

Life Insurance Corporation of India
I.T. Department, Central Office, Mumbai
Corrigenda to RFP Points

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

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

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

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12	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Page No: 49	Point 1	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. - 8 Weeks	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. - (Request Lic to Change to 8 Weeks Delivery and 4 week Installation) or (Total 12 weeks)	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
13	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Page No: 49	Point 2	Onsite support - 6 Week	Request LIC to change it to 12 weeks as resource after finalisation will take minimum 10 weeks to onboard.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
14	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 1	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed 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.	0.2% of the cost of all the Undelivered items ordered for that location, per day from the 85th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
15	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	0.2% of the cost of breakdown items ordered for that location per each hour of delay beyond 12 working hours or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
16	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 3	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint	0.2% of the cost of malfunctioning item ordered for that location per each hour of delay or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
17	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	0.5% of the cost of breakdown item ordered for that location per each hour of delay or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs
18	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 7	The details of SDM are not communicated to LIC within 2 weeks of receipt of PO	The details of SDM are not communicated to LIC within 4 weeks of receipt of PO - Charges INR 100 / day	Please refer to the revised SLAs
19	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 8	Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support.	INR 500/ Week (In case of identified backup resource provided onsite no penalty will be applicable)	Please refer to the revised SLAs

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20	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 8	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed		Please refer to the revised SLAs
21	Section-G: Service Level Agreement (SLA) Page NO 49	Delay in delivery of products, services, On-Site support: Point 17	If the on-site Personnel leaves before expiry of 6 months for reasons other than death and hospitalisation.	2 % of the Annual on-site charges for the each incident. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30 days to suitably replace the Personnel.(subject to a maximum of 5% of the total cost of Annual on-site charges)	Please refer to the revised SLAs
22	Section-G: Service Level Agreement (SLA) Page 49	All Clauses 1 to 20	No capping for Penalties	Request LIC of India to apply capping for penalty for all clauses from point No 1 to 20.	Please refer to the revised SLAs
23	3.A Page no 28	Delivery & Installation schedule and Penalty applicable (in case of a delay):	Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request you to amend the clause as mentioned below: 1 Delivery within 72 days, installation and integration(with the current setup) of the ordered equipment's should be completed within 84 days from the date of issue of Purchase order.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
24	3.D Page no 28	Delivery & Installation schedule and Penalty applicable	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Request you to amend the clause as mentioned below: Delay in delivery, installation and integration beyond 84 days will attract a penalty 0.1 % of the cost the items ordered , per day from the 85th day till the date of installation/integration subject to a maximum of 5% of the cost of items	Please refer to the revised SLAs
25	Point 9 page no 43	Section-E: SCOPE OF WORK	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	Request you to please remove the Maintenance of hardware which has not provided by the bidder from the Scope of work .	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him .
26	43	scope of work pt no 10	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	End of support device should be previous partner responsibility, if you want in our support please share complete inventory with serial number.	Clause Deleted
27	Page no 48	Page no 48 Section-F: Payment Terms	80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report	Request you to please amend the clause as below 80% of the payment will be made on Delivery of the equipment's/components at site submission of Invoice cum delivery Challan etc. Delivery Report (DR).	Please refer to the revised Payment Terms

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28	Page no 48	Page no 48 Section-F: Payment Terms	(a) For 80% Payment against delivery: point no 7 Satisfactory Proof of Commissioning verified by LIC official.	Request you to please remove this clause	Please refer to the revised Payment Terms
29	Page no 48	Page no 49 TIME SCHEDULE FOR DELIVERY AND INSTALLATION	1.Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP.- 8 Weeks	Request you to please amend the clause as below 1.Delivery of equipment's and licenses (if any) as per the technical specification and scope of work mentioned in this RFP.with in 8 to 10 Weeks and installation within 12 to 14 weeks	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
30	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	0.2% of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Request you to please amend the clause as below 0.1% of the cost of all the items ordered for that location, per day from the 129 th day till the date of installation/integration subject to a maximum of 5% of the total cost of undelivered items for that location under the PO.	Please refer to the revised SLAs
31	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	0.5% of the cost of all items ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.	request customer to reduce the penalty from 0.5% to 0.1% on delay in fixing the issue reported on Quarterly AMC cost subject to a maximum of 5 % of AMC cost Quarterly	Please refer to the revised SLAs
32	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	The details of SDM are not communicated to LIC within 2 weeks of receipt of PO	request to increase the timeline from 15 days to 4 weeks	Please refer to the revised SLAs
33	Page no 48	Page no 49 Section-G: Service Level Agreement (SLA)	Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support. Fine rs 500/per day	request to make the fine rs 500/week	Please refer to the revised SLAs
34	NA	NA	Penalty clause	Penalties under the contract : SLA, LD and any other Penalty in totality should be capped at maximum 20% of the Total contract value. Under no circumstances, shall the bidder be liable for uncapped penalties - to be included in the RFP T&C	Please refer to the revised SLAs
35	43	Section-E SOW- Point 6	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement.	This is a vast scope and this may lead to more effort and mandays for SI. Requesting LIC to finalize the design internally and share the approved configuration template with SI for implementation.	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network devices (provided under this RFP) as per LIC's requirement.

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36	48	Section-F: Payment Terms	80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report	Requesting to change the clause as 80% of the payment will be made on Delivery of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc. Delivery Report (DR).	Please refer to the revised Payment terms
37	49	Delivery schedule	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. --8 Weeks	Considering remote branches across India, request LIC to increase the delivery timeline to 10 weeks.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
38	49	Section-G: Service Level Agreement (SLA)	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days	Requesting LIC to consider 120 days for installation and integration.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
39	4		The Bidder should have executed at least one single order of Rs.1 crore each, in any two of the last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of routers.	The Bidder should have executed at least one single order of Rs.2 crores, in last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of routers.	Please refer to the revised eligibility criteria
40	5		Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP .	Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	Please refer to the revised eligibility criteria
41	Page No 12	Eligibility Criteria	1 Crore of two orders of Routers	Request to change to 1 crore two orders of networking components (Switches/ Routers)	Please refer to the revised eligibility criteria
42	Page No 12	Eligibility Criteria	500 location in last two financial years	Please change to 250 locations in last five financial years	Please refer to the revised eligibility criteria
43	Page No 48	Payment - d - i	80% payment against delivery & installation	Please change to 80% against delivery	Please refer to the revised payment terms

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44	9	5) Activity Schedule	Bid Processing Fee: Non-refundable Rs.10,000/- (Rupees Ten Thousand Only) by way of Demand Draft drawn on any nationalized Bank/scheduled bank, in favour of "Life Insurance Corporation of India", payable at Mumbai.	Please wave off the Bid Processing Fee for MSME bidder	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 .
45	9	5) Activity Schedule	Earnest Money Deposit (EMD): By way of BG : Rs. 20,00,000 (Rupees Twenty Lakhs only) Total EMD : Rs. 20,00,000 (Rupees Twenty Lakhs only)	Please wave off the EMD for MSME bidder	EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
46	12	1) Minimum Eligibility Criteria (MEC): 5)	Bidder should have successfully implemented delivery and installation of Routers in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented delivery and installation of Routers in at least 300 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Five financial year immediately preceding the date of this RFP. OR Bidder should have successfully implemented delivery and installation of Routers and Switches in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Five financial year immediately preceding the date of this RFP.	Please refer to the revised eligibility criteria
47	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	a) Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	a) Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 90 days from the date of issue of Purchase order.	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION

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48	43	1) 9)	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	LIC to clearly provide the data of the equipments components supplied by previous suppliers.	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him .
49	45	2. Service-Delivery and Project Management:	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire contract period and has to sit on site at LIC-CO-IT, Mumbai office.	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-IT, Mumbai office.	The onsite Service-Delivery Manager will be required to be posted for the entire implementation period .
50	48	Section-F: Payment Terms Payment terms for Purchase orders:	Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted. i. 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report ii. Balance 20% payment will be made against installation, integration and acceptance testing as per the scope of work	80% of the payment will be made on Delivery. 20% payment will be made on installation. As per RFP the 80% of payment on delivery and installation is mentioned, while 20% on installation, it has to be 80% on Delivery and 20% on installation.	Please refer to the revised payment terms
51	49	Section-F: Payment Terms TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. Delivery Schedule (from Date of Acceptance of Purchase Order) - 8 Weeks	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. Delivery Schedule (from Date of Acceptance of Purchase Order) - 16 Weeks	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
52	49	Section-F: Payment Terms TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Onsite support - 6 weeks	Onsite support - 12 weeks	Please refer to the revised TIME SCHEDULE FOR DELIVERY AND INSTALLATION
53	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.	Please refer to the revised SLAs.
54	Anexure Excel - commercials Format	Anexure Excel - commercials Format	Anexure Excel - commercials Format	the commercial format is only editable on the OEM, make/model, Onsite L1 support. The Years, commercials for the commercials is not editable. Please provide an editable format of the commercials NPV	Please refer to the revised Commercial Sheet

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55	29	7) End-of-Support / Life case (EoL) items:	LIC may place repeat orders for additional hardware/components as and when required by LIC as per the rates available in the "Contract/Rate contract" and approved by LIC. With respect to such orders, if any equipment/component, quoted by vendor in the technical/commercial bid, is declared as End-of-Sale (EoS)/Life (EoL) by the OEMs, vendor has to supply a suitable substitute of the equivalent/component with similar or higher specifications supporting all the required interfaces and feature sets at the same cost to LIC in place of the original product given in the bid document submitted by the vendor. The replacement model specifications have to be validated by OEM as the same or higher in writing. Such replacement equipments should support all the cards/modules etc. and should not have any adverse effect on functioning/functionalities/features on the LIC's Network.	Request LIC to confirm maximum timeline when can they place the last repeat order. We request LIC to restrict the timeline for 1 year from the date first purchase order placed.	Please be guided by the RFP
56	43	9) SCOPE OF WORK	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	If Bidder has to provide the support to products supplied by previous supplier, then Customer has to provide maintenance contract of those equipments to the Bidder. Please confirm if the requirement is the same. If Yes, Please provide the complete inventory of existing network equipments with make - model details.	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him
57	43	10) SCOPE OF WORK	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	End of Life products can not supported by Bidder. Request LIC to removed this clause.	Clause Deleted
58	47	6. Work-flow and ticketing:	Maintenance of Cisco-ACS.	If bidder has to maintain the existing Cisco-ACS, then customer has to provide maintenance contract of the same Bidder. Please confirm if the requirement is the same. If Yes, then Please provide complete inventory details of existing Cisco ACS.	Clause Deleted
59	Page No.59	7) Annexure-VII: Bank Guarantee Format for E.M.D.	And whereas _____(Vendors name) having its head office at _____ _____(address), is participating in the RFP Ref.No.CO/IT-BPR/NW/RFP/2019-20/03 dated: 4 th February 2020 for "Supply, Installation, Integration and Support of Network Routers etc." and subsequent modifications issued on _____.	Request you to amend the clause as mentioned below: And whereas _____(Vendors name) having its head office at _____(address), is participating in the RFP Ref.No.CO/IT-BPR/NW/RFP/2019-20/03 dated: 4 th February 2020 for "Supply, Installation, Integration and Support of Network Routers etc." and subsequent modifications.	Clause modified as requested