

| Sl. No | RFP Document Page No | RFP Document Reference(s), (Section & Page Number)                                                                                    | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Modified clause in RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 1      | 11                   | Page 11 and Section 2.1                                                                                                               | LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and software -----<br>in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 1000 users ) and On-premises (for rest of the users) delivery method.                                                                                                                                                                                                                                                                                                            | in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 10000 users ) and On-premises (for rest of the users) delivery method.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2      | 27                   | Page 27 -2.27 LIC's right to vary requirement during the term of the contract                                                         | LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.                                                                                                                                                                                                                                                                                                                                                                                                                  | LIC reserves the right at the time of award of contract and during the term of the contract to vary +/- 20% of the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3      | 30                   | Page 30 -Sec 3 Eligibility Criteria- Point 3 and Annexure – IX : Conformity with Eligibility Criteria Point 3 -Page 113               | Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016-17).<br>For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.)                                 | Bidder should demonstrate experience of supply, implementation and maintenance of <b>proposed</b> Email Solutions to enterprises in India and should have supplied, implemented and maintained <b>proposed</b> E-Mail Messaging Solution comprising <b>20,000</b> and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016-17).<br>For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years. |
| 4      | 30                   | Page 30 -Sec 3 Eligibility Criteria- Point 5 and Annexure – IX : Conformity with Eligibility Criteria Point 5 -Page 113               | The proposed Messaging Solution should be Enterprise Grade and be present in the leaders or challengers Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017                                                                                                                                                                                                                                                                                                                                                                                                                                          | The proposed Mail Messaging Solution should be Enterprise Grade and be present in any of the quadrants of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 5      | 32                   | Page 32 ,Sec 3 Eligibility - Point 15 and Page 115 Annexure – IX : Conformity with Eligibility Criteria Eligibility Criteria,Point 15 | For solutions proposed with delivery method Cloud computing, the OEM's cloud facilities/ services should be certified to the following control standards:<br>i. ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards<br>ii. ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology<br>iii. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.<br>iv. ISO 20000-9 Guidance on the application of ISO/IEC 20000-1 to cloud services | For Solutions proposed with delivery method Cloud Computing ,the OEM's Cloud facilities/services should be certified to be compliant to the following control standards:<br>i. ISO 27001 - Data Center and the cloud services should be certified for the latest version of the standards<br>ii. ISO/IEC 27017:2015-Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology<br>iii. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.                                                                            |

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| 6 | 32 | Page 32 -Sec 3 Eligibility Criteria- Point 14 and Page 115 Annexure – IX : Conformity with Eligibility Criteria Point 14 | The bidder should have a valid CMMI Level 5 Certification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | The bidder should have a valid CMMI Level 3 or higher Certification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7 | 40 | Page 40 -4.14.2.1 Terms of Payment to Vendor                                                                             | <p>Payment for Software and Implementation Charges :-</p> <p>a. The payment will be released by Central Office, Mumbai.</p> <p>b. No advance payment will be made by LIC.</p> <p>c. Sixty (60) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). Following documents are required to be submitted for release of payment</p> <p>i. Invoice for 60% cost (with reference of Purchase Order/Contract for execution, description of services delivered, quantity, unit price, total amount).</p> <p>ii. Delivery Challans “Proof of Delivery” in original</p> <p>iii. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents</p> <p>iv. Installation Certificate of OS and Mail Messaging solution duly signed by Asst Secretary( or a higher ranking official ) at CO,IT/BPR Mumbai and by the vendors authorized representative</p> <p>d. The Balance Forty (40) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution</p> <p>Following documents will be required to be submitted for release of payments</p> <p>Final Acceptance report as per annexure duly signed by Asst Secretary ( or a higher ranking official ) at CO,IT/BPR Mumbai and by the vendors authorized representative</p>                           | <p>Payment for Software and Implementation Charges :-</p> <p>a. The payment will be released by Central Office, Mumbai.</p> <p>b. No advance payment will be made by LIC.</p> <p>c. Eighty (80) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). Following documents are required to be submitted for release of payment</p> <p>i. Invoice for 80% cost (with reference of Purchase Order/Contract for execution, description of services delivered, quantity, unit price, total amount).</p> <p>ii. Delivery Challans “Proof of Delivery” in original</p> <p>iii. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents</p> <p>iv. Installation Certificate of OS and Mail Messaging solution duly signed by Asst Secretary( or a higher ranking official ) at CO,IT/BPR Mumbai and by the vendors authorized representative</p> <p>d. The Balance Twenty (20) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution</p> <p>Following documents will be required to be submitted for release of payments</p> <p>Final Acceptance report as per annexure duly signed by Asst Secretary ( or a higher ranking official ) at CO,IT/BPR Mumbai and by the vendors authorized representative</p>                         |
| 8 | 41 | Page 41 -4.14.2.2 Terms of Payment to Vendor                                                                             | <p>Payment for Hardware: -</p> <p>a) No advance payment will be made by LIC.</p> <p>b) The payment will be released by IT/BPR dePoint at CO.</p> <p>c) If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 60% of total cost of hardware will be paid. The balance 40% will be paid after final acceptance report after Go-live.</p> <p>d) If hardware is not delivered within 6 weeks, penalties will be applicable as per SLA.</p> <p>e) Following documents will be required to be submitted for release of first payment.</p> <p>I. Invoice for the 60% cost as the case may be (with reference of Purchase Order for delivered, quantity, unit price, total amount).</p> <p>II. Delivery Challans “Proof of Delivery” in original</p> <p>III. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents.</p> <p>IV. Certificate duly signed by Asst. Secretary (or a higher ranking official) for installation of the OS and Mail Messaging Software</p> <p>f) Following documents will be required to be submitted for release of second payment after the complete implementation of the solution and Go-live.</p> <p>i. Invoice for the balance 40% cost as the case may be (with reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount).</p> <p>ii. Final Acceptance report as per annexure VI duly signed by Asst Secretary ( or a higher ranking official ) at CO,IT/BPR Mumbai and by the vendors authorized</p> | <p>Payment for Hardware: -</p> <p>a) No advance payment will be made by LIC.</p> <p>b) The payment will be released by IT/BPR dePoint at CO.</p> <p>c) If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 80% of total cost of hardware will be paid. The balance 20% will be paid after final acceptance report after Go-live.</p> <p>d) If hardware is not delivered within 6 weeks, penalties will be applicable as per SLA.</p> <p>e) Following documents will be required to be submitted for release of first payment.</p> <p>I. Invoice for the 80% cost as the case may be (with reference of Purchase Order for delivered, quantity, unit price, total amount).</p> <p>II. Delivery Challans “Proof of Delivery” in original</p> <p>III. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents.</p> <p>IV. Certificate duly signed by Asst. Secretary (or a higher ranking official) for installation of the OS and Mail Messaging Software</p> <p>f) Following documents will be required to be submitted for release of second payment after the complete implementation of the solution and Go-live.</p> <p>i. Invoice for the balance 20% cost as the case may be (with reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount).</p> <p>ii. Final Acceptance report as per annexure VI duly signed by Asst Secretary ( or a higher ranking official ) at CO,IT/BPR Mumbai and by the vendors authorized</p> |

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| 9  | 53 | Page 53 -4.27.1 Right to terminate     | If Vendor(s) fails to comply with the clause 4.10 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 by giving vendor(s) written notice of 30 days.                                                                                          | If Vendor(s) fails to comply with the clause 4.10 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 by giving vendor(s) written notice of 30 days. <b>If the contract is terminated under the contract, LIC is liable for payments only for Services rendered before the effective date of termination;</b> |
| 10 | 65 | Page 65 and Sec 5 ,5.1                 | 1) Supply of Enterprise Class Email Messaging Solution in a Centralised Architecture as a Hybrid of service using Cloud Computing Delivery Method on a Public Cloud (for 1000 users) and On-premise architecture ( for rest of the users) with Supply of Software and its licenses                                                                                                               | 1) Supply of Enterprise Class Email Messaging Solution in a Centralised Architecture as a Hybrid of service using Cloud Computing Delivery Method on a Public Cloud (for 10000 users) and On-premise architecture ( for rest of the users) with Supply of Software and its licenses                                                                                                                                                                              |
| 11 | 70 | Page 70 Messaging system statistics    | Number of mails processed by present Exchange system during peak month -approx 1.5 lac                                                                                                                                                                                                                                                                                                           | Number of mails processed by present Exchange system during peak month - approx 1.5 crore                                                                                                                                                                                                                                                                                                                                                                        |
| 12 | 73 | Page 73 Sec 5.3.2.4                    | High availability and Disaster Recovery to be maintained for all mail boxes and Active Directory users .The proposed solution should offer near zero minutes RPO and maximum 1 hours RTO                                                                                                                                                                                                         | High availability and Disaster Recovery to be maintained for all mail boxes and Active Directory users .The proposed solution should offer near zero minutes RPO and maximum 4 hours RTO                                                                                                                                                                                                                                                                         |
| 13 | 77 | Page 77 Sec 5.3.3 Point 8              | Windows desktops/laptops in LIC are under the Active Directory Domain and are applied with Group Policies including password policy for users and desktops through the Active Directory which LIC wishes to upgrade and continue using .Bidder is required to install ,implement and maintain the Active Directory servers , if the Directory services provided with the proposed Mail Messaging | Windows desktops/laptops in LIC are under the Active Directory Domain and are applied with Group Policies including password policy for users and desktops through the Active Directory which LIC wishes to upgrade and continue using in <b>decentralized architecture</b> .Bidder is required to upgrade , install ,implement and maintain the                                                                                                                 |
| 14 | 78 | Page 78 -5.3.3                         | Warranty shall include software updates , patches , hot fixes and service support without charging any additional cost to LIC.<br>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                     | Warranty shall include software <b>updates</b> , patches , hot fixes and service support without charging any additional cost to LIC.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                                                                                  |
| 15 | 92 | Page 92 Sec6 Project Timelines Point 2 | 2. Submission of Detailed Scope of Work and Detailed Project Implementation Plan---Within 1 Week from the date of Purchase Order or Contract                                                                                                                                                                                                                                                     | 2. Submission of Detailed Scope of Work and Detailed Project Implementation Plan-----<br>Within 1 Week from the receipt of information required from LIC                                                                                                                                                                                                                                                                                                         |
| 16 | 93 | Page 93 Sec6 .2 Project Timelines      | Implementation, Migration , Project completion period---<br>14 weeks from the date of Purchase Order or Contract                                                                                                                                                                                                                                                                                 | Implementation, Migration , Project completion period---<br>16 weeks from the date of Purchase Order or Contract                                                                                                                                                                                                                                                                                                                                                 |

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| 17 | 94  | Page 94 -7 Service Level Agreement (SLA)                                                   | d.Delay in posting of on-sitesupport Engineers beginning at Go-live-5 % of the contract value of the annual on-site charges per week of delay                                                                                                                                                                        | d.Delay in posting of on-sitesupport Engineers beginning at Go-live-3 % of the contract value of the annual on-site charges per week of delay                                                                                                                                                                       |
| 18 | 94  | Page 94 Sec7 -SLA 1.b                                                                      | Delay in project implementation beyond 14 weeks from the date of receipt of contract/purchase order-0.1 % of the contract value per week                                                                                                                                                                             | Delay in project implementation beyond 16 weeks from the date of receipt of contract/purchase order-0.1 % of the contract value per week                                                                                                                                                                            |
| 19 | 95  | Page 95, Service Level Agreement (SLA),Sec7 -Point 3                                       | SLA - Not resolved within 1 hour / standby not provided.(for the first 24 hours )@ Rs.200 per completed hour from the time of intimation till resolved or stand by is provided                                                                                                                                       | SLA - Not resolved within 4 hour / standby not provided.(for the first 24 hours )@ Rs.200 per completed hour from the time of intimation till resolved or stand by is provided                                                                                                                                      |
| 20 | 95  | Page 95, Service Level Agreement (SLA),Sec7 -Point 6                                       | Mail Service Availability Issue<br>Monthly Uptime Percentage:The Monthly Uptime Percentage is calculated using the following formula:<br><br>Monthly Uptime Percentage ---Penalty<br>< 99% ---- 7.5 % of quarterly Onsite resource charges for ( on premise ) or 10% of quarterly charges for cloud delivery method. | Quarterly Uptime Percentage:The Quarterly Uptime Percentage is calculated using the following formula:<br><br>Quarterly Uptime Percentage----Penalty<br><br>< 99% ---- 7.5 % of quarterly Onsite resource charges for ( on premise ) or 7.5 % of quarterly charges for cloud delivery method.                       |
| 21 | 95  |                                                                                            | Resolved / standby provided within 1 hour i.e 99.5% uptime in a month                                                                                                                                                                                                                                                | Resolved / standby provided within 4 hour i.e 99.5% uptime in a month                                                                                                                                                                                                                                               |
| 22 | 117 | Page 117 ,Annexure – X : Conformity with Technical Requirements „Point 2                   | The proposed messaging solution architecture should be centralized and the delivery method should be either on-premise (OPEX/CAPEX) or using cloud computing on public cloud solution (OPEX)or a hybrid of cloud computing (1000 users) and onpremises for the rest (OPEX+CAPEX).Give details of solution proposed   | The proposed messaging solution architecture should be centralized and the delivery method should be either on-premise (OPEX/CAPEX) or using cloud computing on public cloud solution (OPEX)or a hybrid of cloud computing (10000 users) and onpremises for the rest (OPEX+CAPEX).Give details of solution proposed |
| 23 | 119 | Page 119 Annexure – X : Conformity with Technical Requirements Section C: WEB INTERFACE 30 | The messaging solution Should allow the user to open any major functional area— mail, calendar, to-do list, contact list or notebook—in a new window.                                                                                                                                                                | The messaging solution Should allow the user to open any major functional area— mail, calendar, to-do list, contact list or notebook—in a new window <b>or same window.</b>                                                                                                                                         |
| 24 | 152 | Page 152 ,Annexure-XII Point 7                                                             | The Vendor has to carry out on-site comprehensive maintenance of the Computer Systems.Post Warranty period AMC shall include software upgrades , patches , hot fixes and service support without charging any additional cost to LIC.                                                                                | The Vendor has to carry out on-site comprehensive maintenance of the Computer Systems.Post Warranty period AMC shall include software updates , patches , hot fixes and service support without charging any additional cost to LIC.                                                                                |

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| 25 | 152 | Page 152 -5 Support for UPageradations/ Feasibility Support :                                                                       | Violation of any of the conditions of contract will invite penalty as per SLA mentioned in Section 7 and blacklisting of the vendor. | Violation of any of the conditions of contract will invite penalty as per SLA mentioned in Section 7 and the Bidder may be debarred from applying in future assignments. |
| 26 | 168 | Page 168, Annexure – XVIII : Indicative Commercial Bid Template for Hybrid of on –premise and Cloud Computing (CAPEX+OPEX) solution | G   Yearly Rental charges for cloud service  Yearly Rental Charges for six years for 1000 users                                      | G   Yearly Rental charges for cloud service   Yearly Rental Charges for six years for 10000 users                                                                        |

DATE -9 APRIL 2018

EXECUTIVE DIRECTOR (IT/BPR)