	Delivery Timeline is 8 Weeks	It is requested to extend the delivery timeline for installation of link to 12 weeks after confirmed PO.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION"
62	24	Page No. 24 Time Schedule for Delivery and Installation	Delivery Schedule (from Date of Acceptance of Purchase Order)	Link commissioning and IP subnet delivery timeline to be kept as same.	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION"
63	24	Section-F: Payment Terms	f) The quarterly payment for "Internet Leased Link" will start accruing from the date of successful commissioning of links. The payments will be settled quarterly in arrears. The quarters will be counted as April to June, July to September, October to December and January to March. If the complete implementation takes place in the middle of the quarter the vendor shall provide the broken period bill till the end of the quarters mentioned above to synchronise the billing process with the above mentioned quarters. • The Amount against Penalties (as per SLA) if any will be recoverable from further payments OR from performance Bank Guarantee OR from any other payment due to the Bidder.	1) Need to know payment terms i.e. no of days by which JIO can expect payment from date of invoice. 2) In absence of payment as per agreed timelines JIO shall have right to suspend the services along with levy of penal charges. 3) Need to notify the client that penalty will be settled by way of CN.	Please be guided by the RFP
64	24		The Bidder should ensure that the link is commissioned within 8 weeks of the Date of issue of the Purchase Order, failing which penalties as per SLA will be imposed.	Delivery timeline should be upto 10 weeks	Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION"

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications																												
65	25	Section-G: Service Level Agreement (SLA)	PENALTIES FOR DOWNTIME of LINKS : Levy of penalties is without prejudice to other rights and remedies available under this agreement: <table><tr><td>Level of Network uptime per month</td><td>Downtime Penalty</td></tr><tr><td>Committed SLA>=99.95 %</td><td>-NIL-</td></tr><tr><td>>=99.45% but <99.95%</td><td>7.5% of Quarterly Charges</td></tr><tr><td>>=98.95% but <99.45%</td><td>15 % of Quarterly Charges</td></tr><tr><td>>=98.45% but <98.95%</td><td>20% of Quarterly Charges</td></tr><tr><td>>=97.95% but <98.45%</td><td>25 % of Quarterly Charges</td></tr><tr><td><97.95 %</td><td>30 %of Quarterly charges and LIC also reserves the right to terminate the contract.</td></tr></table> Further if the number of time the link is down during a month exceeds 3, LIC reserves the right to terminate the link PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter.Rs.4000.00 per event in business hours (8AM to 8 PM) Rs.2000.00 per event beyond business hours	Level of Network uptime per month	Downtime Penalty	Committed SLA>=99.95 %	-NIL-	>=99.45% but <99.95%	7.5% of Quarterly Charges	>=98.95% but <99.45%	15 % of Quarterly Charges	>=98.45% but <98.95%	20% of Quarterly Charges	>=97.95% but <98.45%	25 % of Quarterly Charges	<97.95 %	30 %of Quarterly charges and LIC also reserves the right to terminate the contract.	Bidder request LIC to amend SLA and related Penalty and to consider network uptime quarterly as LIC is going to make payment quarterly: <table><tr><td>Level of Network uptime per quarter</td><td>Downtime Penalty Committed</td></tr><tr><td>SLA>=99.95 %</td><td>-NIL-</td></tr><tr><td>>=99.45% but <99.95%</td><td>2.00% of Quarterly Charges</td></tr><tr><td>>=98.95% but <99.45%</td><td>4.00 % of Quarterly Charges</td></tr><tr><td>>=98.45% but <98.95%</td><td>5.00% of Quarterly Charges</td></tr><tr><td>>=97.95% but <98.45%</td><td>8.00 % of Quarterly Charges</td></tr><tr><td><97.95 %</td><td>10 %of Quarterly charges and LIC also reserves the right to terminate the contract.</td></tr></table> Further if the number of time the link is down during a month exceeds 3, LIC reserves the right to terminate the link PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter. Rs. 500.00 per event in business hours (8AM to 8 PM) Rs. 200.00 per event beyond business hours	Level of Network uptime per quarter	Downtime Penalty Committed	SLA>=99.95 %	-NIL-	>=99.45% but <99.95%	2.00% of Quarterly Charges	>=98.95% but <99.45%	4.00 % of Quarterly Charges	>=98.45% but <98.95%	5.00% of Quarterly Charges	>=97.95% but <98.45%	8.00 % of Quarterly Charges	<97.95 %	10 %of Quarterly charges and LIC also reserves the right to terminate the contract.	Please refer to the revised SLAs
Level of Network uptime per month	Downtime Penalty																																
Committed SLA>=99.95 %	-NIL-																																
>=99.45% but <99.95%	7.5% of Quarterly Charges																																
>=98.95% but <99.45%	15 % of Quarterly Charges																																
>=98.45% but <98.95%	20% of Quarterly Charges																																
>=97.95% but <98.45%	25 % of Quarterly Charges																																
<97.95 %	30 %of Quarterly charges and LIC also reserves the right to terminate the contract.																																
Level of Network uptime per quarter	Downtime Penalty Committed																																
SLA>=99.95 %	-NIL-																																
>=99.45% but <99.95%	2.00% of Quarterly Charges																																
>=98.95% but <99.45%	4.00 % of Quarterly Charges																																
>=98.45% but <98.95%	5.00% of Quarterly Charges																																
>=97.95% but <98.45%	8.00 % of Quarterly Charges																																
<97.95 %	10 %of Quarterly charges and LIC also reserves the right to terminate the contract.																																
66	25	Section-G: Service Level Agreement (SLA)	PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter.	Bidder request LIC to share packet loss/Drop parameter on which the SLA penalty would be calculated	Please refer to the revised technical specifications																												
67	25	Section-G: Service Level Agreement (SLA)	1. Delay in delivery of services: Delay in commissioning of links, as per the specifications, beyond 8 weeks from the date of receipt of the purchase order.>>>0.5 % of the total Contract Value per week of delay or part thereof.	Bidder request to amend this clause as: Delay in commissioning of links, as per the specifications, beyond 8 weeks from the date of receipt of the purchase order.>>>0.5 % of undelivered portion Value per week of delay or part thereof.	Please refer to the revised SLAs																												
68	25	General	Site access and permission	1) All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. 2) Inbuilding internal cable routing in false ceiling and under POP wall will be in customer scope of work 3) Cross Connect at 3rd Party DC / DR is comes under LIC Scope. 4) CPE is LIC owned hence SFP need to be provided by LIC.	Please be guided by the RFP and the clarifications issued in this document with regard to these aspects .																												

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
69	25	Section-G: Service Level Agreement (SLA) Page No 25;PENALTIES FOR DOWNTIME of LINKS	PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter. Rs. 4000.00 per event in business hours (8AM to 8 PM) Rs. 2000.00 per event beyond business hours	Packet loss/drop parameters to be defined. Request to keep penalty terms only for service availability . Penalty charges to be kept as minimum.	Please refer to the revised technical specifications
70	25	Page No. 25	Penalties for Downtime of links	Downtime Penalty % to be reconsidered and redefined as the charges mentioned in the RFP are very high.	Please refer to the revised SLAs
71	25	PENALTIES FOR DOWNTIME of LINKS :	Level of Network uptime per month Downtime Penalty Committed SLA> =99.95 % -NIL- >=99.45% but =98.95% but =98.45% but =97.95% but	penalties To be revised, As per standard SLA on Fiber 99.5% is the SLA	Please refer to the revised SLAs
72	25	Committed SLA	Committed SLA> =99.95 %	Sify request LIC to chance the SLA uptime cylce from Monthly to Quarterly. Sify also request LIC to consider SLA uptime of 99.93%	Please refer to the revised SLAs
73	25	PENALTIES FOR DOWNTIME of LINKS	PENALTIES FOR DOWNTIME of LINKS	Bidders are established telecom players & are committed to provide quality services to esteemed customers such as LIC. Penalties are stringent. Request LIC to reduce the penalties to a respectable level.	Please refer to the revsied SLAs
74	25	PENALTIES FOR DOWNTIME of LINKS :	Downtime Penalty	Kindly reduce the Downtime penalty as: 7.5% of Quarterly Charges---- to --2% of Quarterly Charges 15 % of Quarterly Charges---- to --4% of Quarterly Charges 20% of Quarterly Charges---- to --6% of Quarterly Charges 25 % of Quarterly Charges---- to --8% of Quarterly Charges 30 %of Quarterly charges and LIC also reserves the right to terminate the contract.----- to ----10% of Quarterly Charges SLA penalties are quite high, please cap at a maximum of 10% of the MRC with a breakup as already given above	Please refer to the revised SLAs
75	26	Section-G: Service Level Agreement (SLA)	Penalty caps: • The total penalty for delivery and installation of Internet Leased Link shall not exceed 20% of the Contract value • The total penalty for quarterly payments for Internet Leased Link shall not exceed 50 % of the quarterly charges	Bidder request LIC to reduce the penalty cap as : • The total penalty for delivery and installation of Internet Leased Link shall not exceed 10% of the Contract value • The total penalty for quarterly payments for Internet Leased Link shall not exceed 5% of the quarterly charges	Please refer to the revised SLAs
76	26	General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	Yes
77	27	General	Acceptance criteria	1. bidder request to share acceptance and testing criteria. 2. Request LIC to provide acceptance within 24 hours post link delivery if Link termination and testing pending due to LIC end issues.	Will be shared with the winning bidder

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India
Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
78	28	General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer SPOC available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Please be guided by the RFP
79	29	General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk.	Please be guided by the RFP
80	30	General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Please be guided by the RFP
81	31	Link Maintenance:	Notwithstanding anything mentioned above, LIC reserves the right to reject the contract or cancel the entire process, with 30 days" notice, without assigning reasons thereto.	Deliver link on own media and third party capex is onvolved. Hence Kindly confirm minimum locking period	Please be guided by the RFP
82	32	Annexure-IV: Declaration regarding non-Blacklisting	This has reference to the LIC"s Tender Reference No: CO/IT-BPR/FW/RFP/2020-21/02 Dated 28th January, 2021, for Procurement of Internet Leased Link at LIC Vile Parle Data Centre. We _____ (name and address of the bidder) hereby confirm that we have not been black-listed/de-barred by any Govt./ PSU/ BFSI organization/ Government Departments in India, including LIC, as on date of submission of the bid. Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last three years.	Requesting customer to include below: This has reference to the LIC"s Tender Reference No: CO/IT-BPR/FW/RFP/2020-21/02 Dated 28th January, 2021, for Procurement of Internet Leased Link at LIC Vile Parle Data Centre. We _____ (name and address of the bidder) hereby confirm that we have not been black-listed/de-barred by any Govt./ PSU/ BFSI organization/ Government Departments in India, including LIC, as on date of submission of the bid. Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last three years.	Please be guided by the RFP
83	35	Annexure-VII: Format for Non-Disclosure Agreement.		Requesting customer to include below: 1, NDA to be mutual in order to protect both parties informaton 2. Non solication clause shall have an excpetion of job offering thorough social media , job portals, adversitment , etc where candidates have replied to such Job posts 3. Survial period of NDA to be 1 year post termination of this Agreement 4. One copy of all confidentail informaiton shall be retained by Bidder for its archival, legal and regulatory complainece. □	Please be guided by the RFP

Response to prebid queries - RFP for Procurement of Internet Leased Links for LIC of India

Ref: LIC-CO/IT-BPR/FW/RFP/2020-21/02 Dated: 28.01.2021

Sr. No	RFP Document Reference (Page #)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Deviations / Recommendations (Bidder's view)	LIC's Clarification/Modifications
84	9 & 11	2. List of enclosures with Eligibility bid:	j) EMD: Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) in form of Bank Guarantee as per Annexure-VI & 9. Earnest Money Deposit: The bidder should submit to LIC a total of Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) as EMD along with the Technical-Bid document in form of a Bank Guarantee (as per Annexure-VI) valid for one year from the last date of submission of this tender. Non-submission of EMD along with Eligibility-Bid document may disqualify the Bidder.	Request to Waive off the EMD against which we shall provide Bid Security Declaration that we may be liable to be suspended from participation in any future tenders of the Bank if 1. The bid submitted by us is withdrawn/modified during the period of bid validity. 2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract. 3. In case of we becoming successful bidder and if: a) we fail to execute Contract within the stipulated time. b) we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.	Please be guided by the RFP
85	Minimum Eligibility Criteria point no. 5, Page no. 8	The ISP should have its own International Internet Gateway (not applicable to Government bodies)	we request you to please remove this clause or amend this clause as: The ISP should have their OWN / Direct access to international gateway(not applicable to Government bodies)	This industry works on collaboration. It will not impact on any functionality or performance of the Internet leased line link. Moreover other Technical terms Link Latency, Packer Loss, Etc. has been so stringent to deviate as we are complying. Therefore it (Direct access clause) doesn't require.	Please be guided by the RFP
86	Technical	Specification of link	Local lead latency : 10 ms	Request you amend clause as local lead latency will be : 40 ms from LIC to bidder internet gateway	Please refer to the revised technical specifications
87	Technical	Specification of link	Packet drops should not exceed one out of every one lakh packet	Request you amend clause as " Packet drops should not exceed one out of every 1000 packet:	Please refer to the revised technical specifications
88	Technical	Annexure - VIII	Latency Local lead - 10 milliseconds	Sify request LIC to amend the latency to the nearest Internet gateway to 50 milliseconds	Please refer to the revised technical specifications
89	Technical	Technical Excel Sheet	Packet Loss in Technical Sheet	Request LIC to consider Packet loss / Drop < = 0.5%	Please refer to the revised technical specifications
90		Additional Point	Additional Point	Request LIC to confirm if the existing service Providers Link will get upgraded if they win this RFP or it will be a new link commissioning of 500 Mbps for this RFP at Santacruz location . VIL has 100 Mbps ILL link running at Santacruz location	New link