Clarification to Pre bid queries

of

RFP REF: LIC/CO/IT-BPR/HW/2016-17/01 Dated: 03/08/2016

Sr. no.	RFP document Refrence(s) (Section and Page No)	Clause (in brief) of RFP requiring clarifications	Brief details/ Query in reference to the clause	Department Remarks
1	Page 9, Empanelment of Vendors for Supply,Installation and Servicing of Desktop Computers,Dot Matrix Printers,AIOs and Off the shelf software	The Empanelment is for the items as mentioned in Page 9 of the above reffered RFP. Empanelment for software alone will not be done.	The Vendor is empanelled as a software Vendor vide a different software RFP. The query is whether the Vendor has to submit fresh requirements for empanelment as software Vendor.	This is a fresh empanelment hence all supporting documents needs to be submitted afresh.
2	No Clause	Query for Vendor Registration		Vendor is registered through our Empanelment exercise done as per the Eligibility criteria. The Eligible Vendors get empanelled who satisfy the eligibility criteria.
3	Eligibility Criteria	ISO 14000 certification	We do not possess ISO 14000 Certification Certificate	All ISO Certification is compulsory
4	Eligibility Criteria	Pan India presence 113 locations where LIC has a Central Office,ZO and DOs.	We do not have Pan India presence in 113 centres where LIC has Central Office,ZO and DOs.	Pan India presence is necessary.
5	Eligibility Criteria	Purchase Orders including LIC	We have never supplied hardware to LIC.	RFP requirement is for any top 3 customer which may or may not include LIC.
6	Clause C.6 and Clause C.10	Bidder has to submit Bid processing fee of Rs.10000/- and EMD of Rs.35 lacs.	The Vendor is informing that he is registered under NSIC under single point registration scheme as per governmen policy and hence is exempted from submitting Tender fees and EMD.	Vendor has to submit competancy certificate in tune with estimated value of the RFP, issued by NSIC. This certificate certifies ability to handle a large project.
7	Clause D. Table B.5 Project Experience	The Bidder should have executed projects for delivery,installation and maintenance of Hardware like PCs, Printers etc (which may include network related hardware also for office computerisation), in more than 100 locations, necessarily in different cities covering at least ten states including at least one state from each of the eight zones of LIC,during last three financial years.	The Bidder should have executed projects for delivery,installation and maintenance of Hardware like PCs,Printers etc(which may include network related hardware also for office computerization) in more than 100 locations necessarily in different citites during last three financial years.	No change suggested.
8	Clause D. Table B.7 Financial Strength of the Bidder	The Bidder should have minimum annual turnover as follows in the financial year 2015-16 and in at least one of the two previous financial years namely 2014-2015 and 2013-2014 for hardware (Computers and Peripherals): 80 crores	The Bidder should have minimum **average** annual turnover as follows in the financial year 2015-16,2014-15,2013-14 for hardware computers and peripherals: 80 crores	Considering the scope of work and the magnitude of the project this is the requirement as per guidelines.
9	Clause D. Table B.10	The Bidder has to provide details of Top 3 customers for hardware support(including LIC)	The Bidder has to provide details of Top 3 customers for hardware supplied.	Any top 3 customer is ok. If the customer is LIC also then it will be considered.
10	Clause C.8-Activity Schedule	Bid Submission Date & time - 25/8/2015	Request to consider clear 15 working days after Prebid clarifications .	To be extended to 02/09/2016.
11		**EMD:** By Way of DD Rs. 10,00,000/-	Request to revise : EMD By way of DD - Rs. 3,00,000/-	No change suggested.
12		By Way of BG Rs. 25,00,000/-	EMD By way of BG - Rs. 10,00,000/-	No change suggested.
13		Arithmetical errors: The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.	As the commercial bid format and soft copy provided by LIC is password protected and leaves bidder to fill only few specific values the bidder should not be penalized for summation errors or any error occuring out of formulas defined by LIC commercial soft copy . request to review the clause accordingly .	No change suggested.
14		u) If any compliance or clarification sought by LIC is not submitted within 5 working days of being called for, the bids are liable to be REJECTED. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final.	The queries raised by LIC may require further information/clarification from OEM which may need more time for response hence request to consider 8 working days instead of 5 working days	No change suggested.
15		Bidder should clearly specify the exact make & model in the technical bid. Change in make & model will not be allowed after bid submission. In case make & model is not clearly stated in technical bid, the respective model may be disqualified. Models quoted as "XXX" or "YYY" will not be accepted.	Request to keep the option of model change in the rate contract as some products may go under upgradation / modification for better performance .	RFP clearly states that no product will be EOL for 12 months.
16		c)Either the Bidder on behalf of the Principal OEM or Principal OEM itself can bid but both cannot bid simultaneously for the same line item. If a Bidder submits bid on behalf of the Principal OEM, the same Bidder cannot submit a bid on behalf of another Principal OEM for the same line item/ product.	Request you to consider and allow the Bidder is an System Integrator to quote even if the OEM quotes directly as limited OEMs are there.	No change as it is a per guidelines.

17		Bidders will have to compulsorily bid for all items under the Part-I,Part -II & Part III. Under Part-I bidders will have to compulsorily quote 2 models (one Intel & one AMD) .Bidders are allowed quote models of different oems,where intel & AMD models have been asked for in the Technical Specifications .However Processor Manufacturer is asked for and if two models are quoted in any line item , both the quoted models should be of the same principal OEM	Request to clarify whether we have to quote two models(Intel & AMD) of same OEM.	SI can quote two different models of different OEMs
18		**i) Printer Declaration – The bidder shall submit a Declaration from the printer OEM, for the models quoted in this RFP, as per Part-E of Annexure-VII, clearly stating the part-code and the print capacity of the Regular toner / cartridge. If, after supply, any deviation in the Print capacity/ Yield of the Toner/ Cartridge, is noticed by any of the LIC offices, the vendor shall supply a new toner/ cartridge of correct or higher capacity within 3 working days from the date of complaint in LIC's HCT Module at no cost to LIC. In case of default, LIC reserves the right to place Purchase Orders with other selected Vendor(s) and recover the loss by invoking the PBG.**	Request to consider the vendor shall supply a new toner/ cartridge of correct or higher capacity within 8 working days from the date of complaint and also request you to consider and revise the clause of invoking the PBG .	No change will be considered since it is a requirement as per the RFP terms and conditions.
19		a) The Group wise estimated quantities are mentioned in Annexure-II-Commercial Bid Document. The quantities are indicative and may vary to the extent of +/- 15 % of the each line item . However, the actual quantities will be as reflected in the Purchase Order.	Request you to provide the exact quantity and may very to the extent of +/-5% of the each item .	No change will be considered since the quantities mentioned are for refresh only.
20		Bid Validity Period - 180 days	Request to revise Bid Validity Period - 90 days .	No change will be considered since LIC itself would not like to prolong the process.
21		Online Reverse Auction	Request to have online commercial submission instead of online Reverse Auction	No change will be considered
22		Online Reverse Auction	1. Online RA Details to be given by lic . 2. Online RA will be on Total or Itemwise . 3. Online Ra will be with Buyback or without buyback . 4. Online RA will start with lowest comercial with or wo buyback . 5..Online RA shd be excluding taxes, Vat	Line item wise ORA will be conducted including Buyback (Upward Reverse Auction). Overall TCO will be taken for arriving at L1.
23		Buyback items - The Vendor shall quote the buyback rate not lesser than the fixed minimum value mentioned in the commercial bid .	As the BB machines are not in the good ,working conditions ,missing parts also , the rate of BB should be allowed to be quoted by vendor not as per fixed rate or the fixed rate to be revised -PC - Rs.100/- , DMP- Rs.20/-	No change suggested.
24		The bidder should have executed Purchase Orders for supply of Computer Systems & Peripherals in India of minimum value of: (For Hardware (Computers & Peripherals which may include network related hardware also for office computerisation): 60 Crores) in each of any two of the last three financial years 2015-16,2014-15,2013-14. OR Minimum one Purchase Order of (For Hardware (Computers & Peripherals which may include network related hardware also for office computerisation): 40 Crores in each of the last 3 Financial Years for supply of Computer Systems & Peripherals which may include network related hardware also for office computerisation in India.	Multiple purchase orders should be accpeted in the second clause & in both you should accept excel for the said word orders certified by authorised signatory.	As per RFP, multiple purhase orders can be clubbed provided PO value is at least 1 Crore.

25		Approved Rates under RFP: The rates approved by LIC will be valid up to 31/12/2017. The selected bidder(s) should ensure that the hardware items/ software quoted will be available for supply for Purchase Orders issued up to 31/12/2017. If, at any time during this period, those hardware items with the configuration quoted are not available, the vendor should supply hardware items with equivalent or higher configurations at the approved rates, subject to evaluation/ OEM certificate wherever required and LIC's approval. In case the hardware item has weight as one of the specifications, higher specifications would mean a lesser weight. Similarly, the spares for the hardware supplied under the scope of this RFP shall be available for a period of Six years from the date of Purchase Order (PO)	Request you to consider the rates valid upto 31/8/2017 .The spares period to be considered for Five years instead of Six years.	Price validity to be modified upto **30/09/2017** instead of 31/12/2017.
26		Performance Bank Guarantee (PBG): A PBG (As per Part-F of Annexure-VII) to the tune of 15% of the L1 prices approved for all Part -I items (Grouped for commercial evalauation)shall be submitted by the selected bidder	Request you to consider a PBG to the tune of 10% PBG against the PO . Multiple PO's can be clubbed .	10 % is proposed to be considered.
27		The Performance Bank Guarantee shall be submitted within15 days from the date of letter issued for selection as Vendor for the allotted Group(s). Failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs.65,000/-	Request to reduce the penalty of Rs.5000 per day to Rs.500 per day ,subject to maximum penalty of Rs.10000/- .	No change will be considered
28		The PBG should be valid for the period 39 months, including claim period of three months, from the date of submission of PBG and renewable every year thereafter. The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP, including refusal to take up / renew AMC for the equipment supplied.	Request to have separate PBG's for warranty / Post warranty support as the values of PO's differ	No change will be considered
29		The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted	The increase in Govt. levies / taxes / customs duty & excise duty and any newly introduced taxes if any are also not known to us / our oems , it is difficult for us to factor them in our price quoted .Hence request to clause to be revised .	No change will be considered
30		However, if LIC decides to extend the validity period of the RFP, during the extended period, in case there is 10% increase or decrease of the Dollar rate, as on the date of placing purchase order, the approved prices can be revised for the purchase orders placed in the extended period, to the extent of 8% of the approved price as illustrated below, however it will be the responsibility of the bidders to indicate in their commercial bid, the hardware items which may have price impact due to dollar rate fluctuations	Request to consider the increase of the Dollar rate both in RFP period and extension period. In case there is 10% increase of the dollar rate , the approved price to be revised to the extent of 10% of the approved price .	No change will be considered
31		Pre-Dispatch Factory Inspection (PDI) The Vendor shall conduct a Pre-Dispatch Factory Inspection for all Hardware items before delivery and shall upload the Inspection Certificate clearly stating the deviations if any, along with the Machine Serial Nos. on LIC's Vendor Portal. The machines shall be delivered only after clearance for delivery and installation is given by LIC Central Office, Hardware Section, IT Department through an auto generated mail . The Hardware Inspection format shall be available on the LIC's Vendor portal.	Request to remove the PDI / site inspection clause for all hardware items	No change will be considered
32		The vendor shall upload the Hardware Inspection Certificate for each Machine along with the Machine Serial Numbers of Hardware ordered in the PDI Module available on the Vendor Portal of LIC as per the template provided by LIC , CO IT , Hardware .	Request to remove the PDI clause for all items .	No change will be considered
33		Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted. In case hardware items under Part I of commercial bid.	Request you to consider to settle payments within 20 days .	The payment will be settled at the earliest possible. However the Invoice should be in order in order to settle the same.

34		Payment Terms: 60% of the payment will be made on delivery of the Hardware and submission of Octroi receipt (if any) and Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where hardware has been delivered will be available to the concerned LIC Zonal office online for making payments	Request to consider 80% on delivery of Hardware and submission of Invoice cum delivery challan and Octroi Receipt (if any) or Delivery Report (DR) which is generated online from LIC module at the location where hardware has been delivered will be available to the concerned LIC Zonal office online for making payments . Interest to be considered from the vendor if the payment delayed beyond 20 days by Zone/CO	No change will be considered
35		30% payment will be made on installation of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the Vendor. There is no need for submission of hard copy of the installation report.	Request to consider 17.5% on installation of hardware based on online hardware . If Site Not ready the vendor should be allowed to claim 100% payment .	Installation payment percentage to be changed to 35% instead of 30%.
36		Balance 10% payment will be settled on receipt of claim from the vendor for the same. In case 10% Payment for purchase orders which contain buyback hardware details , the vendor will have to submit mandatorily submit .	Request to consider balance 2.5% instead of 10%	**Buyback payment percentage to be reduced to 5% from 10%.**
37		A certificate of buyback hardware removal from the HCT Module and signed by the officer in-charge of the location from where the buyback hardware is lifted.	Request to consider online removal of buyback from HCT . The Officer sign of that location should not be compulsory . Branch should not return the hardware within a week after installation and should not retain any hardware if mentioned in the PO as otherwise the interest at prevailing rates will be applicable from the vendor for balance payment .	Guidelines will be issued to locations in this regard.
38		Chart of Penalties : SLAs Per day Breakdown Charges upto 3 days - 3% of the cost of hardware per day	Request to consider : Per day Breakdown Charges upto 3 days - 0.25% of the cost of hardware per day	No change will be considered
39		Per day Breakdown Charges from 4th day to 7th day - 4% of the cost of hardware per day	Per day Breakdown Charges from 4th day to 7th day - 0.5% of the cost of hardware per day	No change will be considered
40		Per day Breakdown Charges from 8th day to 10th day - 5% of the cost of hardware per day	Per day Breakdown Charges from 8th day to 10th day - 0.75% of the cost of hardware per day	No change will be considered
41		Per day Breakdown Charges beyonmd 10 days - 6% of the cost of hardware per day	Per day Breakdown Charges beyond 10 days - 1% of the cost of hardware per day	No change will be considered
42		Maximum penalty for breakdown - 2.5 times of the cost of hardware item	Request to remove the clause of 2.5times	No change will be considered
43		The Vendor shall be fully responsible for servicing the hardware at the place of delivery , for a period of at least 6/7 years (as applicable) from the date of installation even though the approvals would have been given apppointment of service partners and submit undertaking as per Annexure EC(1)	Request to consider 5yrs only.	The availability of spares will be for 6 years in sync with our refresh period of hardware.
44		Warranty - Software - Warranty period for the mdeia will be 30 days from the date of deliveryof Media.	Request to consider no warranty for software	No change will be considered
45		Hardware [- Warranty 3 yrs and therafter to be convered in AMC	Request to consider mutual understanding between Vendor and LIC for AMC .	It depends on the policy decision at that point of time.
46		AIO Desktops - Breakdown to be resolved within 4 hrs from call booking in LIC HCT module	Request to consider Response time as 4 hrs for A class , 8 hrs for B Class , next business day for class. Also consider Resolution time for AIO to be considered for A-24 working hours , Bclass - 36 hrs , C Class - 48 hrs .	No change will be considered
47		Preventive Maintenance - Every Quarter	Request to consider PM after installation in 3rd Quarter and 4th Quarter only	No change will be considered
48		Penalty of 1% every quarter if PM not done	Request to consider Penalty of 0.25% every quarter if PM not done	No change will be considered
49		Monthly Rental @3%	Request to consider Monthly Rental @10%	As such cases are not frequent in nature we may consider increase in the montly rental to 5%.

50		In that case , 1 day means the completion of 24 hours from the time of lodgment of complaint of the first day , but any part of the day therafter will be considered as a full day.	Request to consider 24 working hours	No change will be considered
51		Sundays and Holidays are excluded from calculation of Penalty	Request to consider Sundays , Holidays , Strikes , Floods , Election,Bandh.Penalty on Installation and Breakdown for working hours only .	Unpredictable incidences always have a room for consideration on a case by case basis.
52		After the expiry of warranty ,if LIC desires , the Selected Vendor (s0 will have to execute a comprehensive Annual Maintenance Contract (AMC) with LIC for continuity in servicing of the Hardware supplied . However ,LIC reserves the right to revise these terms and conditions in the interest of LIC in subsequent RFP/AMC agreements . LIC reserves the right to extend / terminate the AMC depending on the circumstances / high failure rates / deficiency in servicing .	Request to consider mutual decision on AMC .	It depends on the policy decision at that point of time.
53		**Road Permit :** Road permit etc. which may be required for supply of the equipment to the locations mentioned in the Purchase Order shall be obtained by the Vendor, without any additional cost to LIC. The Vendor shall make necessary arrangements for obtaining declaration letter required from LIC and submitting the same and liaison with authorities as required. However, LIC will not sign on any form issued by the respective State authorities in this regard.	Request to consider and reimburse the Road Permit charges at actuals if any or request LIC to arrange for Road Permit	No change suggested.
54		The transit insurance against any loss or damage shall be valid for 10 more days from the date of delivery at LIC offices , at no extra cost	Request to consider the insurance paid by the vendor till the date of delivery only at LIC location .	No change will be considered
55		Installation of the 2FA biometric software application which will be preloaded by the vendor along with the Windows and Linux OS at the Factory . The software /drivers for the same will be provided by CO/IT .	Pls clarify on 2FA biometric software . Also Windows if preloaded can be from OEM factory but Linux as supplied by LIC will be installed at LIC locations only.	Linux as well as 2FA will be factory loaded. LIC will provide ISO image to the successful.
56		Cabling Requirements of our offices	Request to consider local vendors for Cabling to be carried at locations	Cabling requirement clause to be removed from the above RFP.
57		Deliverable and Timelines - Software Delivery Period of 7 days	Request to consider Software Delivery Period of 20 days . Also Penalty to be considered as 0.2% per week ; maximum 5% of the cost beyond 45 days .	Since Original Media is not provided by Microsoft and only paper license is provided. The Vendor needs time to provide the media by way of CDs to the location. Hence we may include one more row in the delivery and installation Table E for **Software to be delivered alongwith Part-I**
58		**Part I items** - Installation Period 7 days, Penalty for delay in delivery max 10%	Request to consider Installation Period 10 working days ,1% subject to maximum of 5%	No change will be considered
59		**Part I Items** - Penalty for delay in installation - Maximum 5%	Request to consider installation Penalty for delay subject to maximum of 1%	No change will be considered
60		**Part I Items** -Maximum Penalty - 15%	Request to consider - Maximum Penalty of 10%	No change will be considered
61		Part II - Delivery Period - 30 days , Maximum Penalty - 15%	Request to consider 45 days , Maximum Penalty - 5%	No change will be considered
62		Software - Delivery period - 7 days, Installation - 3 days ,Maximum Penalty - 15%	Request to consider delivery - 20 days , No installation , Maximum Penalty 5%	No change will be considered
63		In this case delivery & installation payment 90% due to selected vendor will not be held up for want of installation certificate	Request to consider 100% to be released if Site not ready	No change will be considered
64		There should be atleast one dedicated Engineer posted for every 300 new/old machines supplied serviced by the concerned vendor , subject to minimum of one engineer being resident at the DO/ZO/CO . Subject to this condition , the RM IT may prescribe the exact number of engineers Division-wise base on the prevailed local conditions .	Request to remove Subject to condition - the RM IT may prescribe the exact number of engineers division wise base on the prevailed local conditions.	It will be looked into by us during execution. LIC's decision in this matter will be final.

65		Introductory Meeting (IM) & Structured Meetings The qualification & experience certificates of any engineer may be called for verification by Manager (IT)/ RM (IT)/ AS (IT) of the DO/ZO/CO as the case may be. In case the credentials of any of the hardware engineers posted is not found to be matching as per Part-A of Annexure EC (1),Part-B of Annexure EC(2) and Part-A of Annexure EC(3), RM (IT)/ Manager (IT)/ AS (IT) will ask for a change of the engineer concerned or if the service engineer quits, then the Vendor will have to provide replacement within 15 days, failing which penalty @ Rs. 500 per day will apply from the date of LIC's request subject to a maximum of Rs. 10,000, per incidence.	Request to consider replacement of Engineer within 40 days failing which penalty @ Rs. 100 per day will apply from the date of LIC's request subject to a maximum of Rs. 2000 per incidence.	No change will be considered
66		PMA Affidavit	Request to remove PMA Affidavit as not applicable to SI	No change will be considered. PMA affidavit is to be submitted by OEM claiming to be Domestic Manufacturer.
67		Qty mentioned is of Group -1(CO,SCZ,SZ,WZ) , Group -2 (NZ,NCZ,CZ,EZ,ECZ)	Request to share Zonewise Quantity for each item in Part I	We may provide the same to the Vendors.
68	Rights Reserved by LIC		Termination clause to be added for both the parties as, "Either party may terminate this Agreement upon written notice to the other party if the other party commits a default or material breach under this Agreement and does not remedy the default or material breach within 30 days of notice from the first party	NDA is vetted by Legal Dept. Hence no change suggested.
69	NDA Agreement		Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives **except the copies maintained for the management and litigation purposes. Any such copies retained shall be subject to the Confidential Information herein**. and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.	NDA is vetted by Legal Dept. Hence no change suggested.
70	NDA Agreement		This clause to be mutual or to be deleted	NDA is vetted by Legal Dept. Hence no change suggested.
71	NDA Agreement		The Respondent herein agree and undertake to indemnify and hold LIC harmless from any **direct** 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 this Agreement	NDA is vetted by Legal Dept. Hence no change suggested.
72	Pre Contract Integrity Pact	7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	To be deleted as This is because, CMS ITs' pricing for the services performed by it may differ from customer to customer based on its requirements and the nature of the services required by the Client.	Pre Contract Integrity Pact is a requirement as per CVC guidelines.

73	Annexure VI-Empanelment Agreement	Termination clause to be added for both the parties as, "Either party may terminate this Agreement upon written notice to the other party if the other party commits a default or material breach under this Agreement and does not remedy the default or material breach within 30 days of notice from the first party.		No change suggested.
74	Earnest Money Deposit	Byway of Demand Draft of Rs.10,00,000/-	To be changed to BG	No change suggested.
75	A certificate of buyback hardware removal from the HCT Module which is signed by the officer in-charge of the location from where the buyback hardware is lifted		Buy back is not to be linked to the payment for hardware	No change suggested.
76	Payment Terms	Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted.	LIC to ensure the Fund approval to the regions are available before we deliver the shipment	It is LIC's internal administrative procedure. Vendor Payments will be taken care of.
77	Commercial Bid Sbmission	Online Reverse Auction	Consider the Close bid only in Tech and commercial (Hard Copy)	No change suggested.
78			There cannot be any deduction with respect to the taxes. In our earlier case the deduction has happened with respect to VAT.	It is LIC's internal administrative procedure. Vendor Payments will be taken care of.
79	Uploading of PDI in Vendor Portal	Uploading of PDI.	Portal issues: Need a spoc centrally from LIC to ensure the portal issues are sorted out for uploading the data. We have faced issues with respect to data not getting uploaded on portal at regional level. We need to co ordinate between region and HO to ensure uploading. This co ordination takes time and impacts the closure.	LIC has provided an option through Vendor Portal to upload serial numbers by the Central Spoc of the Vendor. This activity is for a specific period hence a dedicated resource need not be identified from LIC.
80	PAGE:18, D. Eligibility, Clause 5, No.1	The Bidder should have all India presence with their own offices in 113 centers where LIC is having its central office, Zonal offices & divisional offices if not appointing any service partner.	Can we show joint offices including Service partners (SI + Service partner) at all these LIC locations.	Yes
81	PAGE:18,D. Eligibility, Clause 5, No.2	The Bidder should have executed POs for supply, installation & maintenance of hardware in more than 100 locations covering at least 10 states including at least one state from each of the 8 zones of LIC during last 3 fys.	Can we consider Orders placed from various locations of same Organization / Company within the said period.	Top 3 customers requried.
82	D. Eligibility, Clause 6	The Bidder should have executed POs for supply of Computer systems & peripherals in India of minimum value of 60 Crores in each of any two of the last 3 fys.	**# Our 1st Request** on it is, 'To consider **40 crores instead of 60 Crores'**. Further, In this regard we suggest CA Certificate, Confirming Sales out of Computer Systems, Peripherals & Network related hardware crosses 60 Crores should be considered.	No change will be considered
83			**# 2nd Request** is:- Please Consider multiple orders received under 'Rate Contracts' as One single Order. (So that it can be considered into Total for 60 Crores). **# 3rd Request** on the same clause is a 'Single Order of 40-Crores to be lowered down to 20 Crore.	Multiple POs subject to minimum each PO value of 1 Crore.
84	Page 25, Point.8)f) Payment Terms, Point (F)	8) F) Table "Chart of Penalties SLA's	Sir, Please clarify, SLA will be calculate after how many days. E.G. Per day breakdown charges upto 3-days -3%of the cost of hardware per day. **We hereby Request you to give clarity on Penalty calculation.**	Penalty will not be charged if complaint is resolved within Minimum Resolution Period as per RFP. Otherwise penalty from the date and time of lodgement of complaint.
85	Page. 25	2. The Bidder or appointed service partner should have a 24 x 7 Centralized Service Delivery Centre (CSDC) having ISO 20000 certification for call logging and L3 level technical service support for all Hardware supplied.	Is ISO 20000 Service delivery centre is mendatory?, As It is not specified in Eligibility Criteria. so please give clarity on it.	ISO Certification is compulsory
86	Page No.25 , Clause. 8.E.	In case of all Software 90% payment will be made on delivery of the license. The license will be treated as delivered ONLY on delivery of Original Media with the paper license and the Product Keyalong with Certificate of Authenticity and License keys issued in original by the OEM	Microsoft is not Providing Media. Further to clarify is, For the 'Enterprise Customer" it will be a paper license for the 'N' nos of Qty - under Enterprise Agreement, as clarified by Microsoft's Account Manager.	Media is to be provided.
87	Page No.26, Clause 10)A)	a) SOFTWARE: Warranty period for the media will be 30 days from the date of delivery of Media. If during the warranty period, the Media is found to be defective, the Vendor has to replace the Media CD at his own cost.	Microsoft-OEM , does not Provides Media for the same.	Media is to be provided.

88	Page 26 :- 10) F)	a) During the period of warranty/AMC it will be mandatory on the part of the Selected Vendor to carry out Onsite Preventive Maintenance (PM) once in every quarter apart from the breakdown maintenance. Quarterly Preventive Maintenance of PCs, AIOs, Printers is mandatory. On completion of the PM, the Vendor's Engineer should ensure that the user of the machine / programmer enter the "PM done details" in the Hardware Complaint Tracking Module available under user / programmer login option "Update Preventive Maintenance Status". It is recommended that the PM should be spread throughout the quarter instead of being concentrated during a brief period in each quarter. Also there should be at-least one month gap between two PMs of same machine; otherwise it will be treated as PM not done. The PM will generally include the following but is not limited to:	Request to carry out the Preventive Maintenance (PM) Once in six months/ Half yearly , As these are new machines & does not require PM quarterly.	No change suggested.
89	Page No.27, 10)J)	In case of Partial/Full damage or loss of the equipment due to reasons beyond the control of LIC, like Theft, Fire, floods etc., then the Vendor should supply working standby equipment with same configuration or higher with all services restored, as if it is a normal breakdown.	If the damage or loss of the equipment due to Theft, Fire, floods,than Sir,'How Vender would be responsible?, as this are not Normal Breakdown.	LIC pays rent for standby machines in such cases to ensure business operation continuity.
90	Page No.33, F)Scope of Work , f)….	Active Directory Configuration for every new Windows machine installed	Please Clarify that the Required 'Credentials' for this SOW will be provided by 'LIC' , once delivery is done because it will also lead the time consuming in the Installation.	Will be informed to successful vendor.
91	Page No.37.Point no. 7. Introductory Meeting (IM) & Structured Meetings	The Selected Vendors have to appoint a National Project Manager (NPM) and Zonal Single Point of Contact (SPOC). The Selected Bidder has to nominate SPOC for the allotted Zone(s) and Divisions of LIC who will be required to conduct monthly meeting with the Regional Manager (IT) / Manager(IT) of respective Zones/ Divisions for ensuring smooth implementation of the project.	Sir, we request to make it Quarterly instead of monthly Meetings for the same.	No change suggested.
92	Page No.8 , 10) C) ii)	c) The EMD submitted by the bidder may be forfeited in full or part , as decided by LIC, if: & ii. The soft copies of the item specifications (technical and commercial) are not submitted or not readable or only blank CD is submitted	If due to any technical error or human error if the Soft copy/Media is not readable than "LIC" should disqualify the Bidder in the 'Technical Evaluation', But we sincerely erge that the 'EMD' amount should not be Forfitten. Sir, as per the Gov. rule the Digital Media ..	Hardcopy will prevail as mentioned in the above RFP.
93	Page.33 , F) Scope of Work 1. Detailed Scope of Work	On Page.33….F). Scope of Work , In 1) **Detailed Scope of Work from Point a) to g).**	Sir, ,*We hereby request that Once we give the delivery time update **'LIC' should furnish the following details/Credentials to carry out Required installation so that the Timeline as per the Contract can be met**. 1) OS / RHEL requiredfor the PC's without OS, 2)Off-the Shelf Software, Anti-virus, ETCs. 3) IP , 4) Details of Data Transfer , 5) Confirmation on Site is ready to start the installation. ***Please clarify the Point no g) Cabling for new hardware installations and for existing requirements of all offices of LIC** scattered across India.	Will be informed to successful vendor.
94	Page No.22. **Pricing & Taxes**	Bids shall be all inclusive of taxes, duties, levies etc. but <u>exclusive</u> of VAT/CST/GST and Octroi/ local entry tax/ LBT as applicable. Service tax will be payable only for off the shelf software items ordered. b) Vendor will be entirely responsible for upfront payment of all applicable taxes like Central / State levies, sales tax, Octroi, VAT, excise duty, cess, license fees, road permits, service tax etc. in connection with delivery of products at site.	Sir, We request that Price variation due to Changes in Gov. Taxes/levies/cess/Custom Duty & Excise duty, as well Any newly Introduced Taxes , Sould be Permitted.	No change suggested.
95	2b Pg21	Rate validity upto 31/12/2017	We suggest dollar variation clause as mentioned in 4e pg 22 should be applicable in for the entire order & not the extended qty	Dollar variation is proposed to be revised from 10% rise to 5% and subsequent increase from 8% to 4%.
96	12 c & d, pg 11	Technical bid submission	These points have lot of linkages we request some more understanding on this	As per Guidelines. Hence no change suggested.
97	Page7 Clause 8 Point 8	Commercial Bid opening	Kindly confirm that L1 shall be decided on basis of commercial bid opening or on basis of RA to be conducted there after	On the basis of which ORA to be conducted.
98	Page 8 Clause 10	Earnest Money Deposit	EMD is required to be submitted in form of BG as well as DD. Request you to accaept entire EMD in form of BG	No change will be considered

99	Page 9 Caluse 11 point 11	All hardcopies must be spirally bound and serially numbered and flagged	The scope of tender is extremely exhaustive and there are many last minute alterations to bid. This maked spiral binding very challenging. Request you to alter this clause	No change will be considered
100	page 12 clause e	The Bidder should quote only those products which……………..on payment of evaluation fees of Rs.5,000/-	The hardware required in RFP is made of many components and if processor manufacturer or other OEM declares product as EOL , bidder may not be in position to control the same. Secondly in case higher model supplied kindly waive off eval charges on the same	We will look into the same. The decision of LIC in this matter will be final depending on the instances.It will be decided case by case.
101	page 19 point 7	financial strength	The financial strength should be evaluated for bidder as well as principal OEM. This will ensure smooth execution of project as the resources required for this project can only be backed by financially strong vendors. Hence kindly incorporate principal OEM (desktop and AIO) turnover as min 1000 crores for past 2 years	No change will be considered
102	page 22 Caluse 4 e	ERV clause applicable only if extension in bid	Kindly get ERV clause applicable even within the price bid validity period as most of the pricing depends on dollar and the fluctuations of dollar is extremely unpredictable leaving cascading effect on econmies of tender	For Orders to be placed beyong the price validity period of 30/09/2017,instead of for every 10% increase or decrease of the dollar rate , as on the date of placing PO, the approved prices can be revised to the extent of 4% for evey increase of 5% in dollar rate.
103	page 24 point 8.a	Payment terms	Kindly amend this by releasing PO as well as payments centrally for all zones as this helps in better co-ordination and execution	No change will be considered
104	page 36 -	Penalties	Penalties are charged on per day basis with upper cap of 15%. Kindly amend the same to 0.5% per week to upper cap of 5%	Newly supplied machines under warranty should not invite frequent breakdown. The downslide of a hardware begins only after its 3rd year hence no change considered.
105	page 35 -	Delivery lead time	Request you to amend the same to 6 weeks for non - road permit location and 8 weeks for road permit location	No change will be considered
106	ANN II	Buyback value of desktop - 500 Rs	Kindly find that buy back hardware is to be lifted an as is where is condition hence he min BB value of 500 Rs. is not commercially feasible. Request you to allow vendor to quote BB value as per his commercial implication	No change will be considered
107	page 16 clause 21 iii	Preference to Domestically Manufactured Electronic Goods:	Kindly consider PMA not on individual line items but on overall component composition.	We will look into the same.
108	page 11 Clause 12	Either OEM or his authorise partner can quote	Can the OEM quote one model directly and another model through another bidder for the same line item.	No change will be considered since it is as per guidelines.