

Ref: LIC/CO/IT-BPR/HW/2016-17/02 Dated 03/09/2016

Pre-Bid Queries Clarifications under RFP for Line Printers

Sr. no.	RFP document Reference(s) (Section and Page No)	Clause (in brief) of RFP requiring clarifications	Brief details/ Query in reference to the clause	Department Remarks
1	Section 5 ; Pg No : 7	On Friday, 23rd September 2016, latest by 3:30 p.m.	Request to consider clear 15 working days after Prebid clarifications.	Corrigendum issued
2		Bid Processing Fee Rs.10000/-	Request to revise Bid Processing Fee to Rs.3000/-	No change will be considered
3	Section 8.9a; Pg No:8	Online Reverse Auction	Request to have online commercial submission instead of online Reverse Auction	No change will be considered
4	Section 10 ; Pg No : 9	EMD	Request to revise -	
5		By Way of DD Rs. 10,00,000/-	EMD By way of DD - Rs. 1,00,000/-	Corrigendum issued
6		By Way of BG Rs. 8,00,000/-	EMD By way of BG - Rs. 3,00,000/-	Corrigendum issued
7	Section 13; Pg No :13	a) The estimated quantities are mentioned in <u>Annexure-II</u> -Commercial Bid Document. The quantities are indicative and may vary to the extent of +/- 25% of the each line item. However, the actual quantities will be as reflected in the Purchase Order.	Request you to provide the exact quantity and may vary to the extent of +/-5% of the each item .	No change will be considered
8	Section 18; Pg No :15	Bid Validity Period - 180 days	Request to revise Bid Validity Period - 60 days	No change will be considered
9	Section iv Buyback ; Pg No:22	Buyback items - The Vendor shall quote the buyback rate not lesser than the fixed minimum value mentioned in the commercial bid .	As the BB machines are not in the good ,working conditions ,missing parts also , the rate of BB should be allowed to be quoted by vendor not as per fixed rate or the fixed rate to be revised - Rs.500/-	No change will be considered
10	Section F.b Pg No: 24	Similarly, the spares for the supplied hardware under the scope of this RFP shall be available for a period of SEVEN years, from the date of Purchase Order (PO).	Request to consider Standard spares availability of 5 yrs	No change will be considered
11	Section F.c; Pg No :24	c) LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period of up to 90 days .	Request to consider to reduce or extend the validity of approved rates for a maximum period of up to 30days	No change will be considered

		3. Performance Bank Guarantee (PBG)		
12	Section 8; Pg No :30	A PBG (As per <u>Part-F of Annexure-VII</u>) to the tune of 10% of the L1 prices approved of all Part-I items (Grouped for commercial evaluation), shall be submitted by the selected bidder.	Request you to consider a PBG to the tune of 10% PBG against the PO . Multiple PO's can be clubbed.	No change will be considered
13	Section 9.c; Pg No 31	a) The Vendor should not, under any circumstances, request for an increase in the prices once 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.	The increase in Govt. levies / taxes / customs duty & excise duty and any newly introduced taxes if any are also not known to us / our oems , it is difficult for us to factor them in our price quoted .Hence request to clause to be revised .	No change will be considered
14	Section 9.d; Pg No 31	a) However, if LIC decides to extend the validity period of the RFP, during the extended period, in case there is 5% increase or decrease of the Dollar rate, as on the date of placing purchase order, the approved prices can be revised for the purchase orders placed in the extended period, to the extent of 4% of the approved price as illustrated below, however it will be the responsibility of the bidders to indicate in their commercial bid, the hardware items which may have price impact due to dollar rate fluctuations:	Request to consider the increase of the Dollar rate both in RFP period and extension period.	No change will be considered
		5. Placing of Orders		
15	Section 10.a; Pg No 31	a) The total quantities to be ordered under this RFP may be subject to variation of up to 25% above or below of Hardware line items, of the originally declared quantities. However, the actual quantities may differ at the time of issuing the Purchase Order, depending on the circumstances prevailing at that time.	Request you to give exact qty may be variation of upto +-5%.	Corrigendum issued
16	Section 11; Pg No 32	6. Pre-Dispatch Factory Inspection (PDI)		
		The Vendor shall conduct a Pre-Dispatch Factory Inspection for all Hardware items before delivery and shall upload the Inspection Certificate clearly stating the deviations if any, along with the Machine Serial Nos. on LIC's Vendor Portal. The machines shall be delivered only after clearance for delivery and installation is given by LIC Central Office, Hardware Section, IT	Request to remove the PDI / site inspection clause for hardware item as Line Printer is standard product .	No change will be considered
17		The vendor shall upload the Hardware Inspection Certificate for each Machine along with the Machine Serial Numbers of Hardware ordered in the PDI Module available on the Vendor Portal of LIC.	Request to remove the PDI clause for all items .	No change will be considered
18	Section 13.b; Pg No : 33	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.	Request you to consider to settle payments within 20 days.	We are looking into the aspect.

19	Section 13.c; Pg No : 33	60% of the payment will be made on delivery of the Hardware and submission of Octroi receipt (if any) and Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where hardware has been delivered will be available to the concerned LIC Zonal office online for making payments.	Request to consider 80% on delivery of Hardware and submission of Invoice cum delivery challan and Octroi Receipt (if any) or Delivery Report (DR) which is generated online from LIC module at the location where hardware has been delivered will be available to the concerned LIC Zonal office online for making payments . Interest to be considered from the vendor if the payment delayed beyond 20 days by Zone/CO	No change will be considered
20	ii)	35% payment will be made on installation of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the Vendor. There is no need for submission of hard copy of the installation report.	Request to consider 17.5% on installation of hardware based on online hardware . If Site Not ready the vendor should be allowed to claim 100% payment .	No change will be considered
21	iii)	Balance 5% payment will be settled on receipt of claim from the Vendor for the same. In case of 5% payment for Purchase Orders which contain Buyback Hardware details, the vendor will have to mandatorily submit	Request to consider balance 2.5% instead of 5%	No change will be considered
22	Section 13.e; Pg No : 34	Chart of Penalties : SLAs	Request to consider	
23	a,b	Per day Breakdown Charges upto 3 days - 3% of the cost of hardware per day	Per day Breakdown Charges upto 3 days - 0.25% of the cost of hardware per day	No change will be considered
24	a,b	Per day Breakdown Charges from 4th day to 7th day - 4% of the cost of hardware per day	Per day Breakdown Charges from 4th day to 7th day - 0.5% of the cost of hardware per day	No change will be considered
25	a,b	Per day Breakdown Charges from 8th day to 10th day - 5% of the cost of hardware per day	Per day Breakdown Charges from 8th day to 10th day - 0.75% of the cost of hardware per day	No change will be considered
26	a,b	Per day Breakdown Charges beyonmd 10 days - 6% of the cost of hardware per day	Per day Breakdown Charges beyond 10 days - 1% of the cost of hardware per day	No change will be considered
27	a,b	Maximum penalty for breakdown - 2.5 times of the cost of hardware item	Request to remove the clause of 2.5times	No change will be considered
28	Section 14.1; Pg No : 34	The Vendor shall be fully responsible for servicing the hardware at the place of delivery, for a period of at least 7 years (as applicable) from the date of installation even though approvals would have been given for appointment of service partner(s) and submit an Undertaking as per <u>Annexure EC (1)</u> for the same.	Request to consider Standard support of 5yrs only.	No change will be considered

29	Section 15.a; Pg No : 35	a) The Vendor shall enter into a comprehensive Annual maintenance Contract (AMC) with LIC, after expiry of the Warranty period, at the rates prevalent then if LIC desires to do so and as per the Terms and Conditions of the current AMC. However, LIC reserves the right to revise these terms & conditions in AMC in future in the interest of LIC. The decision of LIC in this matter will be final.	Request to consider mutual understanding between Vendor and LIC for AMC .	No change will be considered
30	Section 15.b; Pg No : 35	Spares, consumables and support for the hardware should be available for a minimum period of seven years in case of Line Printers from the date of installation of the Hardware irrespective of whether the equipment is manufactured by the Selected Vendor or procured from any other Principal Vendor (OEM). The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment supplied. During specified tenure (7/8 years as given above) if it is found that spares /consumables or support is not available, the hardware will have to be replaced by equivalent or higher model by the Selected Vendor at no extra cost to LIC	Request to consider Standard spares , consumables support 5 years only .	No change will be considered
31	Section 15.d; Pg No : 35	During the period of warranty/AMC it will be mandatory on the part of the Selected Vendor to carry out Onsite Preventive Maintenance (PM) once in every quarter apart from breakdown maintenance. Quarterly Preventive Maintenance of Printers is mandatory	Request to consider PM after installation in 3rd Quarter and 4th Quarter only	No change will be considered
32	Section 15.e; Pg No : 35	Penalty of 1% of the cost of the hardware item will be charged every quarter, if the Preventive Maintenance is not done.	Request to consider Penalty of 0.25% every quarter if PM not done	No change will be considered
33	Section SLA- c ;Pg No : 29	In that case , 1 day means the completion of 24 hours from the time of lodgment of complaint of the first day , but any part of the day thereafter will be considered as a full day.	Request to consider 24 working hours	No change will be considered
34	Section 15.p; Pg No : 38	Sundays and Holidays are excluded from calculation of Penalty	Request to consider Sundays , Holidays , Strikes , Floods , Election,Bandh.Penalty on Installation and Breakdown for working hours only .	Already considered 7 working days in the RFP.

35	Section 15.x; Pg No : 39	vi. After the expiry of the warranty, if LIC desires, the Selected Vendor(s) will have to execute a comprehensive Annual maintenance Contract (AMC) with LIC for continuity in servicing of the Hardware supplied. The Service Level Agreement (SLAs) will be generally as defined in Sample Annual Maintenance Contract (AMC) documents as per Annexure VII. However, LIC reserves the right to revise these terms and conditions in the interest of LIC in subsequent RFPs / AMC agreements. LIC reserves the right to extend / terminate the AMC depending on the circumstances / high failure rates/ deficiency in servicing.	Request to consider mutual decision on AMC .	No change will be considered
36	Section 6 ;Pg 30 ,	Road permit etc. which may be required for supply of the equipment to the locations mentioned in the Purchase Order shall be obtained by the Vendor, without any additional cost to LIC. The Vendor shall make necessary arrangements for obtaining declaration letter required from LIC and submitting the same and liaison with authorities as required. However, LIC will not sign on any form issued by the respective State authorities in this regard.	Request to consider and reimburse the Road Permit charges at actuals if any or request LIC to arrange for Road Permit	No change will be considered
37	Section 7.a ;Pg 30 ,	The transit insurance against any loss or damage shall be valid for 10 more days from the date of delivery at LIC's offices, at no extra cost.	Request to consider the insurance paid by the vendor till the date of delivery only at LIC location .	No change will be considered
38	Section 4 ;Pg 27	Part I items - Installation Period 7 working days, Penalty for delay in delivery max 15%	Request to consider Installation Period 10 working days ,1% subject to maximum of 5%	No change will be considered
39	Section 4 ;Pg 27	Part I Items -Maximum Penalty - 15%	Request to consider - Maximum Penalty of 10%	No change will be considered
40	Section 4 ;Pg 28	In this case, the delivery & installation payment (90%) due to the selected Vendor will not be held up for want of installation certificate.	Request to consider 100% to be released if Site not ready	No change will be considered
41		There should be atleast one dedicated Engineer posted for every 300 new/old machines supplied serviced by the concerned vendor , subject to minimum of one engineer being resident at the DO/ZO/CO . Subject to this condition , the RM IT may prescribe the exact number of engineers Division-wise base on the prevailed local conditions .	Request to remove Subject to condition - the RM IT may prescribe the exact number of engineers division wise base on the prevailed local conditions.	Corrigendum issued
42	Section PMA , Pg 23	PMA Affidavit	Request to remove PMA Affidavit as not applicable to SI	No change will be considered
43	Annexure V	Undertaking for Warranty & AMC	Request to consider and make changes for 5 years instead of 7 years. Amc will be as per mutual understanding of vendor and LIC .	No change will be considered

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Technical Queries

SL No.	Query Related to	Existing Specification	Suggestion for Modification	Modification												
1	Categories 3A-1, 3A-2 and 3A-3	Minimum 18000 Pages Print Capacity....	Minimum 17000 Pages Print Capacity....	Corrigendum issued.												
2	Category 3A-1	...(LIPI Model 6306 excluded)....	Removal of this phrase	The phrase (LIPI Model 6306 excluded) removed and Corrigendum issued.												
3	Categories 3A-1, 3A-2 and 3A-3	..compatibility for RHEL 5.9..	Clarification sought.	Vendor needs to submit undertaking for RHEL compliance as per enclosed format.												
4	Part-II items	<table><tr><td>Part-2.1</td><td>Hinges (For the Model Quoted)</td></tr><tr><td>Part-2.2</td><td>Platen (For the Model Quoted)</td></tr><tr><td>Part-2.3</td><td>Logic Card (For the Model Quoted)</td></tr><tr><td>Part-2.4</td><td>Hammer bank (For the Model Quoted)</td></tr><tr><td>Part-2.5</td><td>Body panel(For the Model Quoted)</td></tr><tr><td>Part-2.6</td><td>Stop assembly(For the Model Quoted)</td></tr></table>	Part-2.1	Hinges (For the Model Quoted)	Part-2.2	Platen (For the Model Quoted)	Part-2.3	Logic Card (For the Model Quoted)	Part-2.4	Hammer bank (For the Model Quoted)	Part-2.5	Body panel(For the Model Quoted)	Part-2.6	Stop assembly(For the Model Quoted)	Suggestion for category wise specifications	Corrigendum issued.
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