

LIC of India
I.T. Dept., Central Office, Mumbai
Responses to Pre-bid Queries in respect of RFP for Supply, Installation, Integration and Support of Network Routers, Switches etc. for LIC of India
Ref: CO/IT-BPR/NW/RFP/2019-20/02 Dated: 4th October 2019

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification/ Reponse
1	9	5	Earnest Money Deposit(EMD): By way of BG : Rs. 30,00,000 (Rupees Thirty Lakhs)	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
2	10	Section-A	Current Setup in CO	required Current Setup in CO	request you to provide the current setup details of Corporate office	The details will be provided to the selected bidder
3	12	Details to be submitted in Annexure-V along with the documentary evidence like copy of the purchase order(s) or certificate from the customers etc.	The Bidder should have executed two orders of Rs.1 crore each, in any of the last Five financial years up to the date of tender due for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (routing/switching products only in the bid) in the last five financial years immediately preceding the date of this RFP	Require Changes as marked bold		Please refer to the revised eligibility criteria
4	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented the Routers and Switches in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past five financial year up to the date of tender due immediately preceding the date of this RFP	Require Changes as marked in bold		Please refer to the revised eligibility criteria

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5	12	Section-B: Eligibility Criteria\Experience	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP	We request to ammend & to add Corporates Company & PO order of different OEMs of Rs. 1 Crore PO in last 3 years under similar project		Please be guided by the RFP
6	12	Section-B: Eligibility Criteria\Experience	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank /Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP.	Two orders of Rs.1 crore each is already requested in the above clause. So we request to remove this clause.		Please refer to the revised eligibility criteria
7	12	Section-B /5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Request to relax it to 300 locations	As we are Cisco Tier-1 Gold partner and we have relative experience in PSU and BFSI sector.	Please refer to the revised eligibility criteria
8	12	1) 5)	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	There are multiple Purchase orders from the respective customers to fulfill the Braches rollout and the deployment in past Two financial years, so the bidder has to submit all the 500+ Purchase orders. Please Clarify?		Yes
9	12	1) 8)	The Bidder should be able to support the equipments procured directly or through their franchise/ Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can procide the details of Branch offices and Head offices respectiively. As the Support SLA can be met with the engineers.		Please be guided by the RFP

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10	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	OEM/ Bidder should have successfully implemented the proposed OEMs Routers / Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	Please incorporate this clause to encourage more participation from qualified bidders		Please refer to the revised eligibility criteria
11	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	OEM/ Bidder should have successfully implemented the proposed OEMs Routers / Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	Please incorporate this clause to encourage more participation from qualified bidders		Please refer to the revised eligibility criteria

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12	12	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP.	We are requesting for Following Modification"any OEM routing/switching products in the bid" as the technology for branch level networking similar compared to Other			Please be guided by the RFP
13	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	We are requesting for Following Modification"Bidder should have successfully implemented the any OEMs Routers and Switches in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Three financial year immediately preceding the date of this RFP"			Please be guided by the revised eligibility criteria .

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14	12	Section-B: ELIGIBILITY CRITERIA , Experience , 4	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP.	Request Lic to modify the clause as below " The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP"		Please be guided by the RFP
15	12	Section-B: ELIGIBILITY CRITERIA , Experience , 5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Request LIC to modify the clause as below "Bidder should have successfully Supplied the proposed OEMs Routers and Switches in at least 1000 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP"		Please be guided by the revised eligibility criteria .
16	12	Section-B: ELIGIBILITY CRITERIA , Financial , 6	Bidder should have minimum annual turnover of Rs.20 Crores in each of the last three Financial Years immediately preceding the date of this RFP.-----Details to be submitted in Annexure-II and copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by authorised signatory of the Company along with Name and Seal.	Request LIC to accept the provisional balance sheet for the Year 2018-19 as the Auditing is yet to complete to this FY.		Please refer to the revised eligibility criteria

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17	12	Section-B: ELIGIBILITY CRITERIA point 5	The Bidder should be able to support the equipments procured directly or through their franchise/ Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.	we request to make it as Bidder/OEM should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP		Please be guided by the RFP
18	12	5	Experience Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Experience Bidder should have successfully implemented the proposed OEMs Routers or Switches in at least 250 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP		Please refer to the revised eligibility criteria
19	12	7	Financial Strength of the Bidder Bidder should have been making profit after taxes during at least two out of the three Financial years immediately preceding the date of this RFP.	Financial Strength of the Bidder Bidder should have been making 5% profit after taxes during at least two out of the three Financial years immediately preceding the date of this RFP.		Please be guided by the RFP

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20	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	We request to remove the restriction on the number of locations			Please refer to the revised eligibility criteria
21	12	Section B- Eligibility Criteria- 1) Minimum Eligibility Criteria- Sr.no-4(Experience Clause)	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP	We have executed order equivalent / more than 1 Crore but not in last 3 immediate financial year & for other organization than PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. We can give references for Government Departments. " So request to LIC please modify the clause"		Please refer to the revised eligibility criteria
22	12	Section B- Eligibility Criteria- 1) Minimum Eligibility Criteria- Sr.no-5(Experience Clause)	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/BFSI/Financial institution/TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	We have implemented at approx 50 location & can give reference of private/enterprise /government organization but not exactly only for BFSI/PSU /Private Bank/Insurance/Financial institution/TSP. But We have full expertise to implement " So we request LIC to delete this clause or modify on location part" At least location regarding condition should be remove		Please refer to the revised eligibility criteria

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23	12	Section-B - ELIGIBILITY CRITERIA Clause No. 5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Request you to modify the clause as follows: Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1000 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Three (3) financial year immediately preceding the date of this RFP		Please refer to the revised eligibility criteria
24	12	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP.	Details to be submitted in Annexure-V along with the documentary evidence like copy of the purchase order(s) or certificate from the customers etc. submitted along with Name and Seal.	The Bidder should have executed two orders of Rs.1 crore each, in any of the last Five financial years up to the date of tender due for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India. Purchase Orders/Completion Certificate for supply, installation and maintenance of Networking equipments (routing/switching products only in the bid) in the last five financial years immediately preceding the date of this RFP	Require Changes as marked bold	Please refer to the revised eligibility criteria

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25	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP		Bidder should have successfully implemented the Routers / Switches/IT Infrastructure in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past five financial year up to the date of tender due immediately preceding the date of this RFP	Require Changes as marked in	Please refer to the revised eligibility criteria
26	13	Section-B: ELIGIBILITY CRITERIA point 8	The Bidder should be able to support the equipments procured directly or through their franchise/ Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region	The Bidder/OEM should be able to support the equipments procured directly or through their franchise/ Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region		Please be guided by the RFP
27	13	Section B- Eligibility Criteria- 1) Minimum Eligibility Criteria- Sr.no-9(Presence of Bidder for support Clause)	The Bidder should be able to support the equipments procured directly or through theirfranchise/Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.	We have presence in Delhi, Mumbai,Banglore,Hyderabad,Chennai but we have strong connect with our partner(ASP) who can support at the locations according to the region. So we request LIC to either remove the clause or consider on Authorized Support Partners (ASP) at places where there in no presence but can provide support		Please be guided by the RFP

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28	17	Section-C/13	The Hardcopy of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. Bid Price (Demand draft drawn on any nationalized/scheduled bank of Rs. 10,000/.Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 50, 00,000/-) should be submitted in a sealed envelope super scribed as: "PRE-CONTRACT INTEGRITY PACT for Supply, Installation, Integration and Support of Network Routers and Network Switches etc. for LIC of India Ref: CO/IT-BPR/NW/RFP/2019-20/02 dated 4th October 2019	Please Confirm the EMD Money	request the clarity on the EMD amount	The Hardcopy of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. Bid Price (Demand draft drawn on any nationalized/scheduled bank of Rs. 10,000/.Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 30, 00,000/-) should be submitted in a sealed envelope super scribed as: "PRE-CONTRACT INTEGRITY PACT for Supply, Installation, Integration and Support of Network Routers and Network Switches etc. for LIC of India Ref: CO/IT-BPR/NW/RFP/2019-20/02 dated 4th October 2019".
29	17	13) e)	a) The Hardcopy of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. Bid Price (Demand draft drawn on any nationalized/scheduled bank of Rs. 10,000/.Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 50, 00,000/-) should be submitted in a sealed envelope super scribed as: "PRE-CONTRACT INTEGRITY PACT for Supply, Installation, Integration and Support of Network Routers and Network Switches etc. for LIC of India Ref: CO/IT-BPR/NW/RFP/2019-20/02 dated 4 th October 2019".	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP. in Activity schedule BD is 30,00,000 but here 50,00,000 is mentioned please clarify?		EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
30	19	II) Taxes and Duties	b. GST, if any, will be reimbursed only in actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the vendor.	Hope the GST payment will be released along with the Product Payment on submission of Invoices from Bidder Side. It will be responsibility of bidder to do this payment to the Authorities on due cource.Bidder can share declaration for the same if required . request LIC confirmation on this.		Yes
31	21	Section-C/20	Bids shall remain valid for one year from the date of Online Reverse Auction.	Bid Validity can not be more then Six Month		Please be guided by the RFP

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32	21	Section-C/20	The terms of the RFP including the price discovered shall remain valid for a period of twenty four months from the date of start of the contract period.	Kindly relax it to six months as the Dollar conversion are very volatile		Please be guided by the RFP
33	21	20) Bid Validity Period	Bids shall remain valid for one year from the date of Online Reverse Auction. LIC shall reject a bid as non- responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder"s consent for an extension of the period of validity any time before the expiry of validity period. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended. A Bidder may refuse the request without forfeiting its EMD unless it is the successful bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid. The terms of the RFP including the price discovered shall remain valid for a period of twenty four months from the date of start of the contract period.	Request LIC to Limit the Bid Validity and Price Validity to maximum for a period of 180 days from the Price Discovery Date considering the variations in exchange rate and Product Upgrade from OEM every Year for the quoted devices.		Please be guided by the RFP
34	22	Section-C/26	Bidder should quote only those appliances which can seamlessly integrate with other standard security appliances procured through this RFP or future RFPs. Failure to do so may lead to bid being rejected and forfeiture of EMD/PBG.	kindly share Security Products Details		The details will be provided to the selected bidder
35	23	27) f)	NPV Rule: While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows. Discounting rate to be used: 10% Standard software for example „Excel" can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines. r = 10% i.e. 0.10	Please clarify page 23 point f) NPV rule		Please be guided by the RFP

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36	23	27) Commercial Bid Evaluation process	g) Price Variation Factor and H1 Elimination clause: When the number of Technically Qualified Bidders are more than five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate.	Request LIC to remove this clause as we will be receiving OEM's final discounted Price in Later stage only since commercial evaluation will be through reverse Auction only. This may also eliminate a valuable bidder from reverse auction competition.		Please be guided by the RFP
37		27 1 d) f)	d) Vendor will be entirely responsible for upfront payment of all applicable taxes (<i>wherever applicable</i>) like Central / State levies, sales tax, excise duty, cess, license fees, road permits, service tax, etc. in connection with delivery of products at site.	Please clarify.		Please be guided by the RFP
38	27	2)	Placing of Orders and making payments: The Central Office of LIC at Mumbai will place orders for the equipments/components for all its offices spread across the country. However, in view of the GST rules, the payments will be made by the Central Office for the orders placed in the state of Maharashtra and the remaining payments shall be made by nodal Divisional Offices of LIC for respective states for where the services are being provided. Selected vendor necessarily has to execute all the purchase orders issued by LIC and meet all the obligations of the Contract. Vendor should point out any discrepancy/deficiency in the purchase orders within two working days of its receipt. The date of Purchase Order (PO) or the date on which the required information/correction in PO is intimated to the Vendor would be deemed to be the date of acceptance of the PO for the purpose of calculating delivery period, and penalty thereof. Note :- Purchase order for the equipments may be issued by LIC in a staggered manner. The quantities mentioned under the "Estimated quantity" column of Technical/ Commercial Bid is indicative only and will be used to arrive at the L1 vendor. However, the actual quantities may differ at the time of issuing Purchase Order/s,	The list of delivery addresses along with the concerned contact person name, contact number, email id to be provided along with the purchase order and contact person details and the addresses of nodal divisional offices should be included.		The details will be provided to the selected bidder
39	27	2) Placing of Orders and making payments:	The Central Office of LIC at Mumbai will place orders for the equipments/components for all its offices spread across the country. However, in view of the GST rules, the payments will be made by the Central Office for the orders placed in the state of Maharashtra and the remaining payments shall be made by nodal Divisional Offices of LIC for respective states for where the services are being provided.	Request LIC to release the payment from central office.		Please be guided by the RFP

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Ref: CO/IT-BPR/NW/RFP/2019-20/02 Dated: 4th October 2019

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification/ Reponse
40	28	Section-D: TERMS AND CONDITIONS 3. Delivery & Installation schedule and Penalty applicable - Point (a)	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	We request to ammend and change it to 120 days or more as 4-6 weeks mim. requires for product delivery.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
41	28	Section-D: TERMS AND CONDITIONS 5. Installation of the equipments:	It is advised that, the vendor should carry out the pre-installation survey of all sites	We request to share the date & contact person details for the site survey.		The details will be provided to the selected bidder
42	28	Section-D/03	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	increase the timeline to at least 90 days.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
43	28	3	(a) Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for minimum of 100 critical branches for which LIC may ask to deliver and implement the standby within 12 to 15 days from the date of issued purchase order and critical branch details provided by LIC officials. Extention for the installation and integration to be increase beyond 56 days from the date of purchase order. If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
44	28	3	(c) Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.	Date of installation of the last component under a particular Purchase order will be taken as the date of delivery -How the date of installation is considered the date of delivery as the payment is 80% on delivery. If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.		Operational Dependancy from LIC side will be treated as per the SNR Clause

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45	28	3	(d) Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57 th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Penalty on delivery and the installation to be separately considered and extension beyond 56 days to be provided. If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.		Operational Dependancy from LIC side will be treated as per the SNR Clause
46	28	3	(e) However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:-	If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.		Operational Dependancy from LIC side will be treated asa per the SNR Clause
47	28	5)	5) Installation of the equipments:	Instead of vendor LIC concerned team should provide the site ready status to vendor to start the implementation, as per the prerequisite checklist provided by the vendor which inclues adequate Space, UPS/Power, Earthing, Air Conditioning, rack space, Power sockets, etc.		Please be guided by the RFP
48	28	Point no 3 , Clause no (a)	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Delivery (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. & installation and integration (with the current set up) of the ordered equipments should be completed within 84 days from the date of Delivery of products.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
49	28	Point no 3 , Clause no (d)	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of Respective the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.		Please refer to the revised SLAs

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50	28	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	We request 8 weeks post receipt of complete addresses, along with local contact person details			Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
51	29	3)	The selected vendor is required to submit a an unconditional and irrevocable Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 10% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount.	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document . PBG is different from EMD
52	29	3)	The required PBG should be submitted to LIC within 21 days from the date of letter issued by LIC for selection as the "selected vendor". The PBG shall be valid for the period of 63 months (including three months of claim period) from the date of submission of PBG to LIC. The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support etc. required as per this RFP.	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		Please be guided by the RFP
53	29	3)	If vendor fails to submit the required PBG within 21 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.50,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 35 days from the date of letter issued for selection as the "selected vendor", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and allot the contract to the L2 bidder at L1 prices, so on and so forth. All the terms & conditions, stated in this RFP (and subsequent modifications, if any) will then be applicable to the L2/L3 bidders, so on and so forth. In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		Please be guided by the RFP

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54	31	10) Limitation of liability:	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.	This is an indirectly liability for the Bidder which may go beyond contract value hence we propose to modify the clause by adding: "Except in cases of criminal negligence or willful misconduct causing grievous damage to person to property, and in case of infringement of intellectual property rights		Please be guided by the RFP
55	35	25)	Varying the Services 25.1 Variations proposed by LIC ...			
56	35	20) Warranties	The Vendor will have to represent and warrant that: a. It has the right to enter into the Contract resulting from this RFP; b. It has all rights, title, licenses, interests and property necessary to lawfully perform the Services; c. Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services; d. The Services will be complete, accurate and free from material faults; and e. It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.	Vendor along with the OEM has all the rights, title, licenses, interests and property necessary to lawfully perform the Services; Request Bank modification on this clause.		Please be guided by the RFP
57	38	Section-D/32.1	The vendor including but not limited to its personnel, agents and associates, is bound by the conditions of the Non-Disclosure Agreement submitted by the vendor in response to the RFP as per Annexure ---- - NDA.	Need to share by LIC INIDA		Format of NDA is provided in the RFP as Annexure-VIII
58	43	Section-E: SCOPE OF WORK	Integratration with the corporate network/solution the items provided under this RFP and provide support for the same at various locations identified by LIC	We request for the complete brief of the network of existing LIC infrastructure & contact person details whom to cordinate for the same. Also list of site locations to be integrate with solution.		The details will be provided to the selected bidder
59	43	1. Scope of Work for this RFP; Point (5)	Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/ components/ Software etc. and also without requirement of downgrading or upgrading of existing equipments/ components/software used by LIC.	The list of items/equipments provided in this RFP for existing infra are old & must be running on old firmware versions and require to upgrade to meet the integration with solution. Request to ammend the statement.		Please be guided by the RFP

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60	43	1. Scope of Work for this RFP; Point (10)	The vendor has to provide support to End of Life products till they are actually replaced by LIC	Since the products are End of Life with LIC. The authorised support & back to back availability of devices may not be possible from OEM. So we request to remove this clause.		Clause Deleted
61	43	Section -E	Crimping of LAN cables (Rack end) with appropriate RJ45 connectors (if required) for Router termination	who will Provide the Passive Materials (RJ45 Connector / patch Chords)		Passive materials as mentioned in the RFP is for providing uplink and connectivity to other Network devices will have to be provided by the Vendor
62	43	Section -E	As part of On-site support, the vendor should post L1 and L2 engineers as per details given below.	Please give the clarity of No-of SDM /L1/L2 engineer required Location wise.		Please refer to the revised "Service-Delivery and Project Management"
63	43	Section -E	Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/components/software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integrate with existing network setup of LIC; the same has to be provided at no additional cost to LIC. In such cases, the balance 20% payment on delivery will be made after the vendor demonstrates seamless integration of the router/equipment/component etc.	require details of existing infrastructure		The details will be provided to the selected bidder
64	43	Section -E	The vendor has to specify various infrastructure requirements which will be required for smooth functioning of the entire project. This will include site requirements, power, cables, UPS, environmental conditions etc.	require details of site environment		The details will be provided to the selected bidder
65	43	1) 5)	Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/components/software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integrate with existing network setup of LIC; the same has to be provided at no additional cost to LIC. In such cases, the balance 20% payment on delivery will be made after the vendor demonstrates seamless integration of the router/equipment/component etc.	The seamless integration of the new devices with existing equipments/components/software are subjective to the compatibility of the existing equipments/components/software.		Please be guided by the RFP

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66	43	1) 6)	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers and Network Switches which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	The seamless integration of the new devices with existing equipments/components/software are subjective to the compatibility of the existing equipments/components/software.		Please be guided by the RFP
67	43	1) 7)	If required by LIC, the vendor may have to migrate the routing protocol from EIGRP to some open standard routing protocol and retain all existing routing patterns and functionalities. This will include complete study of the existing network, network changes being proposed benchmarking, documentation, testing and actual migration of the routing protocol in the entire network of LIC.	To be clearly defined by LIC prior scope for the same to clearly defined by LIC.		This will be applicable only for the equipments provided by the bidder through this RFP process
68	43	1) 9)	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	LIC to clearly provide the data of the equipments components supplied by previous suppliers.		The details will be provided to the selected bidder
69	43	1) 10)	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for End of Life products and List of end of life products along with the quantity, serial numbers to be provided along with the Purchase orders.		Clause Deleted
70	43	1) 20)	Vendor shall provide and implement the latest versions/upgrades of software/IOS (same class) etc. at no extra cost to LIC.	Please clarify as the Patch management is part of NOC/ NMS.		Please be guided by the RFP
71	43	Section-E: SCOPE OF WORK	10) The vendor has to provide support to End of Life products till they are actually replaced by LIC.	Support will be limited till the contract period of 5 Year only. Request LIC confirmation on this.		Clause Deleted

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72	43	8) The vendor has to specify various infrastructure requirements which will be required for smooth functioning of the entire project. This will include site requirements, power, cables, UPS, environmental conditions etc.	Required more Clarity on mentioned clause			Please be guided by the RFP
73	43	The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.	Request to change the clause as selected resource onboarding may required 5 weeks time after selection.			Please refer to the revised "Service-Delivery and Project Management"
74	43	1.15	Looping of cables from Router to patch panels (if required)	Is proposed new design expects cabling changes		Passive materials as mentioned in the RFP is for providing uplink and connectivity to other Network devices will have to be provided by the Vendor
75	43	1.33	The vendor has to prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Is bidder expected to provide written confirmation from OEM on the design or best design reference document is sufficient		Yes
76	43	1.6	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers and Network Switches which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	We assume that specification shared in the RFP is capable of delivering the requirement of proposed new design by LIC. Please confirm.		Please be guided by the RFP
77	43	1.7	If required by LIC, the vendor may have to migrate the routing protocol from EIGRP to some open standard routing protocol and retain all existing routing patterns and functionalities. This will include complete study of the existing network, network changes being proposed benchmarking, documentation, testing and actual migration of the routing protocol in the entire network of LIC.	Change of routing protocol has to be carried out in proposed router only or this is applicable to proposed switches also. We assume that If same has to be carried out on appliances not supplied in the RFP, then LIC would take care of the same.		This will be applicable only for the equipments provided by the bidder through this RFP process

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78	44	1. Scope of Work for this RFP; Point (26)	The details of information required from LIC for the submission of Scope of Work and subsequent implementation to be done accordingly should be sought within three weeks from the date of receipt of purchase order from LIC	We request to ammend and change it to 14-16 weeks or more as 4-6 weeks mim. requires for product delivery.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
79	44	1. Scope of Work for this RFP; Point (30)	Design, implement, keep records and controls of migration to IPv6, if required by LIC, without any additional cost	We understand that LIC requires that project components should support IPv6 but it is not required to configure the devices in IPv6 under this project Please Clarify.		Clause Deleted
80	44	1. Scope of Work for this RFP; Point (37)	The vendor may have to do a POC, at LICs request, in Mumbai for all models of equipment supplied, before the supply of the Network equipments.	We understand that LIC requires PoC on request of all delivered devices. We request you to define or clarify the Scope of PoC.		POC is not required for all devices delivered but as the RFP document mentions the POC is required for each model of equipments proposed for supply under the RFP is as per the Scope of Work
81	44	1. Scope of Work for this RFP; Point (39)	The vendor has to provide onsite support at LIC Offices at Central Office and Zonal Office, wherever required for monitoring of the Network Infrastructure with the help of the tools already installed by LIC. The onsite support will be responsible for the day-to-day maintenance, configuration changes, trouble shooting, and follow up/coordinating with the various stake holders for early resolution of the problems	We assume that LIC requires onsite support Engineers required at LIC Offices at Central Office and Zonal Offices for 5 Years. We request to clarify the no. of onsite support Engineers required at LIC Offices.		The vendor has to provide onsite L1 support at Central Office for monitoring of the Network Infrastructure with the help of the tools already installed by LIC. The onsite support will be responsible for the day-to-day maintenance, configuration changes, trouble shooting, and follow up/coordinating with the various stake holders for early resolution of the problems
82	44	1) 25)	Vendor should maintain adequate functional spares at each of their service-centers so as to meet uptime commitment for each office of LIC. Vendor shall submit location-wise list of such spares to LIC (CO and Zones) at beginning of every Quarter.	Adequait standby equipments/parts/spares to be kept ready by the vendor in case there is delay in the RMA.		Please be guided by the RFP
83	44	1) 30)	Design, implement, keep records and controls of migration to IPv6, if required by LIC, without any additional cost.	Please clarify - keep records and controls of migration to IPv6, Backup of the same to be stored on LIC cloud?		Clause Deleted
84	44	1) 37)	The vendor may have to do a POC, at LICs request, in Mumbai for all models of equipment supplied, before the supply of the Network equipments.	POC time farne, Before or After the PO please clarify locations, POC scope, etc.		Please be guided by the RFP

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85	45	2. Service-Delivery and Project Management:	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract.	We assume that LIC requires full time onsite Service-Delivery Manager (SDM) at LIC Offices at Central Office and Zonal Offices for 5 Years. Please clarify.		Please be guided by the RFP
86	45	3. On-site support (Facility management)	the vendor should post L1 and L2 engineers	We assume that LIC requires full time onsite support for 5 Years. Please clarify, how many L1 & L2 Engineer required. As RFP section talks only about L1 & SDM.		Please refer to the revised Service Delivery and Project Management
87	45	d) LIC may increase/decrease the number of onsite resources (L1/L2), as per LIC"s need and experience, anytime during the contract period with one month prior notice to vendor.	Pls confirm the requirement of L1/L2/L3 resource so that we can check for arrangement and make the case accordingly.			Please refer to the revised Service Delivery and Project Management
88	47	9)	§ Warranty shall include software upgrades, patches, hot fixes and service support without charging any additional cost to LIC.	Patch management, IoS upgrade, hot fixes are part of NoC and NMS, vendor has to include additional NEW NMS along with the cost for this service please clarify?		Please be guided by the RFP
89	47	9)	§ The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.	Service contract copy will be provided from the OEM side		Accepted as long as it meets LIC's requirement of having documentary evidence of back-lining
90	48	Section -E	80% Payment against delivery & Installation	request to payments 50% on delivery 30% after Installations and balance 20% after UAT.		Please be guided by the RFP

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91	48	Section F	Documents to be produced for release of payment: (a) For 80% Payment against delivery: (ii) Invoice cum delivery Challans for each of the concerned sites signed by the respective	Instead of Hard copy of invoice cum delivery challan, soft copy to be provided by the vendor and accepted by LIC considering the delivery as the couriered service providers will provide only POD(proof of delivery) scanned copies as per thier standard indian procedure. Hence soft copy of the DC cum Invoive to be accepted by LIC. As per the Ministry of Commerce payments to MSME has to get cleared in 45 days and due to the various operational challenges the submission of DC cum invoice hard copy will become a problem considering the standard operating procedure of PAN India courier service providers.		Please be guided by the RFP
92	48	Section F	(iii) LIC"s official with name, designation, date and stamp etc.	The Invoice cum delivery challan will be signed by the concerned details provided by LIC along with the delivery addressed for the respective locations, incase of transfer of the LIC official then the changeover on duty official will sign the Challan or invoice		Please be guided by the RFP
93	48	Section F	(iv) Proof of payment of Taxes/GST.			Please be guided by the RFP
94	48	Section F	(v) Proof of back lining of equipments with the OEM	Contract copy from the OEM will be provided as proof of backlining		Accepted as long as it meets LIC's requirement of having documentary evidence of back-lining
95	48	Section F	(vii) Satisfactory Proof of Commissioning verified by LIC official.	Sign off on the installation report will be the proof of the satisfactory completion or is the any other document required please clarify?		Please be guided by the RFP

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96	48	80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR) and Installation Report ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	Plase modify payment terms of 80% after delivery and 20% on instalaltion ,interation and acceptance testing			Please be guided by the RFP
97	48	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. : 8 Weeks	Please modify Delivery time line : 6 Weeks and Installation: 4 Weeks			Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
98	48	Section-F: Payment Terms	i. 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR) and Installation Report ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	Request LIC to modify the payment terms as " i. 80% of the payment will be made on Delivery of the equipments/components and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR). ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work or against SNR if applicable.		Please be guided by the RFP

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99	48	F	Payment Term: For 80% of the payment will be made on Delivery and Installation of the equipments/components Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	Payment Term: For 90% of the payment will be made on Delivery and Installation of the equipments/components Balance 10% payment will be made against installation, integration and acceptance testing as per the scope of work		Please be guided by the RFP
100	48	i. 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR) and Installation Report	Requesting to change the clause as 80% of the payment will be made on Delivery of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR).			Please be guided by the RFP
101	48	Section-F: Payment Terms Clause No. d	i. 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR) and Installation Report ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	Request you to modify the Payment terms as under: 70% against delivery at pro rata basis, 20% against Installation on pro rata basis and 10% on Go Live.		Please be guided by the RFP
102	48	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. - 8 Weeks	Delivery and Installation timeline is very short, as there are multilocation delivery, request you to kindly increase the delivery period for 12 weeks and Installation timeline for 12 weeks.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
103	48	Section-F: Payment Terms	i. 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR) and Installation Report ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	Request LIC to revise the payment term to 80% - Delivery; 20% - Installation, Integration & Acceptance.		Please be guided by the RFP

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104	49	Section -G	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	hardware breakdown is backline with the OEM		Please be guided by the RFP
105	49	Section -G	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	kindly provide the total location details and also the SLA for branch wise.		Please refer to the revised SLAs
106	49	Section G Sr. 1	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	Extension from 56 days and incase of any operation challenge vendor to provide equivalent standby across the critical locations declared by LIC to immediately support the site		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
107	49	Section G sr.2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt /notice of the complaint, after the complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?		Please refer to the revised SLAs
108	49	Section G Sr.4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	As per your requirement you need 24X7X4 support to deliver the equipment, please clarify as the 8 hours delivery SLA is post complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?		Please refer to the revised SLAs
109	49	Section G Sr.5	In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments.	Please clarify if there is operational dependency from LIC, how to justify?		In case of any operational dependency from LIC , the same has to be brought to the notice of LIC , immediately , in writing .

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110	49	Section G Sr.6	In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.	Do you mean the RMA of the equipment post 3 failures, please clarify?		Please be guided by the RFP
111	49	Section G Sr. 9	Delay in submitting a list of support center addresses, contact person & the resolution/response/escalation matrix for locations as mentioned in RFP beyond 4 weeks	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.		Please be guided by the RFP
112	49	Section-G: Service Level Agreement (SLA)	SLA terms and Penalty as per RFP	Request LIC to CAP the Total SLA Penalty to a Maximum of 5% of the contract value.		Please be guided by the RFP
113	49	The details of SDM are not communicated to LIC within 2 weeks of receipt of PO Rs.500/- per day. Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support. Rs. 500/- per day Delay in submitting a list of support center addresses, contact person & the resolution/response/escalation matrix for locations as mentioned in RFP beyond 4 Rs.500/- per day.	WE request the following change: The details of SDM are not communicated to LIC within 2 weeks of receipt of PO Rs.100/- per day, to a maximum of Rs 500 Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support. Rs.100/- per day, to a maximum of Rs 500 Delay in submitting a list of support center addresses, contact person & the resolution/response/escalation matrix for locations as mentioned in RFP beyond 4 Rs.100/- per day, to a maximum of Rs 500.			Please be guided by the RFP

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114	49	2) In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint. Penalty: 0.5% of the cost of all items ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.	Need to change the timelines to 24 hrs as per OEM NBD support structure			Please refer to the revised SLAs
115	49	The Bidders should keep spare units at appropriate locations to meet the Service Level Agreement (SLA) requirements. The address & number of units reserved should be indicated in the offer. This stock will be subject to periodic inspection by LIC. Non-compliance will invite penal action or disqualifications.	Need to build the contingency for spare hardware at site.			Please be guided by the RFP
116	49	Section-G: Service Level Agreement (SLA)	In all the above circumstances / cases also, the vendor has to provide a functional standby equipment/component with same or higher configuration and restore all the services of the particular location, failing which the penalties defined under SLA section will be imposed.`	Request capping of 5% penalty on TCV		Please refer to the revised SLAs

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117	50	Section G Sr.12	Delay in providing details for offsite support beyond 4 weeks from date of issue of PO	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.		Please refer to the revised "Service-Delivery and Project Management"
118	50	Section G Sr. 16	The on-site Personnel should be present in LIC"s premises as per the RFP conditions.	Please clarify the period of the SDM to be deployed how long at LIC? Is it until the project deployment period or for 5 years which is the contract period?		Please be guided by the RFP
119	50	Section G sr.18	In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.	It is atated 8 weeks - 56 days to complete the delivery and installation from the date of PO then the SDM and L1 & L2 engineers to be deployed for how long it is until the 56 days (or the project time frame) or for 5 years contract period or 1 year, please clarify ? Then if the 56 days is the project timeline defined by LIC then how the notice period of 45 days is applicable please clarify?		Please be guided by the RFP
120	50	Section G sr.20	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 30 days.	Please clarify the change parameters of the onsite SDM and engineer's ? on what parameters the change will get measured ?		Please be guided by the RFP
121	50	Exclusions a)	(b) Fresh order will be placed by LIC with the vendor for the supply of the lost/damaged equipment as per the approved rates. Monthly rental as 5% of the LIC-approved-cost for that particular equipment/component will be payable by LIC to the vendor for the equipment supplied as standby in lieu of the Lost/Damaged equipment till the replacement of equipment on permanent basis is provided or the original equipment/s is/are re-installed after necessary repairs.	The government duties and USD structure is not in the control of Bidder, hence the new procurement prices will be as per the revised USD/MRP/Government duties and tax structure.		In case of increase in custom duties for repeat purchase orders LIC will pay the differential amount to the extent of increase of custom duties subject to the satisfactory production of the relevant documents .
122	51	Exclusions	All penalties deducted for violation of SLAs shall be invoked from the PBG/any amount payable to the vendor. It may also be required by vendor to deposit the penalty amount to LIC .	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		Please be guided by the RFP

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123	51	Exclusions	All response times mentioned above includes travel time of Engineers also.	please clarify the SLA once again as the 8 working hours should be post indentifying the issue/problem and case logged for the resolution. The start of 8 hours SLA is after the Case logged with the respective OEM for the replacement of the product. Or 24x7x4 SLA is required by LIC please clarify?		Please refer to the revised SLAs
124	51	Exclusions	To complete the work at the site / branch within the stipulated timeframe, Successful Bidder"s/ Vendor"s engineers have to visit the site multiple times at no extra cost.	Post identifying the issue, if the onsite engineer is required to visit the site and if there is any kind of dependency from LIC to complete the activity within that stipulated timeframe then LIC will pay additional cost consideration to the on demand additional support from the vendor as the activity could not get completed due to dependency from LIC side, please clarify? LIC can provide a pre-checklist criteria with a mutual discussion with Vendor which has to be verified by the respective onsite branch concerned official before schedule of activity.		Please be guided by the RFP
125	51	Exclusions	The Bidders should keep spare units at appropriate locations to meet the Service Level Agreement (SLA) requirements. The address & number of units reserved should be indicated in the offer. This stock will be subject to periodic inspection by LIC. Non-compliance will invite penal action or disqualifications.	Dedicated spare's and equipments are required for LIC only please clarify ? Spare units can be maintained any where by the bidder to meet the SLA as per bidders convenience.		Please be guided by the RFP
126	11 & 43	Section-E: SCOPE OF WORK General Query	Integratration with the existing corporate network/solution	The list of items/equipments provided in this RFP for existing infra are EOL/EOS and need to verify that the provide devices are under OEM support or not. Please Clarify.		Please be guided by the RFP

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127	Additional		Additional	Kindly confirm on number of years for warranty and AMC.		Please be guided by the RFP
128	additional		And whereas Bharti Airtel Services Limited having its head office at 7 th Floor , Interface Building No.7, New Link Road, Malad West, Mumbai - 400067, is participating in the RFP Ref.No. CO/IT-BPR/NW/RFP/2019-20/02 dated 4th October 2019 for "Supply, Installation, Integration and Support of Network Routers and Network Switches etc." and subsequent modifications issued on _____	And whereas Bharti Airtel Services Limited having its head office at 7 th Floor , Interface Building No.7, New Link Road, Malad West, Mumbai - 400067, is participating in the RFP Ref.No. CO/IT-BPR/NW/RFP/2019-20/02 dated 4th October 2019 for "Supply, Installation, Integration and Support of Network Routers and Network Switches etc." and subsequent modifications issued.		"and subsequent modifications issued on _____" may be incorporated .
129	Integrity Pact , Page 7	6. Fall Clause:	6.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems having same scope of work, payment terms and all other applicable terms and conditions, at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage of Bidding process that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Commercials for the proposed products (Network switches & Routers) will vary with respect to the Model Number , Configuration , Capacity , Scope of Work , Delivery Locations , Payment Terms and Other RFP terms and conditions as well. Since request Bank to delete this clause or modify the clause as " The BIDDER undertakes that it has not supplied/is not supplying similar Same product/systems/items or subsystems having same scope of work, payment terms and all other applicable terms and conditions, at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU".		Please be guided by the RFP

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130	Pre-Contract Integrity Pact	Fall Clause	Fall Clause	Request deletion as CVC doesn't mandate the same and comparison between 2 projects is extremely difficult		Please be guided by the RFP
131	Section B - Eligibility Criteria / point 5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented the Any OEMs Routers /Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU / Private Bank /Insurance/ BFSI/ Financial institution/ TSP /Government Departments (taken together) in India during the past two financial years			Please refer to the revised eligibility criteria
132			f) The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.	There is no control on the changeover in the government duties hence whatever changes gets applicable should be honored by LIC along with the documented proof		In case of increase in custom duties for repeat purchase orders LIC will pay the differential amount to the extent of increase of custom duties subject to the satisfactory production of the relevant documents .
133			It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements <u>i.e.</u> adequate Space, UPS/Power, Earthing, Air Conditioning etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.			Please be guided by the RFP

Executive Director (IT/BPR)