

RFP Ref. No: LIC-CO/IT-BPR/NMS/RFP/2017-18/01 Dated: 15/03/2018 for "Implementation & Maintenance of Network Management Solution" (NMS) Response to pre-bid queries				
S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
1	3.3 A 19 A	Every single conversation flow, on every router, switches on every interface, right across the network, shall be captured with per minute resolution, then stored and presented - Visibility Real Time only (Min 90 days).	What is the expected number of traffic flows per minute?	Proposed solution shall be required for 15000 network devices with flow monitoring with per minute resolution.
2	3.3 A 19 D	Solution shall provide traffic utilization, Peak Traffic In and Out, Interface % utilization, Traffic Rate, Packet Rate, VIRUS traffic analysis and Customizable alerts for various predefined threshold.	Please help clarify on VIRUS traffic analysis?	It refers to pre-defined set of anomalies or a particular pattern of data in monitored traffic.
3	Section 3.3 A, Point 7, Page 26	Integrations with other performance tools procured as part of this RFP or procured separately (including existing tools).	Request to provide Make and Model of all existing tools with which integrations will be required. Also please confirm the interfaces (such as SNMP, MSEND etc.) that these tools support for integration.	Network Monitoring System (NM) should integrate with other performance tools procured as part of this RFP. It shall integrate with tools such as CISCO PRIME. The Proposed solution shall provide payments details based on SLA reports and consolidated feeds to eFEAP for Voucher generation. (eFEAP is LIC's core application within LIC network). SNMP V2 and SNMP V3 are currently being used.
4	3.3 A. Network Monitoring System (NM)	Deployment Features & IOS bulk firmware upload	For how many devices we have to provide solution for Automatic deployment/configuration management capability as mentioned in the specification across network devices?	Proposed solution shall be required for 15000 network devices. Configuration Management and change management are removed from Scope of Work.
5	Page 26, Section 3.3.A	Deployment Features & IOS bulk firmware upload	Need more details on this	Please be guided by the RFP document.
6	Page 26, Section 3.3.A	Integrations with other performance tools procured as part of this RFP or procured separately (including existing tools).	What are other existing performance tools are currently present for which integration is required?	Network Monitoring System (NM) should integrate with other performance tools procured as part of this RFP. It shall integrate with tools such as CISCO PRIME. The Proposed solution shall provide payments details based on SLA reports and consolidated feeds to eFEAP for Voucher generation. (eFEAP is LIC's core application within LIC network).
7	Page 26, Section 3.3.A	Change Management, Incident Management and knowledge management	What is expected from Networking monitoring tool from this point? Any specific use case?	Please be guided by the RFP document and refer to response to query S. No 6
8	Page 26, Section 3.3.A	Capacity Management, Backup Management.	What is specific details required from backup management	Please be guided by the RFP document.
9	Page 26, Section 3.3.A	Multivendor Support and extendibility	What are multiple vendors for network devices	Please be guided by the RFP document.
10	Page 26, Section 3.3.A	The deployed NM solution shall support monitoring of 15000 devices.	Can we get the details on how NW devices count are distributed across CO/ZO/DO/BO	Please be guided by the RFP document.
11	Page 26, Section 3.3.A	Deployment Features & IOS bulk firmware upload	Need more details on this	Please be guided by the RFP document.
12	Page 26, Section 3.3.A	Capacity Management, Backup Management.	Is it specific requirement on Capacity management for all 15000 network devices, What is specific details required from backup management	Please be guided by the RFP document.
13	Page 26/3.3A	Network Monitoring System	Integrations with other performance tools procured as part of this RFP or procured separately (including existing tools).—Please enlist existing tools	Network Monitoring System (NM) should integrate with other performance tools procured as part of this RFP. It shall integrate with tools such as CISCO PRIME. The Proposed solution shall provide payments details based on SLA reports and consolidated feeds to eFEAP for Voucher generation. (eFEAP is LIC's core application within LIC network).

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14	3.7 Scope Of Work	The bidder is required to bring in the required Hardware for the solution.	Please advise on the OS and Database components. Should the bidder include these components in the bid or would LIC provide the same?	All hardware and software components required for the solution is to be provided by bidder.
15	3.7 Scope Of Work	The bidder is required to bring in the required Hardware for the solution.	Please advise if there is any minimum criteria for the hardware solution to be quoted	Please refer revised Annexure – IV.
16	3.5 Scope Of work	The bidder shall supply, install and customize the solution at LIC's Central office Ville Parle data center and DR Site at Mumbai with real time sync. The bidder shall also supply, install and customize a Test and Development (T & D) Environment.	Please advise if we need to consider High Availability architecture for the solution quoted	DC and DR shall be in Active-Passive auto switching mode for failover.
17	Annexure – II : Conformity with Eligibility Criteria	Service desk manager for at least 5000 network devices each in three organizations	Hope the understanding here is for Service Manager with integration to NMS for atleast 5000 network devices.	Yes, the understanding here is for Service Manager with integration to NMS for atleast 5000 network devices each in three organizations.
18	Annexure – II : Conformity with Eligibility Criteria	The Bidder should have, either as single solution or separately supplied/installed/implemented a) network monitoring system for at least 5000 network devices each in three organizations during the last 4 years viz., 2014-15, 2015-16, 2016-17 and 2017-18 AND b) service desk manager for at least 5000 network devices each in three organizations during the last 4 financial years viz., 2014-15, 2015-16, 2016-17 and 2017-18	Kindly change the clause as " The Bidder/OEM should have, either as single solution or separately supplied/installed/implemented a) network monitoring system for at least 2000 network devices each in three organizations during the last 5 years viz., 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18 AND b) service desk manager for at least 2000 network devices each in three organizations during the last 5 financial years viz., 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. Also accept the global references	Please be guided by the RFP document.
19	Annexure – II : Conformity with Eligibility Criteria Page No 57	The Bidder should have, either as single solution or separately supplied/installed/implemented a) network monitoring system for at least 5000 network devices each in three organizations during the last 4 years viz., 2014-15, 2015-16, 2016-17 and 2017-18 AND b) service desk manager for at least 5000 network devices each in three organizations during the last 4 financial years viz., 2014-15, 2015-16, 2016-17 and 2017-18	Request LIC to consider following: The Bidder/OEM should have, either as single solution or separately supplied/installed/implemented a) network monitoring system for at least 5000 network devices each in three organizations during the last 4 years viz., 2014-15, 2015-16, 2016-17 and 2017-18 AND b) service desk manager for at least 5000 network devices each in three organizations during the last 4 financial years viz., 2014-15, 2015-16, 2016-17 and 2017-18	Please be guided by the RFP document.
20	Annexure – II : Conformity with Eligibility Criteria Page No 57	The bidder should have at least three years of experience in supply / installation/ maintenance of network monitoring systems and service desk management system.	Request LIC to consider following: The Bidder/OEM should have at least three years of experience in supply / installation/ maintenance of network monitoring systems and service desk management system.	Please be guided by the RFP document.
21	SUPPORT PROCESS REQUIREMENT, Page No. 35	No telephone connection will be provided by LIC to the onsite support persons.	Whether the desktop/laptop will be provided to support person	Desktop will be provided to support personnel. They can bring their own laptop with requisite permission from LIC subject to LIC's IT security policies.
22	4. Payment Terms Page 36	90% of the cost (sum of item number 1,2,3 of the commercial bid) shall be paid after Implementation, integration, customizations and successful user acceptance testing (UAT) as per scope of work & 10% of the cost (sum of item number 1,2,3 of the commercial bid) shall be paid after training/knowledge transfer, documentation of entire solution as per the scope of work.	Kindly change the payment terms to 80% on delivery of software 20% after installation.	Please refer revised Payment Terms.

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23	Page no 36	Payment Terms	Request LIC to consider below payment terms: 50% of hardware & software cost on delivery 40% of hardware & software cost on installation 10% as per existing clause of 10% payment	Plese refer revised Payment Terms.
24	4. Payment Terms , Page No 36	The total penalty for delivery and installation shall not exceed the total PO Value.	In Page No 38, Clause no. 5.1.1 Penalty (Delivery & Installation/implementation) mentioned as " If the bidder fails to complete the implementation of NMS as per the scope of work of this RFP within 16 weeks from the date of purchase order LIC shall, deduct from the contract price, a sum equivalent to 1% percent per week or part thereof of purchase order value subject to maximum deduction of 15% of the purchase order value. In case of delay of more than 16 weeks, LIC in its discretion may consider termination of the Contract." . These both statements are Contradictory, please clarify this	Plese refer to 1. Revised Payment Terms, 2. Revised SLAs 3. Revised project timeline as per S.No. 2 of published corrigendum.
25	For Payment against remote (offsite) support, Payment Terms , Page No 36	Payment for the Remote Monitoring Services will be done on quarterly basis at the end of each quarter on production of the following:	Request LIC to release the support payment as Quarterly advance since bidder will be submitting PBG for the contract period	remote (offsite) support and all its references are removed from the RFP document. Plese refer to revised Payment Terms.
26	For Payment against Onsite Services: , Payment Terms , Page No 36	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter on production of the following:	Request LIC to release the support payment as Quarterly advance since bidder will be submitting PBG for the contract period	Plese refer to revised Payment Terms.
27	4. Payment Terms 36	Payment Terms Solution: o 90% of the cost (sum of item number 1,2,3 of the commercial bid) shall be paid after Implementation, integration, customizations and successful user acceptance testing (UAT) as per scope of work. o 10% of the cost (sum of item number 1,2,3 of the commercial bid) shall be paid after training/knowledge transfer, documentation of entire solution as per the scope of work.	Bidder requests clarification if the total of item number 1,2 and 3 of commercial bid will be paid within implementation duration as there are separate payment Terms defined for Item number 2 and 3 in this clause We further request to modify the payment terms as below 1. 70% of the cost of solution on Delivery of the products 2. 20% of the cost of solution be paid after Implementation, integration, customizations and successful user acceptance testing (UAT) as per scope of work. 3. 10% of the cost of solution shall be paid after training/knowledge transfer, documentation of entire solution as per the scope of work.	Plese refer to revised Payment Terms.
28	Page No. 36	For Payment against remote (offsite) support	Scope for remote support is not clear in the rfp. Kindly clarify the remote support scope	Plese refer to revised Payment Terms.
29	Page 31/3.21	Project Timeline	Timeline of 16 weeks – Kindly increase to 24 weeks . 6 weeks for material delivery / 12 weeks for implementation and 6 weeks for UAT and Documentation/Training	Please refer to S. No. 2 of published corrigendum for revised Project Timeline
30	5. SLA for NMS – 5.1 Penalty (Delivery & Installation/implementation on Page 38	5.1.1. If the bidder fails to complete the implementation of NMS as per the scope of work of this RFP within 16 weeks from the date of purchase order LIC shall, deduct from the contract price, a sum equivalent to 1% percent per week or part thereof of purchase order value subject to maximum deduction of 15% of the purchase order value. In case of delay of more than 16 weeks, LIC in its discretion may consider termination of the Contract.	Kindly change the clause as "5.1.1. If the bidder fails to complete the implementation of NMS as per the scope of work of this RFP within 24 weeks from the date of purchase order LIC shall, deduct from the contract price, a sum equivalent to 0.5% percent per week or part thereof of purchase order value subject to maximum deduction of 5% of the purchase order value.	Plese refer revised SLAs.

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31	5. SLA for NMS – 5.3 Commissioning Time Page 39	The Bidder shall install all the NMS software, tools and integrate critical devices so as to commence the basic monitoring within 8 weeks with the NMS tool & 16 weeks for completion of the integrated setup of the entire services.	Kindly change the Clause as "The Bidder shall install all the NMS software, tools and integrate critical devices so as to commence the basic monitoring within 12 weeks with the NMS tool & 24 weeks for completion of the integrated setup of the entire services.	Please refer revised SLAs and S.No. 2 of published corrigendum for revised Project Timeline.
32	Clause 5.1.1, Page 38	If the bidder fails to complete the implementation of NMS as per the scope of work of this RFP within 16 weeks from the date of purchase order LIC shall, deduct from the contract price, a sum equivalent to 1% percent per week or part thereof of purchase order value subject to maximum deduction of 15% of the purchase order value. In case of delay of more than 16 weeks, LIC in its discretion may consider termination of the Contract.	Request LIC to reduce the penalty to 0.5% -5% of PO value. Also cap the overall penalty i.e. LD -Delivery/Installation, SLA, Uptime, Resolution etc. to 5% of the Total Contract Value.	Please refer revised SLAs.
33	Page 38/5.1	Penalty	Increase timeline to 24 weeks and penalty cap of 10 % .	Please refer revised SLAs.
34	General	General	Once new tool implementation is done. Do you have plan to migrate the existing database to new setup. If yes, Kindly provide the current database details	Please refer S.No. 1 of published corrigendum.
35	Section 3.11, Page 29	Training: The Bidder shall provide necessary training to the operation engineers engage by LIC. The training shall cover in-depth installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc. Training of a minimum of 20 hours to LIC designated 50 personnel shall have to be conducted by a trainer certified by the OEM for the products implemented.	Please confirm if Web Based trainings can be provided instead of onsite trainings in order to keep the cost of trainings in check.	Training shall not be web based and shall be held in LIC premises.
36	Section 3.4 3.4 Following is an indicative representation of LIC's network as well as the user levels for the NMS System:- Bullet 3.11 Page 29	Training: The Bidder shall provide necessary training to the operation engineers engage by LIC. The training shall cover in-depth installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc. Training of a minimum of 20 hours to LIC designated 50 personnel shall have to be conducted by a trainer certified by the OEM for the products implemented.	Please note that the scope mentioned in the training i.e installation/implementation, administration etc. would not get completed in 20 hours and would require dedicated resources with these skills We therefore suggest that LIC restrict the training for the users from usage/basic administration perspective. Also confirm if this must be a classroom led training ?	Training shall not be web based and shall be held in LIC premises. Please refer S.No. 8, 9 and 10 of published corrigendum document.
37	Section 1.7, Page 9	BAC SiteScope for Server monitoring with oracle template - 10000	Request to confirm that server monitoring for 10,000 servers is out of scope for this RFP and bidder is not required to provide any replacement for BAC Sitescope.	Server monitoring is out of scope of this RFP.
38	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 60	The solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from components including Network, hardware, multiple platform servers, database, etc.	Please clarify do we have to include monitoring of servers and databases?if yes,whats the quantity to be considered?	Server monitoring is out of scope of this RFP. The solution is not expected to monitor any such database which is not part of the solution. Please refer revised Annexure – IV.
39	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 62	Manage network compliance by comparing devices to defined, best-practice standards.	Please specify what all defined compliance standards are required in the solution and also specify how many compliance policies will be configured.	Please refer revised Annexure – IV.

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40	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 62	The solution should automatically collect and store historical data so users can view and understand network performance trends.	What is the retention period LIC expecting for the historical performance data?	Perpetual for SLA (all configured vendors) related data. Retention period for all other data is five years.
41	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 60	The solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from components including Network, hardware, multiple platform servers, database, etc.	What is the current Network events volume per month across all network devices?What is the expected volume going forward?This is very important for hardware sizing.	Total ticket voloum for month of March 2018 is 6578. Please refer revised Annexure – IV.
42	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 60	The solution should provide the ability of integrating events to automatically create trouble tickets in Service desk system for in-time problem resolution for supported service desk tool	What is the current ticket volume per month across all network devices?What is the expected volume going forward?This is very important for hardware sizing.	Total ticket voloum for month of March 2018 is 6578. Please refer revised Annexure – IV.
43	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 63	The solution must provide the following Flow-based metrics for network flow analysis: Rate Utilization Byte Count Flow Count IP hosts with automatic DNS resolution IP conversation pairs with automatic DNS resolution Router/interface with automatic SNMP name resolution Protocol breakdown by host, link, ToS or conversation. Utilization by bit pattern matching of the TCP ToS field. AS number BGP next hop address	For how many network devices,current LIC has enabled flow based metric? Or what is the expected devices that will be enabled for flow metrics?Based on the number of ports and devices, hardware sizing will be planned for flow analysis.	Currently LIC has enabled flow based metric for all routers(currently approx 3800) Please refer revised Annexure – IV.
44	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 61	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time to keep the topology as up to date as possible. This discovery should run at a low overhead, incrementally discovering devices and interfaces.	This will have impact on the network bandwidth utilization if discovery will run on continous bases,Please suggest minimum polling frequency for change detection considering bandwidth utilization	Polling intervals should be configurable on need basis through a GUI tool, to ensure that key systems are monitored as frequently as necessary. Please refer revised Annexure – IV.
45	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 60	The solution should provide ability to support 3rd party integration and have open API/interfaces for integration.	What all integrations are we expecting to be done,Please share details for scoping?	Network Monitoring System (NM) should integrate with other performance tools procured as part of this RFP. It shall integrate with tools such as CISCO PRIME.The Proposed solution shall provide payments details based on SLA reports and consolidated feeds to eFEAP for Voucher generation. (eFEAP is LIC's core application within LIC network).Please refer revised Annexure – IV.
46	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 60	The solution should provide ability to generate web based real-time reporting and historical reporting of elements in the infrastructure, providing the ability to format and present data in a graphical and tabular display.	For how many devices historical reporting is required ? For how many metrics historical reporting is required? What will be the retention period?	Reporting shall cover all the monitored devices. Please be guided by RFP for number of customized reports and dashboards required. Retention Period: Perpetual for SLA (all configured vendors) related data. Retention period for all other data is five years. Please refer revised Annexure – IV.

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47	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 61	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals.	Please suggest what the minimum polling interval to be configured and will be running concurrently across how many network devices or ports?	Polling intervals should be configurable on a need basis through a GUI tool, to ensure that key systems are monitored as frequently as necessary. Please refer revised Annexure – IV.
48	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 62	The System should be able to monitor Quality of Service (QoS) parameters configured to provide traffic classification and prioritization for reliable traffic transport. The solution should be able to discover and model configured QoS classes, policies and behaviours.	For how many maximum devices, QoS parameters will be enabled concurrently at any point of time?	Please be guided by the RFP document. Please refer revised Annexure – IV.
49	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 62	Deploy and monitor IOS operating system images from a centralized network management system.	Please share the list of network devices with make and model	Proposed solution shall support single or multivendor network devices. Please refer revised Annexure – IV.
50	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 63	The solution must be capable of monitoring the availability, health, and performance of core networking devices including but not limited to CPU, memory, temperature, interface bandwidth utilization.	Please share how many network metrics to be captured, in terms of quantity for hardware sizing.	Please refer revised Annexure – IV.
51	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 63	The solution should have the ability to check on availability of ports, devices.	Please share the total number of ports across all network devices to be monitored for sizing.	Please refer revised Annexure – IV.
52	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 63	The solution should automatically collect and store historical data so users can view and understand network performance trends.	Please share the number of metrics and retention period for collection and storing performance data.	For metrics please refer RFP document. Retention Period : Perpetual for SLA (all configured vendors) related data. Retention period for all other data is five years. Please refer revised Annexure – IV.
53	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 63	The solution must be capable of providing the following detailed analysis: ☑ Top utilized links (inbound and outbound) based on utilization of every link being monitored by every collection device. ☑ Top protocols by volume based on utilization of every link being monitored by every collection device ☑ It must support for geo-diverse deployment.	For Geo Diverse deployment, Please let us know the number of devices in each location, location wise like Number of network devices per zonal office, Number of network devices per DO, number of network devices per branch (large, small, medium), Corporate office etc	Please refer RFP document for LIC network architecture. Please refer revised Annexure – IV.

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54	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 60	1.The proposed solution(s) should be Enterprise Grade and should have been successfully implemented in at least 3 organizations in India with at least 10000 network nodes.	It's a very big number and very few organizations have such scale hence limited number of OEM's will be able to participate,Please make it a global Organization.	Please refer revised Annexure – IV.
55	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 1 Page 60	The Proposed Network Fault Management consoles must provide web based topology map view from a single central console. The system should provide Auto Discovery & inventory of heterogeneous physical SNMP enabled network devices like Layer-3 switches, Routers and other IP devices and do mapping of LAN & WAN connectivity with granular .	The topology generated from the NMS should have the capability to show an integrated topology spanning network/servers/virtualiation platforms/SDN . Therefore please rephrase this as below: <i>"The Proposed Network Fault Management consoles must provide web based topology map view that spans network/servers/virtualization platforms/SDN from a single central console. The system should provide Auto Discovery & inventory of heterogeneous physical SNMP enabled network devices like Layer-3 switches, Routers and other IP devices and do mapping of LAN & WAN connectivity with granular"</i>	Please refer Revised Annexure – IV.
56	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 4 Page 60	The solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from components including Network, hardware, multiple platform servers, database, etc.	The scope of the solution is resticted to network and therefore we suggest that the correlation be restricted to network devices only. Please change this to : " <i>The solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from components including Network"</i>	Please refer Revised Annexure – IV.
57	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 10 Page 60	The solution should support all types of networks like Leased lines, MPLS, VPN, SDN etc.	Network Landscape is continuously evolving and therefore , please elaborate on this requiremnet specially .wr.t SDN and network virtualization <i>"The Network Management Solution should be capable of supporting changes in the technological advancements that includes network virtualization/software defined network from leading OEMS including Cisco(ACI), VMWare (NSX), Juniper (Contrail)"</i>	Please refer Revised Annexure – IV.
58	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 2 Page 61	Network Fault Management should support Graphical User Interface (GUI).	The NMS GUI should allow for Rich Visualization through intuitive and dynamic dashboards. Please elaborate on this point to include <i>" The solution should allow flexibility in the customization of various GUI aspects including:</i> <i>• Customization of the maps through enrichment of icons, insertion of custom icons</i> <i>• Support multiple user interfaces including thick clients, web clients, mobile apps "</i>	Please refer Revised Annexure – IV.

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59	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 3 Page 61	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time to keep the topology as up to date as possible. This discovery should run at a low overhead, incrementally discovering devices and interfaces.	Continuous discovery/Near Real-time discovery may result in network overhead and therefore it is suggested that while the monitoring be done continuously the discovery should be scheduled at specific intervals as to not overburden the system. Request you to rephrase as follows: <i>"The solution should allow for discovery to track dynamic changes and keep the topology as up to date as possible. This discovery should run at a low overhead, incrementally discovering devices and interfaces."</i>	Please refer Revised Annexure – IV.
60	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 7 Page 61	The Network performance operator console should provide operators with seamless transitions from fault data to performance reports and back. For example - select a node in NMS fault mgmt system and cross launch it for historical and near real time data in performance Management.	Different OEMs would have different ways to depict the fault and performance. While some of the OEMs will show this data on the same screen, others may use cross-launch/wideget to depict the same. The key is that this should be shown so that it is user-friendly. We therefore request you to reword this as <i>"The Fault and performance data should be shown in an intuitive manner so as to provide ease of use and troubleshooting with minimum effort for the operator"</i>	Please refer Revised Annexure – IV.
61	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 19 Page 62	Should be able to generate a graphical representation of the network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC and IP address and host name.	Referene to compliance is ambiguous here. As it is already mentioned in the subsequent and hence requesting you to delete reference to compliance	Please refer Revised Annexure – IV.
62	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 19 Page 62	Should be able to generate a graphical representation of the network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC and IP address and host name.	Please note that NMS solution can capture the state of network and also help in topology, taking of the snapshot is restricted to the network device configuration. Therefore requesting you to change by removing the reference to snapshot <i>"Should be able to generate a graphical representation of the network.. Use filters to immediately view isolated specific network segments. Capture the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC and IP address and host name."</i>	Please refer Revised Annexure – IV.
63	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS - Bullet 41 Page 65	The solution must allow administrators to create own custom metrics and certify new devices for monitoring. It should also allow configuration of the device properties via an API.	Please note that different solutions have different ways for device configuration management. Therefore requesting you to remove the reference to API Please change this to follows: <i>"The solution must allow administrators to create own custom metrics and certify new devices for monitoring"</i>	Please refer Revised Annexure – IV.

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64	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 60	4. The solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from components including Network, hardware, multiple platform servers, database, etc.	Please clarify do we have to include monitoring of servers and databases?if yes,whats the quantity to be considered?.What is the current Network events volume per month across all network device?Whats the expected volume going forward?This is very important for hardware sizing.	Please refer Revised Annexure – IV.
65	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 61	The topology of the entire Network should be available in a single map along with a Network state poller with aggressive/customizable polling intervals.	Please suggest whats the minimum polling interval to be configured and will be running concurrently across how many network devices or ports?	Please refer Revised Annexure – IV.
66	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS,Network Monitoring System(NM)Page 61	The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time to keep the topology as up to date as possible. This discovery should run at a low overhead, incrementally discovering devices and interfaces.	This will have impact on the network bandwidth utilization if discovery will run on continuous bases,Please suggest minimum polling frequency for change detection considering bandwidth utilization	Please refer Revised Annexure – IV.
67	Annexure – IV: Functional/Non Functional/Technical Specifications of NMS Page 62	Manage network compliance by comparing devices to defined, best-practice standards.	Please specify what all defined compliance standards are required in the solution and also specify how many compliance policies will be configured.	Please refer Revised Annexure – IV.
68	Page 60, Annexure – IV: General Requirement	The solution should provide ability to correlate events across the spectrum of infrastructure components and should support events from components including Network, hardware, multiple platform servers, database, etc.	What is the volume of server and other infrastructure component to be considered for event correlation from proposed solution? What is the existing solution for monitoring of server, hardware and Database?	Server monitoring is out of scope of this RFP. The solution is not expected to monitor any such database which is not part of the solution.
69	1.7 Existing System	Performance insight for capacity planning, forecasting network utilization Enterprise and perpetual as per ELA 1000	For how many devices ,we have to do capacity management?in the existing systems of HP its 1000,shall we take the same number?	Please be guided by the RFP document.
70	Page 8 / Section 1.7	Existing System	What is the current version of Service Manager /NNMi/PI and BAC Sitescope and what is the current hardware details on which these software's are installed ?	current version of HP SM: 9.2 current version of HP NNMi : 9.0
71	B. Service Desk Manager(SM) Page 27	The proposed Service desk solution shall enable processes like request management, problem management, configuration management and change order management.	How many users will be involved in change management process?	Change management is removed from Scope of Work.
72	3.2 Details of Work,Page 25	Successful bidder needs to study existing Client, Server, LAN& WAN network environment of LIC and suggest suitable changes for deployment of proposed solution.	Based on the study of existing/new requirements ,Deployment architecture will be finalized and sizing will be done, hence request you to remove supply of hardware from the RFP.	Please be guided by the RFP document.
73	3.18 Basic Installation of Hardware and Software Page 30	III. Installing the required OS and Applications on Physical Hardware.	Please note that all NMS modern solutions support virtualization to improve the overall utilization and ease installation so requesting you to relax this criteria and include the following: "The solution should be capable of running on multiple Oses including Windows/RHEL and should also support virtualization. The solution should not be hardware appliance based"	NMS solution may be installed on virtual environment. But irrespective of installation type all underlying hardware, operating system and any other software required has to be provided by vendor. Also see Revised Annexure – IV.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
74	Network Monitoring System (NM) - Bullet 19 f Page 27	Network flow analysis tool must have necessarily but not exclusively following functionalities:	Our licensing is based on the no. of devices where flow is enabled. Please provide the no. of devices that would have flow enabled that should be included as part of the license offering.	Currently LIC has enabled flow based metric for all routers(currently approx 3800) Please refer revised Annexure – IV.
75	Network Monitoring System (NM) - Bullet 19 f Page 26	Solution shall provide functionalities such as Application Visibility Control (AVC) and User Identification	Cisco Application Visibility and Control (AVC) leverages core technologies found in the Cisco Aggregation Services Routers (ASR) 1000 Series, the Cisco Integrated Service Routers Generation 2 (ISR G2) . Please confirm the presence of the above in LIC environment. Also confirm as to what is the expectation of LIC w.r.t AVC i.e Application Response Time etc.	To be read as: "Solution shall provide functionalities such as Application Visibility Control (AVC) or equivalent and User Identification".
76	Network Monitoring System (NM) - Bullet 19 f Page 26	Solution shall provide functionalities such as Application Visibility Control (AVC) and User Identification	Please clarify what is expected as part of the "User Identification"	User identification in this clause refers to identification of LIC's desktop user based on LDAP server.
77	Network Monitoring System (NM) - Bullet 19 f Page 26	1. Monitoring health of the Network and generating Dashboard and reports on following with customizable alerts based on predefined thresholds: a. Links status with color coding b. Bandwidth utilization. c. Memory utilization d. Link latency. e. Link utilization during peak hours. f. CRC errors. g. Site Down for particular period. h. Load in links.	Please note that CRC errors are handled at the device level and as standalone do not make much sense for the operators. Instead we recommend that the Solution should be able to detect packet loss/packet discards etc.	Please be guided by the RFP document.
78	Network Monitoring System (NM) - Bullet 18 Page 65	The solution should provide built-in Dashboards that provide visibility into the service levels maintained by the participating providers	As per our understanding this means that the Service Management should be exposed to external vendors. Please confirm our understanding. Please note that exposing the tools outside LIC environment would require setting up of a Demilitarized zone (DMZ)	The Proposed solution shall provide payments and SLA reports and consolidated feeds to eFEAP for Voucher generation. (eFEAP is LIC's core application within LIC network).
79	1.16 Bid Validity Period , Page No 19	Bids shall remain valid for one year after the date of final online reverse auction(ORA). LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.	Request LIC to reduce the bid validity to 90 days from the date of final online reverse auction(ORA) since most of the OEM's will not provide such long validity period.	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
80	1.19.2. Performance Guarantee , Page No 20	The selected bidder shall be required to submit a Performance Bank Guarantee equal to 15% of the total Contract Value while signing of the contract. The Bank Guarantee should be as per the format given as Annexure VII-B Bank Guarantee, and should be executed by a Nationalized or Scheduled bank having Branch(es) in Mumbai. Performance Guarantee should be valid for a period of 70 months from the signing of the contract.	Request LIC to reduce the PBG to 10% of the Total Contract value	Please be guided by the RFP document.
81	Annexure – X: Indicative Commercial Bid Template Page No 75	Separate excel sheet with inbuilt calculation is provided for completion and submission.	Excel sheet is not available on website.	Indicative Commercial Bid format is published.
82	Annex X, Page 75	Indicative format	Request LIC to provide input where the vendor should quote the amount for offsite resource. Also provide the Separate excel sheet with inbuilt calculation is provided for completion and submission as mentioned in indicative Commercial Bid Template.	Indicative Commercial Bid format is published.
83	1.3; Terms and conditions 7	Responding to this RFP and submission of the bid by the Bidder shall be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure, clarifications issued, if any, shall be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure, clarifications issued shall form the basis for: - Any resulting contract between the successful bidder and LIC as an outcome of this RFP Process. - The purchase orders issued to the successful bidder from time to time. However LIC reserves the right to issue clarifications, rectify errors and make amendments in the terms and conditions at any stage in the process.	Bidder proposes that it should be allowed to suggest certain modifications to some of the given the terms and conditions. It is our submission that the contract should be signed on the basis of such terms and conditions as may be mutually agreed between the parties prior to execution of the Contract.	Please be guided by the RFP document.
84	1.9; Earnest Money Desposit 10	e. The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, if: i. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP. ii. The Bidder withdraws or amends its Bid after the last date and time for bid submission. iii. The Bidder makes any written statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract; or iv. In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails;	Bidder requests a cure period of 30 days before invocation of EMD under Clause (e) of 1.9 of the RFP	Please be guided by the RFP document.
85	1.9; Earnest Money Desposit 11	v. To sign the Contract within the stipulated time.	Bidder requests that this clause be modified to the below: v. The sign a mutually signed Contract within the stipulated time.	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
86	1.19.2. Performance Guarantee 20	The selected bidder shall be required to submit a Performance Bank Guarantee equal to 15% of the total Contract Value while signing of the contract. The Bank Guarantee should be as per the format given as Annexure VII-B Bank Guarantee, and should be executed by a Nationalized or Scheduled bank having Branch(es) in Mumbai. Performance Guarantee should be valid for a period of 70 months from the signing of the contract. LIC shall invoke the performance guarantee in case the Vendor fails to discharge its contractual obligations or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation or to recover any amount due from the vendor to LIC including penalties as per the agreed terms & conditions. The selected bidder may be required to replenish the PBG whenever LIC utilizes a part or whole of it as mentioned above within 15 days of such utilization	Bidder submits that the PBG shall be split into two separate one for the duration of implementation (duration as per clause 3.21 or as finalized in the contract) for a value of 15% of the finalized value of Item no.1 of Annexure X For the duration of support, a replacement PBG shall be submitted for a value of 15% of the respective yearly value (Item No 2 & 3 combined of Annexure X) valid for the duration of the year and renewed each year of the support Bidder requests a cure period of 30 days before invocation of PBG for reasons of Vendor not being able to discharge its contractual obligations or LIC incurs any loss due to Vendor's Gross negligence in carrying out the project implementation or to recover any amount due from the vendor to LIC including penalties as per the mutually agreed terms & conditions. Please confirm.	Please be guided by the RFP document.
87	5.2 During AMC Period: 38		Bidder requests that all penalties in the AMC period be capped to 10% of the quarterly payments made to the Vendor. We further request to clarify	Please refer to Revised SLAs document.
88	6.4.1. Change Requests 41	6.4.1. Change Requests LIC shall not pay for any changes in hardware or software necessary for continued operation of the systems. This shall include integration related software changes if required at a later stage.	Bidder requests LIC to delete this clause and issue a Change request in case there is additional scope to be implemented	Please be guided by the RFP document.
89	6.8.2. Remedy for breach of warranty 42	Remedy for breach of warranty If someone claims, or LIC reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the Vendor shall, in addition to the indemnity under clause 5.11 and to any other rights that LIC may have against it, promptly, at the Vendor's expense: a. Use its best efforts to secure the rights for LIC to continue to use the affected Warranted Materials free of any claim or liability for infringement; or b. Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials. c. The Vendor shall indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	LIC to please confirm what is Clause 5.11 - it does not appear in the RFP.	"Clause 5.11" may please be read as "Clause 6.9"

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
90	6.8.2. Remedy for breach of warranty 42	c. The Vendor shall indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	The Bidder requests modification of this sub clause with the below. "The Bidder shall undertake to defend and settle all third party claims against LIC in respect of violation of any Patents or Copyrights, for all software supplied by the successful bidder. The Bidder shall defend LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages and settle the same. Bidder also submits that it will pass-through, to the extent legally possible, the benefit of all indemnities or liability provisions that it has obtained from the licensor of the relevant Third Party, if any.	Please be guided by the RFP document.
91	6.8.3. Patent Rights and other litigation costs 42	6.8.3. Patent Rights and other litigation costs	We submit that with respect to third party branded software, the standard IPR warranty of the third party OEM software licensor will be provided to the customer as per the standard license terms of the OEM software licensor.	Please be guided by the RFP document.
92	6.9.1. Undertaking to Indemnify 43	6.9.1. Undertaking to Indemnify Vendor shall undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or shallful default in performance or non-performance under the contract.	Bidder requests amendment of this clause with the below: Vendor shall undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's Gross negligence or wilful default.	Please be guided by the RFP document.
93	6.10. Limitation of Liability 43	Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	We submit that there are no exceptions to the disclaimer of liability for indirect damages and all exceptions should only apply to overall liability cap. Hence we propose modification of this clause as follows: Both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of business, loss of reputation, loss of use, loss of production or loss of profits or interest costs. The aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to criminal negligence or willful misconduct or payment obligations for services already delivered and in case of infringement of intellectual property rights. "Willful Misconduct" means where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form. "Criminal Negligence" means a serious disregard to an obvious risk.	Please be guided by the RFP document.
94	6.14. Conflict of interest 44	Conflict of Interest	Bidder submits that notice of default and a cure period of 30 days is provided prior to invoking PBG.	Please be guided by the RFP document.
95	6.15. Security 45	6.15.1. Compliance with LIC requirements	Bidder requests that LIC update the vendor of any additional security compliance required per LICs/Regulatory policies. If this updation requires any additional manpower/implementation services, the same shall be through a mutually executed change order request.	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
96	6.17. Right to Audit 46	i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC.	Bidder requests confirmation that such audit will necessarily exclude any financial information of HPE and its subcontractors.	Please be guided by the RFP document.
97	6.18. Force Majeure Condition: 47	a) For purposes of this clause, "force majeure" means an event beyond the control of the Bidder excluding those involving supplier's/OEM faults. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. b) In case a Force Majeure situation arises, the Vendor shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days and prove that such is beyond the control and affect the implementation of the agreement. c) Unless otherwise directed by LIC of India in writing, the Vendor shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.	Bidder clarifies that force majeure could also be caused by riots, labour and industrial disputes and any other act of God beyond control. Bidder submits that the Vendor shall be paid for the payment of Services Accepted or work performed irrespective of whether the Vendor is the Affected Party or not.	Please be guided by the RFP document.
98	6.19.4. Confidentiality 48	6.19.4. Confidentiality Any information or documents disclosed by a party under this clause 5.21: 6.19.4.1. Must be kept confidential; and 6.19.4.2. May only be used to attempt to resolve the Dispute.	There seems to be an error in drafting of this clause. Hence propose the following confidentiality clause. Information exchanged under this RFP/Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for the term of the mutually executed contract between LIC and the Vendor. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.	Please be guided by the RFP document.
99	6.20.1 Right to Terminate 48	6.20.1. Right to terminate If Vendor fails to comply with the clause 5.7 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 immediately under the contract by giving the Vendor written notice of 15 days.	Bidder requests a cure period of 30 days to remedy any default before termination of contract	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
100	6.20.2. Termination and reduction for convenience 48	6.20.2. Termination and reduction for convenience LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Bidder requests deletion of right to terminate the contract for convenience considering the costs and investment made by the Vendor.	Please be guided by the RFP document.
101	6.20.2. Termination and reduction for convenience 48	6.20.2.1. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services. 6.20.2.2. On receipt of a notice of termination or reduction, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. 6.20.2.3. If the contract is terminated under the contract, LIC is liable only for payments Services rendered before the effective date of termination; 6.20.2.4. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. 6.20.2.5. LIC is not liable to pay compensation under clause "c" and "d" above.	Bidder submits where LIC intends to terminate or reduce the scope of the scope of services for convenience the notice period be increased to 60 days, further the consequent reduction of the Service Charges shall be mutually discussed and agreed as a proportionate reduction may not be feasible for all areas of the scope of work	Please be guided by the RFP document.
102	6.20.6. Survival 49	6.20.6. Survival The following clauses survive the termination and expiry of the contract: Clause 6.8 (Intellectual Property Rights), Clause 6.9 (Indemnity), Clause 6.12 (Confidentiality), Clause 6.13 (Protection of personal information), Clause 6.15 (Security) and Clause 6.17 (Audit and access)	Bidder requests modification of this clause with the below. The following clauses survive the termination and expiry of the contract: Clause 6.8 (Intellectual Property Rights), Clause 6.9 (Indemnity),	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
103	6.20.9. Consequences of Termination of the Selected Bidder 50	In the event of termination of the selected bidder(vendor) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach. The terminated vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.	Bidder requests confirmation from LIC that if Vendor is made liable for any losses the same be restricted to 10% of the undelivered services/products.	Please be guided by the RFP document.
104	6.24. Performance Guarantee 52	The proceeds of the performance guarantee shall be payable to LIC as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract. The performance guarantee shall be discharged by LIC and returned to the issuing Bank with intimation to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations under the contract. In the event of any contract amendment, the Vendor shall within fifteen days of receipt of such amendment, furnish the amendment to the Performance guarantee rendering the same valid for the duration of the Contract as amended plus 60 days after the completion of performance obligations	Bidder understands that the proceeds of PBG shall be limited to recovery of the penalties and the Bidder shall not be liable for indirect and consequential losses	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
105	Annexure-VIII: Format for Non-Disclosure Agreement		Bidder submits deletion of indemnity in the NDA "The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract." . This is not acceptable in an NDA. Bidder also submits that the requirement for Bidder being liable for its employees shall only last until they are employed by Bidder. Bidder again submits that the non-solicitation provision shall not be applicable to cases where Buyer's employees have independently reached out to Bidder as a result of public announcement on the internet, newspaper, publication or common job mailers, etc.	please be guided by the RFP document.
106	1.15.3. Compliant Bids / Completeness of Response 18	g. Rejection of non-compliant bid: ☒ LIC reserves the right to reject any or all bids on the basis of any deviation(s). ☒ Bids found with suppression of details, subjective, conditional offers, partial offers shall be rejected. The decision of LIC in the evaluation of bids shall be final.	Bidder requests the opportunity to suggest changes in the T&Cs and accordingly submit deviations to this opportunity.	Please be guided by the RFP document.
107	4.2. Rates and Taxes 37	4.2.3. Deduction of Taxes at Source LIC shall deduct taxes from the amounts due and payable to the Vendor wherever applicable. LIC shall provide Vendor with the statement of any taxes deducted by LIC on payments under the contract. The Vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the Vendor.	Bidder submits that the liability of LIC to deduct tax at source shall be determined by LIC and shall be complete responsibility of LIC, for short deductions or other misinterpretations of the tax provisions, bidder shall not be liable for the consequences, no reliance shall be placed on the bidder data unless the data has been specifically provide for determination of tax liability etc	Please be guided by the RFP document.
108	PRE CONTRACT INTEGRITY PACT	BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.	Bidder submits deletion of this clause since, payments received from third parties is confidential information and crux to doing business.	Please be guided by the RFP document.
109	PRE CONTRACT INTEGRITY PACT	The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.	Bidder proposes that this declaration be geographically applicable only with respect to India and not any country and Bidder agrees to confirm the same. <i>The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in India in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.</i>	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
110	PRE CONTRACT INTEGRITY PACT	Earnest Money (Security Deposit): 5.1 While submitting commercial bid, the BIDDER shall deposit an amount Rs. (to be specified in RFP/Tender) as Earnest Money as applicable/Security Deposit, with the BUYER through any of the following instruments: (i) Bank Draft of Pay Order in favour of LIC. (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment. (iii) Any other mode or through any other instrument (to be specified in the RFP/Tender). 5.2 The Earnest Money /Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later. 5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact. 5.4 No interest shall be payable	Bidder submits that performance bond (or in this case BG) may only be invoked after sending a notice identifying the default and providing a cure period of thirty (30) days to Bidder to remedy a default and notifying Bidder before forfeiting such bond. Also, Bidder submits that EMD related provision is in contradiction to the one in clause 9 of RFP. Thus Bidder submits that the EMD be refunded to the qualified vendor after acceptance of Purchase Order and/or Signing of the Contract(s) by the vendor and submission of required Bank Guarantee (BG) per clause 9 of the T&Cs and not be valid for the whole contract duration.	Please be guided by the RFP document.
111	PRE CONTRACT INTEGRITY PACT	Sanctions for Violations	Bidder proposes that the breach this clause relates to should materially affect performance of Bidder's obligations. Also, the Bidder submits the following: - EMD or performance bond to be forfeited only after providing a notice and cure period to remedy the default as proposed for clause 5.1 - we propose deletion of Immediate cancellation right - we propose deletion of sub clause (iv) - encashment of guarantee or bond to be done only for payments made by Buyer for work not done or performed by Bidder up to the date of termination and such encashment should not include interest. - we propose deletion of sub clause (vi) - we propose the debarment to be limited to 3 years to be kept in line with other such remedies to Buyer in the main RFP - we submit that performance bond be forfeited only after providing a notice of default and cure period to remedy the default. A notice before forfeiture is also proposed.	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
112	PRE CONTRACT INTEGRITY PACT	Fall Clause	Bidder submits deletion of this clause since, the successful bidder will be selected through the competitive bidding process and price discovery mechanism, wherein the technical and commercial details submitted by the bidders will be evaluated and compared, this separate requirement/undertaking from the bidders pertaining to Fall Clause is not relevant, and we request for removal of this provision.	Please be guided by the RFP document.
113	PRE CONTRACT INTEGRITY PACT	Independent Monitors	Bidder submits that: Independent Monitors shall NOT be given access to: 1.any information not related to the Services; 2.Bidder locations/premises (or portions thereof) that are not related to the Services; or 3.Bidder records or documents relating to the make up of Bidder's internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or Bidder's profitability; or 4. internal Bidder audit reports, or any summaries thereof. Bidder requires Independent Monitors to: 1. provide Bidder with at least thirty (10) days notice of its requirement for an Audit allowed once in a year, with such notice describing the issue(s) that will be the subject of the audit; 2. be subject to Bidder site/premises security obligations and have their access controlled/monitored by Bidder; 3.pay all Bidder costs associated with the audit at current time and material rates and submit any requests for Bidder assistance with an audit as a change request. A third party auditor/inspector shall: 1. not be a competitor of Bidder or a third party in dispute / conflict with Bidder; 2. execute a confidentiality agreement acceptable to Bidder; 3. be independent. Bidder submits that in case, after inspection, the System is found to be non-compliant to the specifications after delivery, the Independent Monitors shall be entitled to warranty remedies as it's sole and exclusive remedy.	Please be guided by the RFP document.

S. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
114	PRE CONTRACT INTEGRITY PACT	Facilitation of Investigation: In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.	Bidder submits that: Buyer shall NOT be given access to: 1.any information not related to the Services; 2.Bidder locations/premises (or portions thereof) that are not related to the Services; or 3.Bidder records or documents relating to the make up of Bidder's internal overhead calculations or direct costs, their relationship to the service charges, any financial cost model, calculation of service charges or Bidder's profitability; or 4. internal Bidder audit reports, or any summaries thereof. Bidder requires Buyer to: 1. provide Bidder with at least thirty (10) days notice of its requirement for an Audit allowed once in a year, with such notice describing the issue(s) that will be the subject of the audit; 2. be subject to Bidder site/premises security obligations and have their access controlled/monitored by Bidder; 3.pay all Bidder costs associated with the audit at current time and material rates and submit any requests for Bidder assistance with an audit as a change request. A third party auditor/inspector shall: 1. not be a competitor of Bidder or a third party in dispute / conflict with Bidder; 2. execute a confidentiality agreement acceptable to Bidder; 3. be independent. Bidder submits that in case, after inspection, the System is found to be non-compliant to the specifications after delivery, the Buyer shall be entitled to warranty remedies as it's sole and exclusive remedy.	Please be guided by the RFP document.
115	Page 9-10/network Architecture	Network devices may be from multiple vendors/OEMs.	Please share the SNMP version and device mapping file (No. of devices supporting SNMP ver1 /ver2 /ver3) .	SNMP V2 and SNMP V3 are currently being used.
116	Page 25/3.2	Details of Work	This will also include integrations with LIC's other solutions like LDAP, e-mail services, SMS services etc. Please elaborate and specify other integration points.`	Network Monitoring System (NM) should integrate with other performance tools procured as part of this RFP. It shall integrate with tools such as CISCO PRIME.The Proposed solution shall provide payments details based on SLA reports and consolidated feeds to eFEAP for Voucher generation. (eFEAP is LIC's core application within LIC network). SNMP V2 and SNMP V3 are currently being used.
117		Configuration in Routers and Switches	Does the bidder have to do the configurations needed for flow collection etc. on Network devices or do they have to provide the configuration template to existing Service provider	LIC has CISCO PRIME tool for configuration management and the SI has to integrate the solution with it.
118		Data Migration	How much months/years of historical data has to be restored to the new system	Please refer S.No. 1 of published corrigendum document.
119		Patch and Configuration Updates through the tools	This will need RW access to the devices.	Necessary access shall be made available.
120		OS and DB licenses	Will LIC provide the required OS and DB(Oracle/SQL) licenses required for the deployment or does the bidder have to provision for the same	All hardware and software components required for the solution is to be provided by bidder.