

Life Insurance Corporation of India
I.T. Dept., Central Office, Mumbai
Responses to RFP Points

RFP for Supply, Installation, Integration and Support of Network Routers etc. for LIC of India Ref: CO/IT-BPR/NW/RFP/2019-20/03 Dated: 04.02.2020

S.NO.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
1	11	Minimum Eligibility Criteria (MEC): Experience : Point No 5	Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented delivery and installation of Routers / Switches/ Network Equipments in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two year immediately preceding the date of this RFP	Please refer to the revised eligibility criteria
2	Minimum Eligibility Criteria (MEC): Page 11	Experience : Point No 4	The Bidder should have executed at least one single order of Rs.1 crore each, in any two of the last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of routers .	The Bidder should have executed at least one single order of Rs.1 crore each, in any two of the last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of Routers / Switches/ Network Equipments	Please refer to the revised eligibility criteria
3	Minimum Eligibility Criteria (MEC): Page 11	Financial Strength of the Bidder : Point No 7	Bidder should have been making profit after taxes during at least two out of the three Financial years immediately preceding the date of this RFP.	Bidder should have been making minimum 5% profit after taxes during at least two out of the three Financial years immediately preceding the date of this RFP.	Please be guided by the RFP
4	Minimum Eligibility Criteria (MEC): Page 11	Presence of Bidder for Support: Point No 8	The Bidder should be able to support the equipments procured directly or through their franchise/Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.	The Bidder should be able to support the equipments procured directly or through their franchise/Authorized Support Partners (ASP) having minimum 25 support centers or Engineer with at least one support center or Engineer in each state across India (other than North East Region) and at least one support center in North East Region.	Please refer to the revised eligibility criteria
5	Activity Schedule: Page No 9	Bid Processing Fee	Non-refundable Rs.10,000/- (Rupees Ten Thousand Only) by way of Demand Draft drawn on any nationalized Bank/scheduled bank, in favour of "Life Insurance Corporation of India", payable at Mumbai.	Tender Fees exemption against MSME Certificate	Bid processing fees exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .

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6	Activity Schedule: Page No 9	Earnest Money Deposit (EMD)	By way of BG : Rs. 20,00,000 (Rupees Twenty Lakhs only). Total EMD : Rs. 20,00,000 (Rupees Twenty Lakhs only)	EMD exemption against MSME Certificate	EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
7	Section-E: SCOPE OF WORK Page No : 43	Service-Delivery and Project Management	The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order	The detail of SDM should be conveyed in writing to LIC within 4 weeks of receipt of purchase order (SDM can be changed after onboarding the selected SDM without any penalty)	The detail of SDM should be conveyed in writing to LIC within 4 weeks of receipt of purchase order. Please refer to the revised SLAs
8	Responsibilities of on-site Level-one (L1) resource: Page No 43	Submission of CV, selection of the onsite Engineers by LIC, other conditions: Page No 46	If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 4 weeks of being intimated of the selection by LIC.	If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 8 weeks of being intimated of the selection by LIC.	The selected candidate has to report to the LIC, within 8 weeks of being intimated of the selection by LIC. Please refer to the revised SLAs
9	Warranties: Page 47		The warranty will include back-lining with OEM.	The warranty will include back-lining with OEM. Along with highest level of OEM support bundled along with product as per the SLA requirement mentioned in RFP.	The warranty will include back-lining with OEM along with highest level of OEM support
10	Section-F: Payment Terms, Page No 48.	Point C	After complete delivery/installation (including SNR cases) under a particular PO, payment will be made by CO/ZO/ Nodal Divisional Offices for such purchase order as a whole and not in piecemeal.	After complete delivery(including SNR cases) under a particular PO, payment will be made by CO/ZO/ Nodal Divisional Offices for such purchase order as a whole and not in piecemeal.(Request LIC of India to release the Hardware payment against delivery of material and Installation Payment against Installation.) As penalty are also different against delivery and installation.	Please refer to the revised Payment terms
11	Section-F: Payment Terms, Page No 48.	Point D-i	80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR)and Installation Report	90% of the payment will be made on Delivery of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR)and Installation Report.(Request LIC of India to bifurcate Product cost with warranty separate and Installation Cost Separate)	Please refer to the revised Payment terms
12	Section-F: Payment Terms, Page No 48.	Point D-ii	Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	Balance 5% payment will be made against Installation. Balance 5% against integration and acceptance testing as per the scope of work	Please refer to the revised Payment terms

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13	Section-F: Payment Terms, Page No 48.	Documents to be produced for release of payment: Point a- vii	Satisfactory Proof of Commissioning verified by LIC official.	Request LIC of India to change Commissioning word either to unboxing or any other similar word. As commissioning of device can be considered as Integration which is part of phase 2 (20% payment).	Please refer to the revised Payment terms
14	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Page No: 49	Point 1	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. - 8 Weeks	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. - (Request Lic to Change to 8 Weeks Delivery and 4 week Installation) or (Total 12 weeks)	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
15	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Page No: 49	Point 2	Onsite support - 6 Week	Request LIC to cahnge it to 12 weeks as resource after finalisation will take minnum 10 weeks to onboard.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
16	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 1	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	0.2% of the cost of all the Undelivered items ordered for that location, per day from the 85th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
17	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	0.2% of the cost of breakdown items ordered for that location per each hour of delay beyond 12 working hours or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
18	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 3	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint	0.2% of the cost of malfunctioning item ordered for that location per each hour of delay or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
19	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	0.5% of the cost of breakdown item ordered for that location per each hour of delay or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
20	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 7	The details of SDM are not communicated to LIC within 2 weeks of receipt of PO	The details of SDM are not communicated to LIC within 4 weeks of receipt of PO - Charges INR 100 / day	Please refer to the revised SLAs

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21	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 8	Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support.	INR 500/ Week (In case of identified backup resource provided onsite no penalty will be applicable)	Please refer to the revised SLAs
22	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 8	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed		Please refer to the revised SLAs
23	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 17	If the on-site Personnel leaves before expiry of 6 months for reasons other than death and hospitalisation.	2 % of the Annual on-site charges for the each incident. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30 days to suitably replace the Personnel.(subject to a maximum of 5% of the total cost of Annual on-site charges)	Please refer to the revised SLAs
24	Section-G: Service Level Agreement (SLA) Page 49	All Clauses 1 to 20	No capping for Penalties	Request LIC of India to apply capping for penalty for all clauses from point No 1 to 20.	Please refer to the revised SLAs
25	3.A Page no 28	Delivery & Installation schedule and Penalty applicable (in case of a delay):	Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request you to amend the clause as mentioned below: 1 Delivery within 72 days, installation and integration(with the current setup) of the ordered equipment's should be completed within 84 days from the date of issue of Purchase order.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
26	3.C Page no 28	Delivery & Installation schedule and Penalty applicable	Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.	Request you to amend the clause as mentioned below: Date of installation of the each component will be taken as installation for the particular component for the payment.	Please be guided by the RFP
27	3.D Page no 28	Delivery & Installation schedule and Penalty applicable	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Request you to amend the clause as mentioned below: Delay in delivery, installation and integration beyond 84 days will attract a penalty 0.1 % of the cost the items ordered , per day from the 85th day till the date of installation/integration subject to a maximum of 5% of the cost of items	Please refer to the revised SLAs

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28	3.E Page no 28	Delivery & Installation schedule and Penalty applicable	However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:- i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing. ii. The penalty clause as mentioned in point no.-(d) above 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 subject to adjudication at Mumbai. vi. Termination of contract and black listing.	Request you to please remove this clause	Please be guided by the RFP
29	4.E page no 28	Site not ready (SNR) cases:	(e) In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipments will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 8th day onwards, subject to a maximum of 10% of the cost of that item(s)	Request you to amend the clause as mentioned below: In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipment's will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 14 days, penalty of 0.1% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 5% of the cost of that item(s)	Please be guided by the RFP
30	5 page no 28	Installation of the equipments	It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements i.e. adequate Space, UPS/Power, Earthing, Air Conditioning etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.	If any delay from the LIC end should not be consider in the LD penalty calculation	Please be guided by the RFP

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31	Point 3 page no 43	Section-E: SCOPE OF WORK	To supply, commission, install, test, configure, integrate with the corporate network/solution and support the networking/other equipments/solutions as per the RFP which are approved/ procured by LIC, at various locations identified by LIC. Site wise purchase orders will be issued by LIC and implementation has to be done as per the requirements of LIC.	Request you to please provide more clarity on integrate with the corporate network /solution and support the networking/other equipment's/solutions	Please be guided by the RFP
32	Point 5 page no 43	Section-E: SCOPE OF WORK	Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/ components/software used by LIC. However, if any additional equipments/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. In such cases, the balance 20% payment on delivery will made after the vendor demonstrate seamless integration of the router/equipment/component etc.	Request you to please provide the details of existing setup with the new hardware integration need to be done	Please be guided by the RFP
33	Point 6 page no 43	Section-E: SCOPE OF WORK	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it	As Current Setup of LIC is too big/ complex , so we request you to please provide more time to do this without LD .	Please be guided by the RFP
34	Point 9 page no 43	Section-E: SCOPE OF WORK	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers .	Request you to please remove the Maintenance of hardware which has not provided by the bidder from the Scope of work .	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him under this RFP

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35	Point 13 to 16 page no 43	Section-E: SCOPE OF WORK	Crimping of LAN cables (Rack end) with appropriate RJ45 connectors (if required) for Router termination. Termination of LAN cables on Router and end to end testing Looping of cables from Router to patch panels (if required) Looping of cables from Router to switch.	Request you to please specify the quantity	Passive materials as mentioned in the RFP is for providing uplink and connectivity to other Network devices will have to be provided by the Vendor
36	Point 23 to 16 page no 44	Section-E: SCOPE OF WORK	If required by LIC, vendor shall arrange to shift the equipment and install and commission the same at the shifted location depending upon the need and at no extra cost to LIC (only transportation cost, taxes, Octroi, insurance as per actual will be borne by LIC).	Request you to please fix some percentage for shifting and above the same it should be on chargeable basis.	Please be guided by the RFP
37	Point 25 to page no 44	Section-E: SCOPE OF WORK	Vendor should maintain adequate functional spares at each of their service-centers so as to meet uptime commitment for each office of LIC. Vendor shall submit location-wise list of such spares to LIC (CO and Zones) at beginning of every Quarter.	Request you to please provide the no of spare which bidder need to maintain .	Please be guided by the RFP
38	43	scope of work pt no 10	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	End of support device should be previous partner responsibility, if you want in our support please share complete inventory with serial number.	Clause Deleted
39	page no 45	Service-Delivery and Project Management:	The vendor has to nominate a zonal account manager at zonal headquarters during the project implementation phase. The Zonal Account Manager will be required to meet the respective Regional Managers (IT) on a weekly basis for the during the project implementation phase at the Zonal headquarters on a mutually convenient date to sort out the regional service issues. The first such meeting with the Regional Manager (IT) should be held within 2 weeks from the date of receipt of the first Purchase Order by the vendor. The vendor should submit the name & the latest contact details of service engineers and escalation matrix during each such meeting. The minutes of the meeting shall be signed by RM (IT) and the above Zonal Account Manager.	Request you to please provide more clarity on below mention points 1 No of resource require ,whether they should be on roll ,location and duration.	Clause Deleted

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40	Page no 48	Page no 48 Section-F: Payment Terms	80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report	Request you to please amend the clause as below 80% of the payment will be made on Delivery of the equipment's/components at site submission of Invoice cum delivery Callan etc. Delivery Report (DR).	Please refer to the revised Payment Terms
41	Page no 48	Page no 48 Section-F: Payment Terms	(a) For 80% Payment against delivery: point no 7 Satisfactory Proof of Commissioning verified by LIC official.	Request you to please remove this clause	Please refer to the revised Payment Terms
42	Page no 48	Page no 49 TIME SCHEDULE FOR DELIVERY AND INSTALLATION	1.Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP.- 8 Weeks	Request you to please amend the clause as below 1.Delivery of equipment's and licenses (if any) as per the technical specification and scope of work mentioned in this RFP.with in 8 to 10 Weeks and installation within 12 to 14 weeks	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
43	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	0.2% of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Request you to please amend the clause as below 0.1% of the cost of all the items ordered for that location, per day from the 129 th day till the date of installation/integration subject to a maximum of 5% of the total cost of undelivered items for that location under the PO.	Please refer to the revised SLAs
44	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	2 In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	request customer to increase the timeline from 8 hrs. to 72 hrs. (post ticket logged in system)	Please be guided by the RFP
45	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	0.5% of the cost of all items ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.	request customer to reduce the penalty from 0.5% to 0.1% on delay in fixing the issue reported on Quarterly AMC cost subject to a maximum of 5 % of AMC cost Quarterly	Please refer to the revised SLAs

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46	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	3 In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint.	request customer to increase timeline from 8 hrs. to 72hrs	Please be guided by the RFP
47	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	4 Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	request customer to increase timeline from 8 hrs. to 72 hrs. and change the penalty also as 0.2% of the cost of AMC per day of delay or part thereof subject to a maximum of 5% of the total cost of AMC quarterly	Please be guided by the RFP
48	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	6 In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.	request customer to keep the HW in , network rack and in duct free environment so the HW do not get damaged. Request to reduce warranty period to 6 months only	Please be guided by the RFP
49	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	The details of SDM are not communicated to LIC within 2 weeks of receipt of PO	request to increase the timeline from 15 days to 4 weeks	Please refer to the revised SLAs
50	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support. Fine rs 500/per day	request to make the fine rs 500/week	Please refer to the revised SLAs
51	Point 23 page no 35	Subcontracting	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	Need Amendment, as we are out sourcing all the jobs - supply items, Installation, Commissioning, Support etc, all	Please be guided by the RFP
52	33	16 (1)	Subject to Clause 2 below, Vendor will undertake to indemnify LIC from and against all Losses on account of bodily injury, death or damage to tangible personal property of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or willful default in performance or non-performance under the contract. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, Patent or trade secret of any third party, the Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.	Airtel shall not be liable for any cost to the customer in any manner whatsoever for any loss of profits, goodwill, consequential losses (including any actions brought by a third party), whether direct or indirect.	Please be guided by the RFP

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53	38	31	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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, provided that this exclusion shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	The exception of "limitation shall not apply to the cost of repairing or replacing defective equipment" should be removed, since in any case the liability shall not exceed the total fees paid to the bidder by customer in the twelve months immediately preceding the date of the claim	Please be guided by the RFP
54	40	37	Right to terminate If Vendor fails to comply with the clause 4.8 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days. 37.2 Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services	No Termination for convenience: Customer cannot exit from the contract for convenience or Business reason during the service order term. In all such cases, Exit penalty of the amount equal to remaining term of the order will be payable in case of early exit - this needs to be clearly included.	Please be guided by the RFP
55	49	Section G	In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments. The cost such incurred towards the same will be adjusted against any amount payable or PBG. However, the Warranty will continue for such equipments.	Same is to be agreed with OEM	Please be guided by the RFP

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56	49	Section G	In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels. In case the bidder fails to replace the equipment, the cost of the equipment would be adjusted against any amount payable or PBG	Same is to be agreed with OEM	Please be guided by the RFP
57	NA	NA	Penalty clause	Penalties under the contract : SLA, LD and any other Penalty in totality should be capped at maximum 20% of the Total contract value. Under no circumstances, shall the bidder be liable for uncapped penalties - to be included in the RFP T&C	Please refer to the revised SLAs
58	43	Section-E SOW- Point 6	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement.	This is a vast scope and this may lead to more effort and mandays for SI. Requesting LIC to finalize the design internally and share the approved configuration template with SI for implementation.	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network devices (provided under this RFP) as per LIC's requirement.
59	43	Section-E SOW- Point 13	Crimping of LAN cables (Rack end) with appropriate RJ45 connectors (if required) for Router termination.	We suggest to use original patch cords to be used and hope LIC is using it. Incase of crimping required, request LIC to keep in scope of incumbent passive cabling team.	Please be guided by the RFP
60	48	Section-F: Payment Terms	80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report	Requesting to change the clause as 80% of the payment will be made on Delivery of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR).	Please refer to the revised Payment terms
61	49	Delivery schedule	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. --8 Weeks	Considering remote branches across India, request LIC to increase the delivery timeline to 10 weeks.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
62	49	Section-G: Service Level Agreement (SLA)	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days	Requesting LIC to consider 120 days for installation and integration.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION

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63	D0		IPv6-IKEv2	Suggest to Remove	Please be guided by the RFP
64			native integration with cloud based security ??	Suggest to Remove	Please be guided by the RFP
65			Getvpn feature	Suggest to Remove	Please be guided by the RFP
66			Have full integration with existing network management system from standard OEMS. Vendor needs to provide necessary license to integrate with all such systems.	Please clarify what kind of systems.	This will be provided to the winning bidder
67			Configuration rollback function	We need to reboot the device	Please be guided by the RFP
68			Gartner leader	Should be in any quadrant of Gartner.	Please be guided by the RFP
69			EAL cert	Please remove	Please be guided by the RFP
70			EAL and NDPP certification	Suggest to Remove	Please be guided by the RFP
71	4		The Bidder should have executed at least one single order of Rs.1 crore each, in any two of the last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of routers.	The Bidder should have executed at least one single order of Rs.2 crores, in last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of routers.	Please refer to the revised eligibility criteria
72	5		Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP .	Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	Please refer to the revised eligibility criteria
73	Row No. 4 of BO router specifications	BO router	Multicore-Processor Architecture	Please change to Multicore-Processor Architecture/RISC processor Architecture for BO router RISC based CPU architecture will be useful. In RISC architecture, the instruction set of the router is reduced (or simplified) to reduce the execution time. The speed is increased by dividing the instruction into smaller number of instructions (as compared to a single long instruction as in the case of CISC).	Please be guided by the RFP
74	Page No 12	Eligibility Criteria	1 Crore of two orders of Routers	Request to change to 1 crore two orders of networking components (Switches/ Routers)	Please refer to the revised eligibility criteria
75	Page No 12	Eligibility Criteria	500 location in last two financial years	Please change to 250 locations in last five financial years	Please refer to the revised eligibility criteria
76	Page No 48	Payment - d - i	80% payment against delivery & installation	Please change to 80% against delivery	Please refer to the revised payment terms

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77	9	5) Activity Schedule	Bid Processing Fee: Non-refundable Rs.10,000/- (Rupees Ten Thousand Only) by way of Demand Draft drawn on any nationalized Bank/scheduled bank, in favour of "Life Insurance Corporation of India", payable at Mumbai.	Please wave off the Bid Processing Fee for MSME bidder	Bid processing fees exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit Valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
78	9	5) Activity Schedule	Earnest Money Deposit (EMD): By way of BG : Rs. 20,00,000 (Rupees Twenty Lakhs only) Total EMD : Rs. 20,00,000 (Rupees Twenty Lakhs only)	Please wave off the EMD for MSME bidder	EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
79	12	1) Minimum Eligibility Criteria (MEC): 5)	Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented delivery and installation of Routers in at least 300 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Five financial year immediately preceding the date of this RFP. OR Bidder should have successfully implemented delivery and installation of Routers and Switches in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Five financial year immediately preceding the date of this RFP.	Please refer to the revised eligibility criteria
80	12	1) Minimum Eligibility Criteria (MEC): 6)	Bidder should have minimum annual turnover of Rs.10 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Bidder should have minimum annual turnover of Rs.10 Crores in any two years form the last three Financial Years immediately preceding the date of this RFP.	Please be guided by the RFP

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81	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	a) Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	a) Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 90 days from the date of issue of Purchase order.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
82	28	5) Installation of the equipments:	It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements i.e. adequate Space, UPS/Power, Earthing, Air Conditioning etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.	Instead of vendor LIC concerned team should provide the site ready status to vendor to start the implementation, as per the prerequisite checklist provided by the vendor which includes adequate Space, UPS/Power, Earthing, Air Conditioning, rack space, Power sockets, etc.	Please be guided by the RFP
83	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(a) Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for minimum of 100 critical branches for which LIC may ask to deliver and implement the standby within 12 to 15 days from the date of issued purchase order and critical branch details provided by LIC officials. Extension for the installation and integration to be increase beyond 56 days from the date of purchase order. If there is Operational dependency from LIC side/ branch for delivery an installation then should not be penalised.	Please be guided by the RFP
84	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(c) Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.	Date of installation of the last component under a particular Purchase order will be taken as the date of delivery -How the date of installation is considered the date of delivery as the payment is 80% on delivery. If there is Operational dependency from LIC side/ branch for delivery an installation then should not be penalised.	Kindly refer to the SNR Clause
85	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(d) Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57 th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Penalty on delivery and the installation to be separately considered and extension beyond 56 days to be provided. If there is Operational dependency from LIC side/ branch for delivery an installation then should not be penalised.	Please refer to the revised SLAs.
86	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(e) However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:-	If there is Operational dependency from LIC side/ branch for delivery an installation then should not be penalised.	Dependency from LICs side will not be penalised . However the same should be well documented

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87	29	3) Performance Bank Guarantee (PBG):	The selected vendor is required to submit a an unconditional and irrevocable Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 10% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount.	Request you to wave off the PBG for an MSME bidders	Please be guided by the RFP
88	29	3) Performance Bank Guarantee (PBG):	The required PBG should be submitted to LIC within 21 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 etc. required as per this RFP.	Request you to wave off the PBG for an MSME bidders	Please be guided by the RFP
89	29	3) Performance Bank Guarantee (PBG):	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.50,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 35 days from the date of letter issued for selection as the “selected vendor”, LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and allot the contract to the L2 bidder at L1 prices, so on and so forth. All the terms & conditions, stated in this RFP (and subsequent modifications, if any) will then be applicable to the L2/L3 bidders, so on and so forth. In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.	Request you to wave off the PBG for an MSME bidders	Please be guided by the RFP

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90	43	scope of work 1) 5)	Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/ components/software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integrate with existing network setup of LIC; the same has to be provided at no additional cost to LIC. In such cases, the balance 20% payment on delivery will made after the vendor demonstrate seamless integration of the router/equipment/component etc.	The seamless integration of the new devices with existing equipments/components/software are subjective to the compatibility of the existing equipments/components/software.	Please be guided by the RFP
91	43	scope of work 1) 6)	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers and Network Switches which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	The seamless integration of the new devices with existing equipments/components/software are subjective to the compatibility of the existing equipments/components/software.	Please be guided by the RFP
92	43	1) 7)	If required by LIC, the vendor may have to migrate the routing protocol from EIGRP to some open standard routing protocol and retain all existing routing patterns and functionalities. This will include complete study of the existing network, network changes being proposed benchmarking, documentation, testing and actual migration of the routing protocol in the entire network of LIC.	The prior scope for the same to be clearly defined by LIC.	Please be guided by the RFP
93	43	1) 9)	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	LIC to clearly provide the data of the equipments components supplied by previous suppliers.	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him under this RFP

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94	43	1) 10)	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for End of Life products and List of end of life products along with the quantity, serial numbers to be provided along with the Purchase orders.	Clause Deleted
95	43	1) 20)	Vendor shall provide and implement the latest versions/upgrades of software/IOS (same class) etc. at no extra cost to LIC.	Please clarify as the Patch management is part of NOC/ NMS.	Please be guided by the RFP
96	44	1) 25)	Vendor should maintain adequate functional spares at each of their service-centers so as to meet uptime commitment for each office of LIC. Vendor shall submit location-wise list of such spares to LIC (CO and Zones) at beginning of every Quarter.	Adequate standby equipments/parts/spares to be kept ready by the vendor in case there is delay in the RMA. Please specify the quantity of the spare to be maintained?	Please be guided by the RFP
97	44	1) 30)	Maintenance or re-deployment of IPSec encryption solution. In case for any reason the vendor chooses to re-deploy the existing tunnel-less encryption solution it should be equivalent to the existing tunnel-less solution and shall match all functional and security parameters .	Please clarify - keep records and controls of migration to IPv6, Backup of the same to be stored on LIC cloud?	Please be guided by the RFP
98	44	1) 36)	The vendor may have to do a POC, at LICs request, in Mumbai for all models of equipment supplied, before the supply of the Network equipments.	POC time frame, Before or After the PO please clarify locations, POC scope, etc.	The vendor may have to do a POC, at LICs request, in Mumbai for all models of equipment supplied, before placing the purchase order.
99	45	2. Service-Delivery and Project Management:	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 contract period and has to sit on site at LIC-CO-IT, Mumbai office.	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 implementation period and has to sit on site at LIC-CO-IT, Mumbai office.	The onsite Service-Delivery Manager will be required to be posted for the entire implementation period .
100	46	3. On-site support (Facility management)	As part of On-site support, the vendor should post L1 engineers	Please specify the timeframe for the engineers to be deployed.	Please be guided by the RFP
101	47	8) Maintenance during Warranty Period:	Warranty shall include software upgrades, patches, hot fixes and service support without charging any additional cost to LIC.	Patch management, IoT upgrade, hot fixes are part of NoC and NMS, vendor has to include additional NEW NMS along with the cost for this service please clarify?	No

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102	47	8) Maintenance during Warranty Period:	The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.	Service contract copy will be provided from the OEM side	Please be guided by the RFP
103	48	Section-F	Documents to be produced for release of payment: (a) For 80% Payment against delivery: Invoice cum delivery Challans for each of the concerned sites signed by the respective	Instead of Hard copy of invoice cum delivery challan, Soft copy to be provided by the vendor and accepted by LIC considering the delivery as the couriered service providers will provide only POD(proof of delivery) scanned copies as per thier standard indian procedure. Hence soft copy of the DC cum Invoive to be accepted by LIC. As per the Ministry of Commerce payments to MSME has to get cleared in 45 days and due to the various operational challenges the submission of DC cum invoice hard copy will become a problem considering the standard operating procedure of PAN India courier service providers.	Please be guided by the RFP
104	48	Section-F	LIC"s official with name, designation, date and stamp etc.	The Invoice cum delivery challan will be signed by the concerned details provided by LIC along with the delivery addressed for the respective locations, incase of transfer of the LIC official then the changeover on duty official will sign the Challan or invoice	Please be guided by the RFP
105	48	Section-F	Proof of back lining of equipments with the OEM	Contract copy from the OEM will be provided as proof of backlining	Please be guided by the RFP
106	48	Section-F	Proof of warranty.	Please clarify what kind of warranty support required from OEM and the product carries 3 months of warranty for dead on arrival equipments.	Please be guided by the RFP and clarifications in this document regarding backlining .
107	48	Section-F	Satisfactory Proof of Commissioning verified by LIC official.	Sign off on the installation report will be the proof of the satisfactory completion or is the any other document required please clarify?	Please be guided by the RFP
108	49	Section G Sr. 1	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	Extension from 56 days and incase of any operation challenge vendor to provide equivalent standby across the critical locations declared by LIC to immediately support the site	Please be guided by the RFP

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109	49	Section G sr.2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt /notice of the complaint, after the complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?	Please be guided by the RFP
110	49	Section G Sr.4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	As per your requirement you need 24X7X4 support to deliver the equipment, please clarify as the 8 hours delivery SLA is post complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?	Please be guided by the RFP
111	49	Section G Sr.5	In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments.	Please clarify if there is operational dependency from LIC, how to justify?	Dependency from LICs side will not be penalised . However the same should be well documented .
112	49	Section G Sr.6	In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.	Do you mean the RMA of the equipment post 3 failures, please clarify?	Please be guided by the RFP
113	50	Section G Sr. 9	Delay in submitting a list of support center addresses, contact person & the resolution/response/escalation matrix for locations as mentioned in RFP beyond 4 weeks	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.	Please be guided by the RFP
114	50	Section G Sr.13	Delay in providing details for offsite support beyond 4 weeks from date of issue of PO	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.	Please be guided by the RFP
115	50	Section G Sr. 16	The on-site Personnel should be present in LIC's premises as per the RFP conditions.	Please specify the timeframe for the engineers to deployed.	Please refer to revised SLAs and revised TIME SCHEDULE
116	50	Section G sr.17	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalisation.	Please specify the timeframe for the engineers to deployed.	Please be guided by the RFP
117	50	Section G sr.18	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.	Please specify the timeframe for the engineers to deployed.	Please be guided by the RFP

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118	50	Section G sr.19	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed	It is stated 8 weeks - 56 days to complete the delivery and installation from the date of PO then the SDM and L1 & L2 engineers to be deployed for how long it is until the 56 days (or the project time frame) or for 5 years contract period or 1 year, please clarify ?	Please be guided by the RFP and the response to the pre bid queries
119	50	Section G sr.20	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 30 days.	Please clarify the change parameters of the onsite SDM and engineer's ? on what parameters the change will get measured ?	Please be guided by the RFP
120	50	Exclusions b)	(b) Fresh order will be placed by LIC with the vendor for the supply of the lost/damaged equipment as per the approved rates. Monthly rental as 5% of the LIC-approved-cost for that particular equipment/component will be payable by LIC to the vendor for the equipment supplied as standby in lieu of the Lost/Damaged equipment till the replacement of equipment on permanent basis is provided or the original equipment/s is/are re-installed after necessary repairs.	The government duties and USD structure is not in the control of Bidder, hence the new procurement prices will be as per the revised USD/MRP/Government duties and tax structure.	Please be guided by the RFP
121	51	Exclusions	All penalties deducted for violation of SLAs shall be invoked from the PBG/any amount payable to the vendor. It may also be required by vendor to deposit the penalty amount to LIC .	Please wave off the PBG Fee for MSME bidder	Please be guided by the RFP
122	51	Exclusions	All response times mentioned above includes travel time of Engineers also.	please clarify the SLA once again as the 8 working hours should be post indentifying the issue/problem and case logged for the resolution. The start of 8 hours SLA is after the Case logged with the respective OEM for the replacement of the product. Or 24x7x4 SLA is required by LIC please clarify?	Please be guided by the RFP

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123	51	Exclusions	To complete the work at the site / branch within the stipulated timeframe, Successful Bidder's/ Vendor's engineers have to visit the site multiple times at no extra cost.	Post identifying the issue, if the onsite engineer is required to visit the site and if there is any kind of dependency from LIC to complete the activity within that stipulated timeframe then LIC will pay additional cost consideration to the on demand additional support from the vendor as the activity could not get completed due to dependency from LIC side, please clarify? LIC can provide a pre-checklist criteria with a mutual discussion with Vendor which has to be verified by the respective onsite branch concerned official before schedule of activity.	Please be guided by the RFP
124	51	Exclusions	The Bidders should keep spare units at appropriate locations to meet the Service Level Agreement (SLA) requirements. The address & number of units reserved should be indicated in the offer. This stock will be subject to periodic inspection by LIC. Non-compliance will invite penal action or disqualifications.	Dedicated spare's and equipments are required for LIC only please clarify ? Spare units can be maintained any where by the bidder to meet the SLA as per bidders convenience.	Please be guided by the RFP
125	48	Section-F: Payment Terms Payment terms for Purchase orders:	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. i. 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	80% of the payment will be made on Delivery. 20% payment will be made on installation. As per RFP the 80% of payment on delivery and installation is mentioned, while 20% on installation, it has to be 80% on Delivery and 20% on installation.	Please refer to the revised payment terms
126	11 & 54	Section-B: ELIGIBILITY CRITERIA Financial Strength of the Bidder	Bidder should have minimum annual turnover of Rs.10 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Bidder should have minimum annual turnover of Rs. 500 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Please be guided by the RFP
127	49	Section-F: Payment Terms TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. Delivery Schedule (from Date of Acceptance of Purchase Order) - 8 Weeks	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. Delivery Schedule (from Date of Acceptance of Purchase Order) - 16 Weeks	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
128	49	Section-F: Payment Terms TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Onsite support - 6weeks	Onsite support - 12 weeks	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
129	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs.

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130	Anexure Excel - commercials Format	Anexure Excel - commercials Format	Anexure Excel - commercials Format	the commercial format is only editable on the OEM, make/model, Onsite L1 support. The Years, commercials for the commercials is not editable. Please provide an editabel format of the commercials NPV	Please refer to the revised Commercial Sheet
131	43	6) SCOPE OF WORK	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC"s requirement. This may involve configuration of network routers which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	As per Commercial Bid it seems LIC requires BO Routers = 316 nos, DO Routers = 72 nos, and DC-DR Routers = 25 nos. However, as per the clause if LIC requires bidder to re-design existing network architecture, please provide following inputs: 1. Request customer to provide the existing Network Architecture and re-design expectation (required features and functionalities) in details. 2. Please provide the make - model of existing routers. 3. Please provide details of existing configuration management tool.	Will be provided to the selected bidder
132	29	7) End-of-Support / Life case (EoL) items:	LIC may place repeat orders for additional hardware/components as and when required by LIC as per the rates available in the "Contract/Rate-contract" and approved by LIC. With respect to such orders, if any equipment/component, quoted by vendor in the technical/commercial bid, is declared as End-of-Sale (EoS)/Life (EoL) by the OEMs, vendor has to supply a suitable substitute of the equivalent/component with similar or higher specifications supporting all the required interfaces and feature sets at the same cost to LIC in place of the original product given in the bid document submitted by the vendor. The replacement model specifications have to be validated by OEM as the same or higher in writing. Such replacement equipments should support all the cards/modules etc. and should not have any adverse effect on functioning/functionalities/features on the LIC's Network.	Request LIC to confirm maximum timeline when can they place the last repeat order. We request LIC to restrict the timeline for 1 year from the date first purchase order placed.	Please be guided by the RFP
133	43	9) SCOPE OF WORK	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	If Bidder has to provide the support to products supplied by previous supplier, then Customer has to provide maintenance contract of those equipments to the Bidder. Please confirm if the requirement is the same. If Yes, Please provide the complete inventory of existing network equipments with make - model details.	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him under this RFP.
134	43	10) SCOPE OF WORK	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	End of Life products can not supported by Bidder. Request LIC to removed this clause.	Clause Deleted
135	47	6. Work-flow and ticketing:	LIC has implemented Network Monitoring Tools and Service-Manager for SLA Management	We assume license required to integrate the proposed routers with existing NMS, Prime tool will be in LIC scope. Request LIC to confirm on this.	Will be in LICs Scope
136	47	6. Work-flow and ticketing:	Integration of LICs network devices with Cisco-ACS for AAA services & controls, Network Monitoring Tool, Prime tool etc.	We assume license required to integrate the proposed routers with existing Cisco ACS, Network Monitoring Tool, Prime tool, etc will be in LIC scope. Request LIC to confirm on this.	Will be in LICs Scope

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137	47	6. Work-flow and ticketing:	Maintenance of Cisco-ACS.	If bidder has to maintain the existing Cisco-ACS, then customer has to provide maintenance contract of the same Bidder. Please confirm if the requirement is the same. If Yes, then Please provide complete inventory details of existing Cisco ACS.	Clause Deleted
138		Commercial_NPV-Router-RFP-04022020	DC-DR Router along with licenses and Warranty - Qty 25	Please explain, why 25 number of routers are required at DC and DR location?	Please be guided by the RFP
139		Commercial_NPV-Router-RFP-04022020	DC-DR Router along with licenses and Warranty - Qty 25	Where are the DC and DR located at present? Kindly elaborate on the existing DC-DR architecture.	Will be provided to the selected bidder
140	43	Section-E: Scope of Work	The scope of work includes understanding the requirement, supply and commission, install, test, configure, integrate with the corporate network/solution	Sify request to share the location wise transport details to configure the Router. Also the service availability of the WAN links will be under LIC and shall be active during Router implementation	Please be guided by the RFP
141	Page No.59	7) Annexure-VII: Bank Guarantee Format for E.M.D.	And whereas _____ (Vendors name) having its head office at _____ (address), is participating in the RFP Ref.No.CO/IT-BPR/NW/RFP/2019-20/03 dated: 4 th February 2020 for "Supply, Installation, Integration and Support of Network Routers etc." and subsequent modifications issued on _____.	Request you to amend the clause as mentioned below: And whereas _____ (Vendors name) having its head office at _____ (address), is participating in the RFP Ref.No.CO/IT-BPR/NW/RFP/2019-20/03 dated: 4 th February 2020 for "Supply, Installation, Integration and Support of Network Routers etc." and subsequent modifications.	Clause modified as requested
142		DO router	Gartner leader	Suggest to change to - Should be in any quadrant of Gartner.	Please be guided by the RFP
143		DO router	EAL2 cert or higher	Suggest to be asked in roadmap. We have applied for this latest EAL 3 certification for our routers and it will be available by Q1 2021.we can submit proof of submission.	Please be guided by the RFP
144		BO router	Gartner leader	Suggest to change to - Should be in any quadrant of Gartner.	Please be guided by the RFP
145		BO router	EAL2 cert or higher	Suggest to be asked in roadmap. We have applied for this latest EAL 3 certification for our routers and it will be available by Q1 2021.we can submit proof of submission.	Please be guided by the RFP
146		DCDR router	Gartner leader	Suggest to change to - Should be in any quadrant of Gartner.	Please be guided by the RFP
147		DCDR router	EAL2 cert or higher	Suggest to be asked in roadmap. We have applied for this latest EAL 3 certification for our routers and it will be available by Q1 2021.we can submit proof of submission.	Please be guided by the RFP