

RFP for Supply, Implementation and Maintenance of Endpoint, Email and Web Security

RFP Ref: **LIC/CO/IT-BPR/EGS/2019-20** dated 11.07.2019

Clarifications to Pre-bid Queries

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
1	Section 1.1 Page 6	Any Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda/ corrigenda issued by LIC, the Bid of the successful bidder and mutually agreed modifications thereto.	Bidder requests clarification if LIC is willing to accept deviations to the Terms and Conditions of this RFP? Bidder requests that, any Agreement which is signed shall be the mutually agreed Agreement upon mutually agreed terms and conditions.	No.
2	Section 1.1 Page 6	An Agreement signed between LIC and the Selected vendor. The "Agreement" includes the RFP, subsequent modifications to the RFP issued by LIC, response of the selected vendor to the RFP and the agreement document itself.	Bidder requests clarification if LIC is willing to accept deviations to the Terms and Conditions of this RFP? Bidder requests that, any Agreement which is signed shall be the mutually agreed Agreement upon mutually agreed terms and conditions.	No.
3	Section 2.1 Page 10	Submission of the bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/ commented by him in his bid.	Bidder requests clarification if this clause indicates that any deviations to the terms and conditions can be specifically indicated in the bidder's bid response.	No.
4	Section 2.2 Page 10	LIC reserves its right to increase or decrease the quantity or add to or delete from the requirement (maximum 10%) any item on account of increase in number of users, number of offices or any change in solution implementation architecture. Such change if any will be intimated to all the bidders.	Bidder requests that this clause be deleted in its entirety. Any increase shall be chargeable on the basis of the actual amount chargeable.	Please refer Corrigendum.
5	Section 2.2 Page 10 - 11	LIC reserves its right to increase or decrease the quantity or add to or delete from the requirement (maximum 10%) any item on account of increase in number of users, number of offices or any change in solution implementation architecture. Such change if any will be intimated to all the bidders.	We understand that this will be applicable prior to contract finalization and the BOM, scope and commercials once finalized in the contract will not be unilaterally changed.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
6	Section Pre-contract Integrity Pact 7. Fall Clause	7.1 The BIDDER undertakes that it has not supplied/ is not supplying similar product/ systems/ items or subsystems 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 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.	We agree to execute the Integrity Pact given by LIC, provided that there is no Fall Clause in it. We would like to bring to your notice that several RFPs issued earlier by LIC does not have Fall Clause in the Integrity Pact. Please note that prices quoted are based on several factors, including quantity, location of delivery, dollar rates, discounts received from OEMs and other contractual risks. We also wish to bring to your notice, that CVC issued a Circular dated 13.01.2017, formulating standard operating procedure for adoption of Integrity Pact and the same does not include Fall Clause as an essential ingredient of the Pact. Please refer to the enclosed Circular, issued by the Central Vigilance Commission, for your information and please remove the Fall Clause.	No change in RFP condition.
7	Section 2.4 Page 11	INR 50,00,000 (Rupees fifty lakhs only) in the form of Bank Guarantee issued by a nationalized or scheduled bank, having its office in Mumbai and valid for 1 year from the date of bid submission date	Proposed Earnest money deposit to be INR 20,00,000 (Rupees Twenty Lakhs only).	No change in RFP condition.
8	Section 2.5 Page 12	8. Response to this RFP by the bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexures, clarifications, if any. 9. All the terms and conditions and the contents of the RFP along with the Annexures, clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful bidder, from time to time as an outcome of this process.	Bidder requests if the consent to the terms and conditions is modified such that any response to the RFP is consent to the terms and conditions except for Deviations proposed as part of the RFP which shall be discussed and finalized at the time of contracting.	No change in RFP condition.
9	Section 2.8 Page 13	All the terms and conditions and the contents of the RFP along with the Annexure(s), clarifications, appendices, addenda, corrigenda issued will be contractually binding and will form part of the resulting agreement and any purchase orders to be issued to the successful bidder and any resulting contracts with the vendor/s from time to time as an outcome of this RFP Process.	Bidder requests that the resulting agreement be issued as per the terms and conditions of this RFP; along with deviations or changes requested and submitted as part of the RFP which is mutually discussed and agreed by the parties during contract finalization.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
10	Section 2.9 Page 13	No consortium or joint bid or sub-contracting is allowed. Bidder needs to fulfill all the eligibility criteria and technical evaluation criteria in their individual capacity.	No consortium or joint bid or sub-contracting is allowed. Bidder needs to fulfill all the eligibility criteria and technical evaluation criteria in their individual capacity. Not acceptable. Where bidder has employees working on franchisee, it will not be considered as sub contracting.	Please refer Corrigendum.
11	Section 2.13 Page 14	a. Bidders shall submit, along with the Bid, EMD of Rs. 50,00,000/- (Rs. Fifty Lakhs Only) in the form of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled bank as per the format given in Annexure I. b. EMD should be valid for a period of 1 year from the date of RFP. c. Bids submitted without EMD or submitted with an EMD not conforming to above criteria, will be treated as non-responsive and will be summarily rejected by LIC.	a. Bidders shall submit, along with the Bid, EMD of Rs. 50,00,000/- (Rs. Fifty Lakhs Only) in the form of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled bank as per the format given in Annexure I. b. EMD should be valid for a period of 1 year 90 days from the date of RFP. c. Bids submitted without EMD or submitted with an EMD not conforming to above criteria, will be treated as non-responsive and will be summarily rejected by LIC.	No change in RFP condition.
12	Section 2.13 Page No 14	EMD should be valid for 1 year	Request LIC to change the duration of EMD to 6 months.	No change in RFP condition.
13	2.13 - Earnest Money Deposit; Page 14	iii. The Bidder withdraws or amends its Bid during the period of Bid validity; or iv. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or v. Bidder does not respond to requests for clarification of its Proposal. vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive. vii. viii. The soft copies of the item specifications (technical and commercial) are not submitted or not readable or only blank CD is submitted. ix. The technical or commercial bid format is found to be without password or with different password.	iii. The Bidder withdraws or amends its Bid during the period of Bid validity <u>except for reasons found valid by LIC like breakup of alliance between bidder and OEM , Bidder decides to close services , bankrupcy etc ;</u> or iv. The Bidder <u>fraudulently</u> , makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or v. Bidder does not respond to requests for clarification of its Proposal even though <u>a minimum of 3 written follow ups were made for seeking clarification.</u> vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive <u>after a minimum of 3 written follow up.</u> vii. viii. The soft copies of the item specifications (technical and commercial) are not submitted or not readable or only blank CD is submitted. ix. The technical or commercial bid format is found to be without password or with different password.	Please refer Corrigendum

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
14	Section 2.13 Page No 14	The EMD submitted by the bidder may be forfeited in full or part , as decided by LIC, if: i.....ii. The bidder is found to be indulging in Fraudulent & Corrupt practices as mentioned in this RFP; iii. The Bidder withdraws or amends its Bid during the period of Bid validity; or iv. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or v. Bidder does not respond to requests for clarification of its Proposal. vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive. vii. In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails to sign the Contract or to furnish Bank Guarantee towards Performance Guarantee as mentioned in this RFP. viii. The soft copies of the item specifications (technical and commercial) are not submitted or not readable or only blank CD is submitted.	The EMD submitted by the bidder may be forfeited in full or part , as decided by LIC, if: i..... iii. The Bidder withdraws or amends its Bid during the period of Bid validity; or iv. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or v. Bidder does not respond to requests for clarification of its Proposal. vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive. vii. In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails to sign the Contract or to furnish Bank Guarantee towards Performance Guarantee as mentioned in this RFP. viii. The soft copies of the item specifications (technical and commercial) are not submitted or not readable or only blank CD is submitted.	Please refer Corrigendum
15	Section 2.14 Page 18	Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/ tender and subsequent modification(s) to this tender, if any.	What will happen where Bidder submits deviation to the RFP terms and conditions, how LIC will construe such submission.	No deviation will be accepted.
16	Section 2.15 Page 18	Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/ tender and subsequent modification(s) to this tender, if any.	Not Acceptable	No change in RFP condition.
17	Section 2.15 (k) Page 18	k. Bidders should submit their bids only if they agree to all the terms and conditions mentioned in the tender document. Sealed Bids should be addressed to The Executive Director (IT/BPR) and should be deposited in the tender box at the address as per the date and time given in the activity schedule.	Bidder requests that agreement to all terms and conditions; also include terms and conditions for which Bidder is seeking deviations for and is included as part of the bid submission.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
18	Section 2.15 (z) Page 18	z. During Bid evaluation, if any deviation is observed, LIC may call for clarifications/ confirmations and may decide to accept any deviation at its discretion and the decision of LIC in this matter will be final. However, this will be done before opening of indicative commercial bids	Bidder requests that any deviation is allowed to be included as part of the bid submission and the acceptance or rejection of a deviation be made; only after the parties agree to the terms and conditions.	No change in RFP condition.
19	Section 2.16 Page 18	The selected bidder shall submit along with the Bid, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.500 (Rupees five hundred only) or of an appropriate value applicable in the relevant state/ Union Territory as per the format given in Annexure XII which should be duly signed by the Authorized Signatory of the Company.	Request LIC to confirm if NDA need to be submitted along with bid response as clause say "selected bidder".	No
20	Section 2.18 Page 19	a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period.	Request bank to revise the price validity to 180 days.	No change in RFP condition.
21	Section 2.18 Page 19	a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period. b. Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account	a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period. b. Escalation of Costs: The vendor will in no circumstance not be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account	No change in RFP condition.
22	Section 2.20 Page 19	LIC will deduct taxes from the amounts due and payable to the vendor wherever applicable. LIC will provide vendor with the statement of any taxes deducted by LIC on payments under the contract. The vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the vendor.	The bidder request LIC to limit the tax deduction on Endpoint contract only.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
23	Section 2.22 Page 19	If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited	Bidder requests that the statement regarding forfeiture of EMD be deleted; any discrepancy be discussed and agreed.	No change in RFP condition.
24	Section 2.28 Page 21	a. Bids shall remain valid for one year from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.	Request LIC to reduce the bid validity period to a maximum of 180 days from the bid submission date.	No change in RFP condition.
25	Section 2.28 Page 21	Bids shall remain valid for one year from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as nonresponsive if the bid is submitted with a shorter validity period. b. In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity. 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.	Bids shall remain valid for 60 days from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as nonresponsive if the bid is submitted with a shorter validity period. b. In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity. 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.	No change in RFP condition.
26	Section 2.37 Page 26	Contracting	The Contract hyperlink includes various other forms. The bidder should have the right to negotiate the terms and conditions of the contract post passing of award by LIC.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
27	Section 2.37 Page 26	Contracting The notified Bidder who submits the Performance Bank Guarantee as above will enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP. LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to: • “Contract Agreement for Selection of System Integrators/ Implementation Agencies” https://www.meity.gov.in/writereaddata/files/implementing-services.pdf • Provision of the CVC and GoI on procurements • General Financial Rules 2017 for contract management https://doe.gov.in/sites/default/files/GFR2017_0.pdf LIC reserves the right to incorporate standard contract provisions into any contract negotiated as a result of any proposal submitted in response to this RFP.	Bidder requests that the terms and conditions of the contract will not be as per the links shared herewith; however be as per terms and conditions which shall be discussed, negotiated and mutually agreed by the parties.	No change in RFP condition.
28	Section 2.37 Page 26	contract. The selected Vendor(s) will sign a contract with LIC to provide the items named in their responses, at the prices listed. The Contract will be subject to review throughout its term. LIC will consider cancellation of contract upon discovery that the selected Vendor is in violation of any portion of the Contract, including an inability by the Vendor to provide the products, support and/or service promised in their response	Bidder requests that this clause be deleted in its entirety. Any cancellation shall be made as per the termination procedures defined in the contract.	No change in RFP condition.
29	Section 2.37 Page 26 - 27	LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to: • “Contract Agreement for Selection of System Integrators/ Implementation Agencies” https://www.meity.gov.in/writereaddata/files/implementing-services.pdf	We understand that the scope, applicability and implication of term will be discussed and agreed by the parties and thereafter the same will be incorporated to form a part of the governing contract.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
30	Section 2.37 Page 27	LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC. a. LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions. b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so. c. LIC reserves the right to shift/ divert the equipment to other locations from where they are. In such cases, the warranty/ AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location	LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC. a. LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions. However It should be restricted to +/-10% maximum of the quantity quoted as per RFP and additional prices shall be charged for the goods supplied over the contracted quantity. b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so. c. LIC reserves the right to shift/ divert the equipment to other locations from where they are. In such cases, the warranty/ AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location	No change in RFP condition.
31	Section 2.39 Page 27	After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable performance bank guarantee (from a scheduled/ nationalized Bank) within 15 days of being intimated by LIC which should be equal to 10% of the final commercial quote by bidder at the end of online reverse auction for RFP line items.	Request LIC to Change the PBG to 5% instead of 10%.	No change in RFP condition.
32	Section 2.39 Page 27	a. After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable performance bank guarantee (from a scheduled/ nationalized Bank) within 15 days of being intimated by LIC which should be equal to 10% of the final commercial quote by bidder at the end of online reverse auction for RFP line items.	a. After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable performance bank guarantee (from a scheduled/ nationalized Bank) within 45 days of being intimated by LIC which should be equal to 10% of the final commercial quote by bidder at the end of online reverse auction for RFP line items. Bidder requests 45 days from the date of submission of final commercial quote to submit PBG.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
33	Section 2.39 Page 27	h. The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this tender or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC. i. The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract: i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO. ii. Any legal action is taken against the bidder restricting its operations. iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. iv. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions. j. The performance guarantee will be discharged by LIC and returned to the issuing Bank with intimation to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations including any warranty obligations under the contract	Bidder requests that a PBG be invoked only after providing a cure period of not less than 30 days to cure a material breach. Bidder requests the other causes such as failure to deliver as per expectations etc; be deleted.	No change in RFP condition.
34	Section 2.39 Page 27	The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract: i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO. ii. Any legal action is taken against the bidder restricting its operations. iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. iv. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract: i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO. ii. Any legal action is taken against the bidder restricting its operations. iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. iv. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
35	Section 2.39 (a) Page 27	After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable performance bank guarantee (from a scheduled/ nationalized Bank) within 15 days of being intimated by LIC which should be equal to 10% of the final commercial quote by bidder at the end of online reverse auction for RFP line items.	We understand that PBG will be submitted within 15 days of execution of the contract.	No change in RFP condition.
36	Section 2.40 Page 28	2.40 Signing of Contract Post submission of Performance Guarantee by the successful bidder, LIC shall enter into a contract with the successful bidder, incorporating all clauses of RFP, all clarifications and the response to the RFP of the successful bidder.	Bidder requests modification of this clause wherein it indicates that the signing of a contract be made only after incorporating all clauses which are mutually discussed and agreed.	No change in RFP condition.
37	Section 2.45 Page 30	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise. Not acceptable. Where bidder has employees working on franchisee, it will not be considered as sub contracting.	Please refer Corrigendum.
38	Section 2.46.1 Page 30	Any bidder found to have a conflict of Interest shall be disqualified. In the event of disqualification, bidder shall forfeit and LIC shall appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, the time, cost and effort of LIC including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may be available to LIC hereunder or otherwise	Bidder requests that the clause regarding forfeiture of EMD due to a instance of Conflict of Interest be deleted in its entirety.	No change in RFP condition.
39	Section 3.6 Page 32	The bidder should have made profit after tax in the last 3 financial years	Request LIC to change it to Last 2 financial years.	Please refer corrigendum.
40	Section 3.6 Page 32	The bidder should have made profit after tax in the last 3 financial years	Please change the criteria as per below: The bidder should be profit making in any two out of the last three financial years.	Please refer corrigendum.
41	Section 3.6 Page 32	Whether the bidder has made profit after tax in the last 3 financial years	Bidder requests LIC to modify the clause as mentioned below: Whether the bidder has made profit in 2 of the last 3 financial years.	Please refer corrigendum.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
42	Section 3.6 Page 32	Whether the bidder has made profit after tax in the last 3 financial years	We have made profit after tax in the last 2 financial years.	Please refer corrigendum.
43	Section 3.6 Page 32	The bidder should have made profit after tax in the last 3 financial years	Request to change this clause to : The bidder should have made profit after tax in the last 2 out of 3 financial years.	Please refer corrigendum.
44	Section 3.6 Page 32	The bidder should have made profit after tax in the last 3 financial years	Request LIC to consider years 2014-15, 2015-16 and 2016-17 for this clause.	Please refer corrigendum.
45	Section 3.7 Page 32	The bidder should have supplied, installed and be maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	Request you to please modify the clause as: "A minimum of 5000 endpoint security agents should be under management by the service provider.	Please refer Corrigendum.
46	Section 3.7 Page 32	The bidder should have supplied, installed and be maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	As you know, there has not been any large Endpoint security RFP in large Indian companies in past 2 years. Most of the large enterprises have gone ahead and continued to renew their endpoint security solutions which they had procured in early 2011-2012 period. This being the fact, request LIC to pls consider OEM/ SI's experience in Endpoint security solution deployment.	Please refer Corrigendum.
47	Section 3.7 Page 32	The bidder should have supplied, installed and be maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	Request LIC to change this clause to "The bidder should have supplied, installed and be maintaining minimum of 7000 endpoint security licenses successfully running in any organization in India."	Please refer Corrigendum.
48	Section 3.7 Page 32	The bidder should have supplied, installed and be maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	Request LIC to kindly consider 5000 endpoint security agents being managed across customers by the bidder. This ensures that there is capability and expertise in managing endpoint security solutions with different organizations overcoming different challenges.	Please refer Corrigendum.
49	Section 3.7 Page 32	Whether the bidder has supplied, installed & is maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	Bidder requests LIC to modify the clause as mentioned below: Whether the bidder has supplied, installed & is maintaining more than 5000 endpoint security licenses successfully running in any organization in India.	Please refer Corrigendum.
50	Section 3.7 Page 32	The bidder should have supplied, installed and be maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India. The project should be live as on the date of RFP.	Please modify the criteria as per below: The bidder should have supplied, installed and be maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	Please refer Corrigendum.
51	Section 3.7 Page 32	Whether the bidder has supplied, installed & is maintaining minimum of 10000 endpoint security licenses successfully running in any organization in India.	We have supplied, installed & maintained minimum 3000 & less, but have full expertise to do so, if this is clause for OEM? Please clarify	Please refer Corrigendum.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
52	Section 3.8 Page 32	The bidder should have supplied, installed and be maintaining web/ email gateway successfully running in any organization in India with minimum 10000 users.	Request LIC to change this clause to "The bidder should have supplied, installed and be maintaining minimum of 7000 endpoint security licenses successfully running in any organization in India."	Please refer Corrigendum.
53	Section 3.8 Page 32	Whether the bidder has supplied, installed & is maintaining web/ email gateway successfully running in any organization in India with minimum 10000 users.	Bidder requests LIC to modify the clause as mentioned below: Whether the bidder has supplied, installed & maintained web/ email gateway successfully in any organization in India.	Please refer Corrigendum.
54	Section 3.8 Page 32	The bidder should have supplied, installed and be maintaining web/ email gateway successfully running in any organization in India with minimum 10000 users. The project should be live as on the date of RFP.	Please modify the criteria as per below: The bidder should have supplied, installed and be maintaining web/ email gateway successfully running in any organization in India with minimum 10000 users. The project should be live/ completed as on the date of RFP.	Please refer Corrigendum.
55	Section 3.8 Page 32	Whether the bidder has supplied, installed & is maintaining web/ email gateway successfully running in any organization in India with minimum 10000 users	We have 10000 plus endpoint protection along with web/email gateway but only operations management no supply/ deploy, but have full expertise to do so, if this is clause for OEM? Please clarify.	This clause is for the bidder.
56	Section 3.10 Page 32	The bidder should have atleast 5 resources certified for security standards such as CISA / CISM / CISSP / CEH.	The bidder should have at least 3 resources certified for security standards such as CISA / CISM / CISSP / CEH.	Please refer Corrigendum.
57	Section 3.10 Page 32	The bidder should have atleast 5 resources certified for security standards such as CISA / CISM / CISSP / CEH.	Request to reduce the number of certified resources.	Please refer Corrigendum.
58	Section 3.11 Page 32	Whether the bidder has minimum 100 number of Certified L1 and L2 Engineers on roll as on date of submission of bid.	Bidder understands that minimum 100 number of Certified L1 and L2 Engineers are for any technologies irrespective of technologies asked in the RFP.	The understanding of the bidder is correct.
59	Section 3.11 Page 32	The bidder should have minimum 100 number of Certified L1 and L2 Engineers on roll as on date of submission of bid.	Request LIC to consider the clause as : "The bidder should have minimum 40 number of Certified L1 and L2 Engineers on roll as on date of submission of bid. "	Please refer Corrigendum.
60	Section 3.11 Page 32	The bidder should have minimum 100 number of Certified L1 and L2 Engineers on roll as on date of submission of bid.	Please specify the certification details to have the clarity. (If required OS based or technology based).	Please refer Corrigendum.
61	Section 3.12 Page 32	Whether the bidder has either of the following valid certificates: ISO 9001/ CMMi Level 3 (or higher)		The condition is CMMi level 3 or ISO 9001.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
62	Section 3.15 Page 33	The bidder should have presence in Mumbai, Pune and Bangalore.	Request LIC to consider the clause as : "The bidder should have presence in Mumbai and Bangalore," since the support requirement from the Pune locations will be managed from Mumbai office.	No change in RFP condition.
63	Section 3.19 Page 33	The proposed OEM product for endpoint security should have been supplied and successfully implemented in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years.	Request you to please modify the clause as: "The proposed OEM product for endpoint security should have been successfully running in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years".	Please refer Corrigendum.
64	Section 3.19 Page 33	The proposed OEM product for endpoint security should have been supplied and successfully implemented in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years.	Request you to change the clause to " The proposed OEM product for endpoint security should have been supplied and successfully implemented in minimum one organizations for minimum 25000 users in the last 3 financial years"	Please refer Corrigendum.
65	Section 3.20 Page 33	The proposed OEM product for email gateway should have been supplied and successfully implemented in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years	Request you to please modify the clause as: "The proposed OEM product for email security should have been successfully running in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years".	Please refer Corrigendum.
66	Section 3.20 Page 33	The proposed OEM product for email gateway should have been supplied and successfully implemented in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years.	Request you to change the clause to " The proposed OEM product for email gateway should have been supplied and successfully implemented in minimum one organizations for minimum 25000 users in the last 3 financial years"	Please refer Corrigendum.
67	Section 3.21 Page 33	The proposed OEM product for web gateway should have been supplied and successfully implemented in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years	Request you to please modify the clause as: "The proposed OEM product for web gateway should have been successfully running in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years".	Please refer Corrigendum.
68	Section 3.21 Page 33	The proposed OEM product for web gateway should have been supplied and successfully implemented in minimum three organizations for minimum 25000 users in each organization in the last 3 financial years.	Request you to change the clause to " The proposed OEM product for web gateway should have been supplied and successfully implemented in minimum one organizations for minimum 25000 users in the last 3 financial years"	Please refer Corrigendum.
69	Section 3.23 Page 33	The proposed web gateway solution should be in the Gartners Magic Quadrant for Secure Web Gateway. This condition does not apply for Indian OEMs.	Web Security is critical to securing the network from the latest and advanced web based threats. Request this clause to be modified as: The proposed web gateway solution should be in the Gartners Magic Quadrant in Leaders/ Challengers for Secure Web Gateway for last 3 years 2016, 2017, 2018. This condition does not apply for Indian OEMs.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
70	Section 4.3 Page 35	ii. In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, leading practice and guidelines;	Bidder requests a modification to this clause such that the the industry standards referred to here apply to the IT Services Industry only.	No change in RFP condition.
71	Section 4.3.2 Page 35	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.	Bidder requests the following modifications: Clause d be modified to state that the Services will be as per the specifications provided under the agreement. Clause e be deleted in its entirety.	No change in RFP condition.
72	Section 4.3.5 Page 36	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party	Bidder requests that this clause be modified such that; subcontracting portions of the contract is allowed, subject to prior written permission which shall not be unreasonably withheld.	Please refer corrigendum
73	Section 4.3.5 Page 36	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party. Not acceptable. Where bidder has employees working on franchisee, it will not be considered as sub contracting.	Please refer corrigendum
74	Section 4.3.6 Page 36	The vendor will not be allowed to assign, in whole or in parts, its obligations under the Contract, to any other entity	Bidder requests that this clause is modified such that assignment be provided under the contract; subject to prior written permission which shall not be unreasonably withheld	No change in RFP condition.
75	Section 4.5.1 Page 36	LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 10% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 10% will be informed to the vendor in writing.	Request LIC to delete this clause since it will be difficult to quantify the 10% variation in scope.	Please refer corrigendum

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
76	Section 4.10.2 Page 38	a) All Intellectual Property Rights in the Contract Material shall vest in LIC; b) to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material. 4.10.3 Responsibility of the successful bidder It would be the responsibility of the successful bidder to ensure that it has legal, valid and current rights to provide all the deliverables as sought under this RFP. LIC acknowledges that save as expressly provided elsewhere in this RFP, all Intellectual Property Rights in relation to the software, its documentation, development, coding and any adaptations, translations and derivative work, whether a copyright, trade mark, patent, trade secret design or otherwise, provided to the LIC by the bidder during, in connection with or in relation to fulfilling its obligations under this RFP will belong to and shall remain a property of the bidder or its licensor, except under the condition when the LIC has taken possession of the software through its rights bestowed upon by the Escrow arrangement.	In respect of products/equipment required to be supplied, we are not an OEM but a reseller and integrator of the OEM products. In view of this, please modify the above clauses to indicate that any third party products/ software supplied by the bidder is subject to the OEM terms and conditions or End User License Agreement, as the case may be. IPR rights in respect of third party products and software will also be as per terms and conditions from such OEM/Software Licensor. As far as Intellectual Property Rights in Services provided by Bidder are concerned, we will provide perpetual, worldwide, non-exclusive, royalty free license to LIC to use the IPR in the Services for the purpose for which it was developed.	This applies to the auxiliary material/ scripts developed by the bidder or from some third party. It is not applicable to the products/ licences of OEM.
77	Section 4.10.2 Page 38	to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	We request you to change the clause as " to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual/ subscription, non-exclusive New/ Fresh license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	This applies to the auxiliary material/ scripts developed by the bidder or from some third party. It is not applicable to the products/ licences of OEM.
78	Section 4.10.2 (a) Page 38	All Intellectual Property Rights in the Contract Material shall vest in LIC;	We understand that Contract Materials refers to configuration changes to the base software application carried out by the vendor to meet the customer's business requirements.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
79	Section 4.10.2 Page 38	a) All Intellectual Property Rights in the Contract Material shall vest in LIC; b) to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	Bidder requests that Pre-Existing IP rights shall remain with the party who provided such IP. All Newly developed IP shall remain with the Bidder; Bidder shall provide a right to use such IP.	This applies to the auxiliary material/ scripts developed by the bidder or from some third party. It is not applicable to the products/ licences of OEM.
80	Section 4.10.4 Page 38	Liability of the successful bidder	Unlimited liability is not acceptable. In any event the overall liability of the bidder shall not exceed twelve months of the charges collected by the bidder under the affected purchase order with exclusion towards indirect or consequential damages.	No change in RFP condition.
81	Section 4.10.4 Page 38	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	We request that liability of the Bidder be capped to the annual value of the contract, irrespective of whether the liability arises under contract, tort, statute or any other theory of law. We agree to keep the following outside the cap of limitation of liability: Claims arising out of damage to tangible physical property of LIC, due to gross negligence and willful misconduct of Bidder Claims arising out of physical Injury to any person due to gross negligence and willful misconduct of Bidder Claims arising out of infringement of IPR in the services provided by the Bidder Further, please confirm that Bidder shall not be liable under any circumstances for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
82	Section 4.10.4 Page 38	The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	We submit that there is not aggregate liability cap mentioned in Cl.4.10.4. We propose addition of a language to clarify that aggregate liability will be capped at TCV. We also propose to modify 'misconduct' to 'wilful misconduct'.	No change in RFP condition.
83	Section 4.10.4 Page 38	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited	Bidder requests that the Liability for "wilful misconduct" or "gross negligence" for the specific instances mentioned here be unlimited; except for the point regarding breach of confidentiality obligations; which shall be brought within the liability cap.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
84	Section 4.10.5 Page 39	The Vendor will warrant that: a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided in this clause 4.10. 4.10.6 Remedy for breach of warranty If a third party lays a claim for any partial or full ownership of any software or its components supplied by the bidder, which jeopardize, disrupt or endanger the LIC's right of uninterrupted use of the software, the bidder shall at no cost whatsoever to the LIC, (i) regularize the license so that the LIC may continue to use the software in accordance with the terms set out in the RFP and any subsequent Agreement, or (ii) modify the software without affecting the performance or functional aspects of the software in any manner, to avoid the infringement claim, or (iii) replace the software with an alternate, non-controversial and non-infringing product, without compromising the quality and functionality of the software to be replaced. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	In respect of products/equipment required to be supplied, we are not an OEM but a reseller and integrator of the OEM products. In view of this, please modify the above clauses to indicate that any third party products/software supplied by the bidder is subject to the OEM terms and conditions or End User License Agreement, as the case may be. Warranty and Indemnity rights in respect of third party products and software will also be as per terms and conditions from such OEM/ Software Licensor and Bidder will pass on the same "as-is" to LIC.	No change in RFP condition.
85	Section 4.10.5 Page 39	The Vendor will warrant that: a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided in this clause 4.10.	Bidder requests the provisions of clause (a) be deleted in its entirety. Bidder cannot warrant that the use of Warranted Materials will not infringe upon the IP Rights of any person.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
86	Section 4.10.7 Page 39	Patent Rights and other litigation costs	We request LIC that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited. i.e. "To the extent authorized, Bidder will pass through to LIC any transferable indemnities provided to the Bidder by Bidder's vendors". As for the deliverables created by Bidder, Bidder's indemnity should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. The Bidder will not be liable nor responsible for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc. The damages which are indirect or consequential are not acceptable including those claims that are raised by the customer of LIC or any third party.	No change in RFP condition.
87	Section 4.10.7 Page 39	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered.	We propose to make this clause mutual i.e. neither LIC nor vendor will be liable for indirect or consequential damage or liability.	No change in RFP condition.
88	Section 4.10.7 Page 39	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.	Bidder requests that any IP Infringement claims be brought to the notice of the bidder and such claims are settled by Bidder only. In case of any compensation which is required to be paid; such expenses shall be limited to "reasonable legal expenses" only.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
89	Section 4.10.7 Page 39	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim	Bidder requests that either party not be responsible for any indirect, incidental or consequential damages or liability under the agreement.	No change in RFP condition.
90	Section 4.12 Page 40	Indemnity	The indemnity claimed by LIC is very broad. The Bidder doesn't accept such indemnity events and can agree to give the following indemnitees to LIC such as; to indemnify LIC for third party claims arising from damage to tangible property, death or personal injury caused due to gross negligence or willful misconduct.	No change in RFP condition.
91	Section 4.12 Page 40	a. Subject to Clause 4.11 (b) below, Vendor will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or willful default in performance or non-performance under the contract. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Vendor will not indemnify LIC, however, if the claim of infringement is caused by: i. LIC's misuse or modification of the service; ii. LIC's failure to use corrections or enhancements made available by the Vendor; iii. LIC's use of the Service in combination with any product or information not owned or developed by Vendor; or iv. Information, direction, specification or materials provided by LIC or any third party contracted to it If any Service is or likely to be held to be infringing, Vendor will at its expense and option either i. Procure the right for LIC to continue using it, ii. Replace it with a non-infringing equivalent, iii. Modify it to make it non-infringing. The foregoing remedies constitute LIC's sole and exclusive remedies and Vendor's entire liability with respect to	For all practical purposes, we request limiting Indemnity under the RFP and the subsequent contract with the successful Bidder to the following cases: a.Third party claims against LIC arising from breach of confidential information by the bidder, b.Third party claims against LIC arising from infringement of IPR by the bidder in respect of the Services provided to LIC. Further, in order to invoke Indemnity provisions, as per the standard legal procedure, LIC should: a.promptly notify Bidder in writing about any such third party claim b.take all practical steps to mitigate any loss arising out of such third party claims c. not make any admission, compromise or settle the claims without the prior written consent of the Bidder and should allow the Bidder to control and conduct proceedings (including settlements) arising from such third party claims d. should provide the Bidder with all assistance as it may reasonably require in such proceedings.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
92	Section 4.12 Page 40	Indemnity- Subject to Clause 4.11 (b) below, Vendor will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or willful default in performance or non-performance under the contract. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:	<u>Please consider below modifications in the clause. reference Clause 4.11 seems to be inadvertently crept in instead of 4.12</u> Subject to Clause 4.12 (b) below, Vendor will undertake to indemnify LIC from and against all actual, direct and proven losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's gross negligence or willful default in performance or non-performance under the contract. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:	No change in RFP condition.
93	Section 4.12 Page 40	a. Subject to Clause 4.11 (b) below, Vendor will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or willful default in performance or non-performance under the contract	Bidder requests that the Indemnity be applicable for "Gross Negligence" and not for "Negligence" as mentioned in the contract.	No change in RFP condition.
94	Section 4.13 Page 41	LIABILITY	We request LIC that there should be entire exclusion from the RFP for indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, irrespective of the events. Further the overall liability of Bidder shall in no event be more than the aggregate of twelve month of charges collected by Bidder under the order in which such liability has arisen.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
95	Section 4.13 Page 41	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	We request that liability of the Bidder be capped to the annual value of the contract, irrespective of whether the liability arises under contract, tort, statute or any other theory of law. We agree to keep the following outside the cap of limitation of liability: Claims arising out of damage to tangible physical property of LIC, due to gross negligence and willful misconduct of Bidder Claims arising out of physical Injury to any person due to gross negligence and willful misconduct of Bidder Claims arising out of infringement of IPR in the services provided by the Bidder Further, please confirm that Bidder shall not be liable under any circumstances for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs.	No change in RFP condition.
96	Section 4.13 Page 41	The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	We noticed that Cl.4.13 has a different liability language. Based on a combined reading of Cl.4.10.4 and Cl.4.13, we request for a clarification that:- 1. Bidder liability will be unlimited for - criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC; 2. Bidder liability for all other claims will be at - total Contract Price; and 3. the Supplier/ vendor shall not be liable to LIC, 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	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
97	Section 4.13 Page 41	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Please consider below modifications to clause: Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and Except in cases of criminal negligence or willful misconduct the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	No change in RFP condition.
98	Section 4.13 Page 41	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Bidder requests that the clause be modified as follows: Except in cases of criminal Gross negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price paid or payable by LIC 12 months before the cause of action arose. provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
99	Section 4.13 Page 41	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, 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 the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect , incidental ,punitive or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs and for any claims of any third party claiming through Vendor, provided that this exclusion shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim. provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	No change in RFP condition.
100	Section 4.14 (g) Page 42	g. Violation of NDA will lead to forfeiture of performance Bank guarantee and will additionally lead to legal action and blacklisting.	Bidder requests that any Performance Guarantee which is invoked is made only after Bidder is allowed to answer and cure its default.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
101	Section Clause 4.16 Page 43	4.16.1 Warranty that there is no conflict of interest The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists nor is likely to arise in the performance of its obligations under the contract. a. A Vendor will not have a conflict of interest that may affect the Services b. LIC requires that the Vendor provides professional, objective, and impartial services and at all times hold LIC's interests' paramount, avoids conflicts with other assignments or its own interests, and acts without any consideration for future work. The Vendor shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC. c. Without limiting the generality of the above, a Vendor shall be deemed to have a Conflict of Interest, if there is a conflict among this and other assignments of the Vendor (including its personnel and other members, if any) and any subsidiaries or entities controlled by the Vendor or having common controlling shareholders. The duties of the Vendor will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Vendor shall not take up any assignment that by its nature will result in conflict with the present assignment.	Please confirm that this clause shall not have the effect of imposing exclusivity of services or non-compete provisions upon the Bidder.	No change in RFP condition.
102	Section 4.17 Page 44	To integrate the solution with LIC applications	Please clarify what is the use case and what kind of applications need to be integrated.	Please refer Corrigendum.
103	Section 4.18.1 Page 44	The Vendor will ensure that its Personnel comply with: a. All relevant security and other requirements specified in LIC's Information Security Policy; b. Any other security procedures or requirements notified, in writing, by LIC to the Vendor. The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five business days of receipt of the notice. c. Any regulatory guidelines about IT security issued by Regulator.	Request LIC to provide the current security policies for which compliance is expected from Bidder as part of this RFP.	Will be shared with the successful bidder.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
104	Section 4.18.1 (c) Page 45	Any regulatory guidelines about IT security issued by Regulator.	We understand that the regulatory guideline will be informed to the bidder.	Will be shared with the successful bidder.
105	Section 4.18.2 Page 45	LIC may, from time to time, notify the Vendor of the level of security or access clearance applicable to the Vendor's Personnel, and the date from which, or the period during which, that clearance will be effective and the Vendor must comply with and ensure its Personnel act in accordance with that notice.	We request to clarify the security/ access clearances that the Vendor's Personnel will need to comply with for this project.	Will be shared with the successful bidder.
106	Section 4.19 Page 45	4.19.1 Vendor to keep books and records The Vendor will: a. Keep adequate books and records, in accordance with Indian Accounting Standards, insufficient detail, to enable the amounts payable by LIC under the contract to be determined; b. Also maintain and retain books and records as mandated by any other law and the same would be made available to LIC.	Please confirm that any audit of books and records shall be done with prior written notice to Bidder and should be restricted to the information and documents in relation to the services provided under this RFP. Also, we request confirmation that Bidder shall not be required to disclose its financial information, profits, books of accounts, costs breakups etc..	The understanding of the bidder is correct.
107	Section 4.19 Page 45	Vendor shall bear the cost of complying with the clause 4.19	Bidder requests clarification if the cost of complying under this clause is related to the audit costs or if it is limited to the costs of complying? Costs of audits to be borne by LIC.	No change in RFP condition.
108	Section 4.20.3 Page 45	If non-performance or diminished performance by the Affected Party due to the circumstances as per 4.20.2 above continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Affected Party written notice of 90 days.	We understand that a written notice with 30 days cure period will be provided prior to termination for cause.	No change in RFP condition.
109	Section 4.21.1 (b) Page 46	Parties agree that neither party shall be entitled for any pre-reference or pendente-lite interest on its claims. Parties agree that any claim for such interest made by any party shall be void.	We request deleting the above clause as the same is arbitrary.	No change in RFP condition.
110	Section 4.22.1 Page 47	Right to terminate	Tata Communication requests for a defect-cure period of 90 days before submitting the termination letter	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
111	Section 4.22.1 Page 47	If Vendor fails to comply with the clause 4.9 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 90 days.	We understand that a written notice with 30 days cure period will be provided prior to termination for cause.	Please refer Section 4.22.3 of the RFP.
112	Section 4.22.2 (a) Page 47	LIC may, at any time, by a prior written notice of 90 days, terminate the contract or reduce the scope of the Services.	We understand that upon termination for convenience Customer will pay for all products and services delivered till the effective date of termination.	The understanding of the bidder is correct.
113	Section 4.22.2 Page 47	Termination and reduction for convenience	In case of termination for convenience by LIC, LIC shall pay the service fees in respect of the services delivered up to the effective date of termination and the following amounts: (i) an amount equal to the total of any and all waived installation charges as reflected on the terminated order(s), (ii) an amount equal to one hundred percent (100%) of the service fees payable for the unexpired remainder of the order period plus (iii) any documented third party expenses not covered by (i) and (ii) above that are incurred by bidder in respect of the terminated order (including any local loop charges).	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
114	Section 4.22.2 Page 47	a. LIC may, at any time, by a prior written notice of 90 days, terminate the contract or reduce the scope of the Services. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination; d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. e. LIC is not liable to pay compensation under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits. f. The systems that are complete and ready for delivery within 30 days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Vendor an amount mutually agreed for partially completed systems and for materials and	Please confirm that in case of reduction of scope of work or termination of contract for convenience, apart from making payment for all services rendered up to the date the reduction/ termination at the contracted prices, LIC shall compensate Bidder for all charges/ costs incurred by Bidder for placing orders with OEMs as per the SOW, which orders cannot be cancelled or where cancellation charges are levied.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
115	Section 4.22.2 Page 47	a. LIC may, at any time, by a prior written notice of 90 days, terminate the contract or reduce the scope of the Services. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination; d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.	a. LIC Either party may, at any time, by a prior written notice of 90 days, terminate the contract or reduce the scope of the Services. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination which shall include the below: 1. Goods delivered 2. Services rendered 3. Work in progress 4. Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts 5. Unrecovered investments shall be paid by customer as per termination schedule till the date of termination." d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.	No change in RFP condition.
116	Section 4.22.2 Page 47	c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination;	The OEM back-to-back maintenance contract is generally purchased for full term of contract by the bidders as per OEM policy. Hence we request LIC to make payment for the future OEM maintenance charges already procured by the bidder. The bidder can transfer the OEM AMC to LIC for future whenever the termination is by convenience.	No change in RFP condition.
117	Section 4.22.2 (c) Page 47	If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination;	Bidder requests that upon termination; LIC shall pay a reasonable shut down or wind down charges as mutually agreed by the parties.	No change in RFP condition.
118	Section 4.22.3 Page 47	Termination by LIC for default	For any service failure penalties are charged by LIC therefore, any such excess cost for replacement services (as mentioned in other parts of RFP as well) are not acceptable to Bidder and should be omitted.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
119	Section 4.22.3 Page 47	In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	We request modification in respect of the above sentence to indicate that in case of termination of contract on account of default of the Bidder, the Bidder shall be liable to LIC for costs incurred by LIC in floating another RFP and selecting another vendor for completing the undelivered portion of work.	No change in RFP condition.
120	Section 4.22.3 Page 47	In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	To be capped at 10% differential amount.	No change in RFP condition.
121	Section 4.22.3 Page 47	Notwithstanding what has been stated in clause 4.22.2 of this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract, after a 30 days cure period is given to the vendor to cure the default. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Bidder requests that termination be done only upon failure to cure; the right regarding termination of the contract in whole or part. Further the step-in right be deleted in its entirety.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
122	Section 4.22.3 Page 47	Notwithstanding what has been stated in clause 4.22.2 of this RFP LIC after a 30 days cure period is given to the vendor to cure the default. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Notwithstanding what has been stated in clause 4.22.2 of this RFP LIC after a 30 days cure period is given to the vendor to cure the default. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However vendor's liability in this case will be limited to 10% of the value of the goods or services for which such option is exercised. However, the Vendor shall continue the performance of the Contract to the extent not terminated. In case of partial termination of contract both the parties will mutually agree on how the services will be separated and how any corresponding elements, such as charges, will be dealt with.	No change in RFP condition.
123	Section 4.22.9 Page 48	In the event of termination of the selected bidder(vendor) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach.	We request deleting the line "LIC shall be entitled to impose any such obligations and conditions".	No change in RFP condition.
124	Section 4.22.9 Page 48	Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.	Bidder requests that the Performance Bank Guarantee be invoked only upon provision of a cure Period of not less than 30 days.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
125	Section 4.27 Page 52	The vendor shall perform all services and deliver all deliverables in accordance with the milestone schedule. There shall be penalties for non adherence to the milestone schedule, as per SLA. The total penalty for implementation (till the go-live stage) will be capped at 10% of the contract value.	The vendor shall perform all services and deliver all deliverables in accordance with the milestone schedule. There shall be penalties for non adherence to the milestone schedule, as per SLA. The total penalty for implementation (till the go-live stage) will be capped at 3% of the contract value of the Implementation portion. The overall maximum penalty, if any that can be imposed on vendor under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.	No change in RFP condition.
126	Section 4.29 Page 52	During the assignment, the substitution of key staff such as Project Manager, Team Leader, etc., identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the bidder can do so only with the concurrence of the LIC by providing other staff of same level of qualifications and expertise. If LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by the LIC to the bidder during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, LIC reserves the right to insist the bidder to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.	We request deleting the above clause as the same is arbitrary. In the event Bidder removes any key personnel from the Project, it shall immediately notify LIC and make arrangement to place another personnel. If LIC is not satisfied with the substitution, it can intimate Bidder about the same and Bidder will cooperate with LIC in this regard to find another suitable replacement.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
127	Section 4.29 Page 52	During the assignment, the substitution of key staff such as Project Manager, Team Leader, etc., identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the bidder can do so only with the concurrence of the LIC by providing other staff of same level of qualifications and expertise. If LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by the LIC to the bidder during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, LIC reserves the right to insist the bidder to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.	In case if LIC is not satisfied with the substitution, request LIC to provide sufficient time for the replacement (at least 2 months) before proceeding to termination of the contract and recover payments. Request your confirmation on this.	No change in RFP condition.
128	Section 4.32 Page 52	The escalation matrix for LIC will be jointly decided by LIC and the Vendor once the Vendor is on boarded. The successful bidder shall have to set up a Toll Free helpline number or web-based helpdesk with auto-escalations and facility of SMS/ Email alerts.	Does bidder will have to form onsite Toll free help desk? What will be the service window?	The successful bidder shall have to set up a Toll Free helpline number or web-based helpdesk with auto-escalations and facility of SMS/ Email alerts.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
129	Section 4.34 Page 53	The delivery & installation of the entire system consisting of software and services will be as per the Schedule of Service Level Agreement mentioned in this RFP; failure to do so will attract penalties. If, at any time during the performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the systems and/or Services, the Vendor shall promptly notify LIC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, LIC shall evaluate the situation and may, at its discretion, extend the Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.	As per the respective clauses in the RFP put together should be capped at 10% of the total contract value	No change in RFP condition.
130	Section 4.34 Page 53	The Vendor will ensure that all services and systems perform without defect or interruption as per the SLAs specified in the RFP. The vendor will make all-out effort to ensure that all systems perform without defect or interruption.	As per the respective clauses in the RFP put together should be capped at 10% of the total contract value	No change in RFP condition.
131	Section 5.2 Page 54	Submission of Scope of Work and Implementation Plan	2 week from the date of receipt of details of information from LIC	Please refer Corrigendum
132	Section 5.3 Page 54	Delivery of Hardware	8 weeks from Date of Acceptance of Purchase Order	No change in RFP condition.
133	Section 5.3 Page 54	6 weeks from Date of Acceptance of Purchase Order	We request to change the clause to "8 weeks from Date of Acceptance of Purchase Order"	No change in RFP condition.
134	Section 5.3 Page 54	6 weeks from date of acceptance of purchase order	We request to LIC, please change delivery timeline to 10 weeks.	No change in RFP condition.
135	Section 5.3 Page 54	Delivery of Hardware	We request to change this to 12 weeks from Date of Acceptance of Purchase Order	No change in RFP condition.
136	Section 5.4 Page 54	6 weeks from Date of Acceptance of Purchase Order	We request to change the clause to "8 weeks from Date of Acceptance of Purchase Order"	No change in RFP condition.
137	Section 5.4 Page 54	Delivery of Licenses	We request to change this to 12 weeks from Date of Acceptance of Purchase Order	No change in RFP condition.
138	Section 5.5 Page 54	Project completion period for deployment of Endpoint, Email and Web Security Solution at Desktops/ Servers, Email Gateway, Web Gateway across LIC network	Since this project involves agent rollout, GUP Server implementation etc we request LIC to change the timelines from 8 weeks to 16 weeks from date of delivery of hardware	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
139	Section 5.5 Page 54	Project completion period for deployment of Endpoint, Email and Web Security Solution at Desktops/ Servers, Email Gateway, Web Gateway across LIC network	18 weeks from Date of Delivery of Hardware	No change in RFP condition.
140	Section 5.5 Page 54	8 weeks from Date of Delivery of Hardware	We request to change the clause to "10 weeks from Date of Delivery of Hardware"	No change in RFP condition.
141	Section 5.5 Page 54	Project completion period for deployment of Endpoint, Email and Web Security Solution at Desktops/ Servers, Email Gateway, Web Gateway across LIC network - 8 weeks from Date of Delivery of Hardware	We request to change the clause to "10 weeks from Date of Delivery of Hardware"	No change in RFP condition.
142	Section 5.5 Page 54	8 weeks from date of delivery of hardware	We request to LIC, please change delivery timeline to 16 weeks	No change in RFP condition.
143	Section 5.5 Page 54	Project completion period for deployment of Endpoint, Email and Web Security Solution at Desktops/ Servers, Email Gateway, Web Gateway across LIC network - 8 weeks from Date of Delivery of Hardware	Timeline need to be revised. The timeline is ok for incumbent vendor/ OEM but require change for new OEM/ bidder.	No change in RFP condition.
144	Section 5.5 Page 54	Project completion period for deployment of Endpoint, Email and Web Security Solution at Desktops/ Servers, Email Gateway, Web Gateway across LIC network	We request to chage this to 16 weeks from Date of Acceptance of Purchase Order.	No change in RFP condition.
145	Section 5.5 Page 54	Project Timelines	Request client to increase the implemenation timeline by additional 8 Weeks as there is dependency for deploying endpoints agents across all the systems.	No change in RFP condition.
146	Section 5.6 Page 54	12 weeks from Date of Acceptance of Purchase Order	We request to change the clause to "14 weeks from Date of Acceptance of Purchase Order"	No change in RFP condition.
147	Section 5.6 Page 54	Deployment of Engineers in locations - 12 weeks from Date of Acceptance of Purchase Order	We request to change the clause to "14 weeks from Date of Acceptance of Purchase Order"	No change in RFP condition.
148	Section 5.6 Page 54	Deployment of Engineers in locations	16 weeks from Date of Acceptance of Purchase Order	No change in RFP condition.
149	Section 5.6 Page 54	Deployment of Engineers in locations	As per industry standards most of the orgainstations have a notice period of 12 weeks for their engineers, request LIC to change the Delivery Schedule to "16 weeks from Date of Acceptance of Purchase Order."	No change in RFP condition.
150	Section 5.6 Page 54	Deployment of Engineers in locations	We request to chage this to 20 weeks from Date of Acceptance of Purchase Order	No change in RFP condition.
151	Section 6.1 Page 55		Whether bidder to leverage client existing tool for availability and performance monitoring of the proposed solution	Bidder to propose complete end to end solution.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
152	Section 6.1 Page 55		Our Understanding is SI to provide only L1 and L2 resources and L3 resources need to be provided by OEM	SI has to provide L1 and L2 resources. For OEM TAM, please refer to Chapter 7 of RFP.
153	Section 6.1 Page 55		Please provide the support window for L1, L2 and L3 resources.	Please refer Sections 7.1 and 7.3 of RFP.
154	Section 6.1 Page 55		Whether client is good to go with the hybrid model for Security Operation of the proposed solution	No change in RFP condition.
155	Section 6.1 Page 55		Please provide the existing ticket volume for Endpoint Protection, Web Gateway, Mail Gateway and Email Security solution hosted in client premises.	Bidder to make fair assessment.
156	Section 6.1 Page 55	High level Premium support from OEM with Technical Account Manager. & The successful Bidder has to provide throughout the contract period, the services of an offsite Technical Account Manager.	Request you to make as TAM should be provided by OEM authorised partner throughout the contract period.	No change in RFP condition.
157	Section 6.1 Page 55	Endpoint Security- Windows and Linux	Please help in clarifying the number of servers on which the Anti-virus agent are currently deployed?	Please refer Corrigendum.
158	Section 6.1 Page 55	Endpoint Security- Windows and Linux	Please specify if there are any roaming users/ Laptop users, which are connected via internet to the LIC network? If so, how are regular updates being maintained for these machines ?	Agents in all these machines shall be updated using LAN connectivity.
159	Section 6.1 Page 55	Email Gateway Security Email Security	Request LIC to clarify the difference between these two products	Email Gateway Security is at Perimeter where MX is pointed. Email Security is on Email Servers for internal email inspection.
160	Section 6.1 Page 55	High level Premium support from OEM with Technical Account Manager.	For any such large deployment most important is the post implementation coordination which gets easier by having a Customer advocate which helps in case management and serves as a primary point of contact during the escalation. They work to make sure your issues are resolved in a timely manner and serve as your champion within the support organization. Request this clause to be modified as: High level Premium support from OEM with Technical Account Manager or Customer Advocate	No change in RFP condition.
161	Section 6.1 Page 55	On-site management and maintenance support Services of SI for L1 and L2 resources.	Kindly confirm if LIC will provide sitting space at LIC premises for SI L1 & L2 resources	Yes.
162	Section 6.1 Page 55	On-site management and maintenance support Services of SI for L1 and L2 resources.	Kindly confirm if LIC will provide sitting space at LIC premises for SI L1 & L2 resources	Yes.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
163	Section 6.1 Page 55	Implementation of solutions at desktops, laptops, servers, email gateway, web gateway and Corporate Mailing Solution. The implementation should include enforcement of policies as per the requirement of LIC along with migration, if any, from the existing system.	Kindly confirm if LIC will provide centralized agent deployment solution for centralized pushing of endpoint agents on desktop & laptops	No.
164	Section 6.1 Page 55	Implementation of solutions at desktops, laptops, servers, email gateway, web gateway and Corporate Mailing Solution. The implementation should include enforcement of policies as per the requirement of LIC along with migration, if any, from the existing system.	Kindly confirm if LIC will provide centralized agent deployment solution for centralized pushing of endpoint agents on desktop & laptops	No.
165	Section 6.1 Page 55	Email Gateway Security	Please specify the email gateway being utilized by LIC (eg. MS exchange, Lotus domino, Office 365)? Kindly provide details on: a) Number of Mail Servers b) Deployment Architecture of Mail servers(Centralized, Decentralized, High Availability) c) Is malware protection required on mail servers? Also, what is the solution expected - on-Cloud or On-Prem	The proposed solution should be implemented on premises.
166	Section 6.1 Page 55	Secure Web Gateway	Please specify whether the Internet breakout points of LIC are centralized or Decentralized? In case of Centralized environment, please specify the number of Internet breakouts and bandwidth at each breakout point.	Centralised Internet breakout at DC. Failover at DR.
167	Section 6.1 Page 55	Scope of Work	Please clarify the ownership of hardware, Software and licenses of the required solution? SI understands that Onsite warranty from OEM is required for First year. Is there any specific requirement for OEM support for the remaining duration of contract?	Ownership will be with LIC. OEM support required for entire duration of the contract.
168	Section 6.2.1 Page 55	6.2.1 Background	Request LIC to provide the no of endpoints at each location, this will help the SI to factor resources during rollout phase.	Bidder to support Central Office, Zonal Offices and Divisional Offices - approximately 100 locations. For remote locations, support of onsite hardware engineers can be made available, if required.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
169	Section 6.2.1 Page 55	LIC has the following structure	Kindly share the hierarchy between the CO, ZO, DO, BO	Please refer Annexure XIV of RFP.
170	Section 6.2.1 Page 55	2048 Branch Offices + more than 1400 satellite offices - spread across the length and breadth of India	How many total satellite branches.	Please refer Annexure XIV of RFP.
171	Section 6.2.1 Page 55	2048 Branch Offices + more than 1400 satellite offices - spread across the length and breadth of India	How will the agents be pushed onto the satellite branches and how do these agents currently receive updates	Bidder to propose the solution.
172	Section 6.2.1 Page 55	2048 Branch Offices + more than 1400 satellite offices - spread across the length and breadth of India	What is the type of connectivity and bandwidth currently present at these satellite branches	Primary - MPLS Backup - VPNoBB 512 KBPS to 2 MBPS
173	Section 6.2.1 Page 55	2048 Branch Offices + more than 1400 satellite offices - spread across the length and breadth of India	Kindly let us know the site details	Please refer Annexure XIV of RFP.
174	Section 6.2.1 Page 55	72 Pension & Group Schemes Units	These units are part of which offices. If these are independent units, kindly mention the number of endpoints at these units	P&GS Units are located in the Divisional Offices.
175	Section 6.2.2 Page 55	All offices of LIC are networked using leased lines, MPLS, VPNoBB, VSAT, WiMax, etc. with appropriate bandwidth.	Request LIC to confirm the no of branches	Please refer Annexure XIV of RFP.
176	Section 6.2.2 Page 55	All offices of LIC are networked using leased lines, MPLS, VPNoBB, VSAT, WiMax, etc. with appropriate bandwidth.	Request LIC to provide the bandwidth details at each Location. Also request to provide last mile wise no of location. (offices with leased line, MPLS, VPNoBB, VSAT, WiMax)	Will be shared with successful bidder.
177	Section 6.2.2 Page 55	All offices of LIC are networked using leased lines, MPLS, VPNoBB, VSAT, WiMax, etc. with appropriate bandwidth.	We would need the location details as per the connectivity type. For eg VSAT locations where a central agent push cannot be done, also there is no FMS person who can do the installation & a in person location visit for deployment would be required by the bidder resource. Need the endpoint count along with locations for such sites.	Bidder to support Central Office, Zonal Offices and Divisional Offices - approximately 100 locations. For remote locations, support of onsite hardware engineers can be made available, if required.
178	Section 6.2.2 Page 55	IT Scenario in LIC: All offices of LIC are networked using leased lines, MPLS, VPNoBB, VSAT, WiMax, etc. with appropriate bandwidth.	What is the bandwidth utilized?	Bidder to propose.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
179	Section 6.2.3 Page 55	Present Solution Overview: Existing and Deployed Licenses – Onsite software solution a) Trend Micro Office Scan Client/ Server Edition (Antivirus) b) Trend Micro Control Manager 7.0 (Management Software) c) Trend Micro InterScan Web Security Suite (IWSVA) + URL filtering (Web Security at gateway) d) Trend Micro InterScan Messaging Security Suite (Email Security at Gateway) e) Scan Mail Suite for exchange (MS Exchange Security) f) Server Protect for Linux	Request an answer for the below questions: 1. How many concurrent connection per Hour? 2. Do you have any mobile devices deployed in your environment?/ You allow BYOD usage?	1. Bidder to propose appropriate solution. 2. No.
180	Section 6.2.3 Page 55	a) Solution and licenses for iii) Email Gateway Security iv) Email Security v) Secure Web Gateway	Since LIC is currently using Trend Micro for Web security and Email Security, can the bidders quote for any other Technology / Product or they need to quote for Renewal of the existing solution for both Web & Email Security?	Bidder can quote any technology.
181	Section 6.2.3 Page 55	The installation and up gradation of antivirus to Desktops/ Laptops is carried out through intranet/ physical media by Endpoint security Onsite support Engineers and Hardware/ Desktop Engineers. Damage Cleanup Server (DCS/ DCT) and Network Reputation Services, Server Protect for Windows NT licenses has been provided as inbuilt features of OSCE.	Need more clarity on what is OSCE	Trend Micro Office Scan Corporate Edition
182	Section 6.2.3 Page 55	Present Solution Overview: d) Trend Micro InterScan Messaging Security Suite (Email Security at Gateway) e) Scan Mail Suite for exchange (MS Exchange Security)	What is the mode of mailbox access?	Thick client/ Browser
183	Section 6.2.3 Page 55	Active Directory Domain: licindia.com; Single domain; single forest; Windows 2008 Server Std.	Is Windows AD Integrated with existing solutions?	Yes.
184	Section 6.3.2 Page 55	Windows versions installed – Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP.	Request LIC to remove windows 7, Vista and windows XP as they are EOS. https://www.microsoft.com/en-us/microsoft-365/windows/end-of-windows-7-support , https://support.microsoft.com/en-in/help/13853/windows-lifecycle-fact-sheet	Please refer Corrigendum.
185	Section 6.3.2 Page 56	Windows versions installed – Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP.	Support for OS like XP & Vista Is also not possible for 6yrs. Request LIC to suggest.	Please refer Corrigendum.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
186	Section 6.3.2 Page 56	RHEL versions installed – 5.4 and 5.9 (32 bit and 64 bit) and above.	Request LIC to share the kernel version for RHEL versions installed – 5.4 and 5.9. Request LIC to share the number of endpoints having this version & as we understand they are in process of upgrading these endpoints. Request LIC to let us know on the time-frame for which these version needs to be supported.	1% of the total environment is on RHEL 5.4, which will be upgraded to 5.9 or higher in the next one year.
187	Section 6.3.2 Page 56	RHEL versions installed – 5.4 and 5.9 (32 bit and 64 bit) and above.	Support for RHEL 5.4 is not possible for 6yrs. Request LIC to suggest	1% of the total environment is on RHEL 5.4, which will be upgraded to 5.9 or higher in the next one year.
188	Section 6.3.2 Page 56	For 30000 Endpoints	Are all the 30,000 windows endpoints part of Active Directory ?	Yes.
189	Section 6.3.2 Page 56	For 65000 Endpoints	Are all the 65000 endpoints part of any Directory Service?	No.
190	Section 6.3.2 Page 56	Server Protect	Please share the number Servers	Please refer Corrigendum
191	Section 6.3.2 Page 56	Server Protect for Linux	Please elaborate on the Server protect for Linux requirement. Is the solution required for all linux servers?	Please refer Corrigendum.
192	Section 6.4.1 Page 57	a) It should include the following details: i. Network Diagram	Can you provide us the existing network diagram so that we can incorporate the new architecture	Will be shared with successful bidder.
193	Section 6.4.2.2 Page 58		Request you to share the approximate count of policies to be migrated to proposed solution. This will further help us to arrive at TCO.	Will be shared with successful bidder.
194	Section 6.4.2.3 Page 58		Kindly let us know is there any existing solution available in LIC to deploy Endpoint clients for Linux.	No.
195	Section 6.4.2.3 Page 58	Signature Update: All desktop clients & servers should get automatically updated without manual intervention with new pattern file/ engine file/ drivers within 48 hours of its release and Email and Web Security solutions within 2 hours of its release.	There are a lot of factors in pushing updates on end clients such client not reachable, link down etc. Hence request LIC to change 48 hours to 4 working days.	Please refer corrigendum.
196	Section 6.4.2.4 Page 58	Change management has to be carried out with risk-based approach and be documented properly.	Please confirm if LIC already has a change management process in place and the bidder can use the same going forward.	No.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
197	Section 6.5 Page 59	The entire system will be tested for each and every functionality, to ensure that the system is capable of catering to all the requirements mentioned in this RFP. After installation of the hardware, software, all the features specified in the scope of work, expected deliverables would be tested and acceptance obtained from LIC. The Solution acceptance test will check for SLAs mentioned in this RFP. In case the solution is not able to meet the SLAs, vendor is supposed to provide additional/ improved software, implementation and configuration so as to meet the defined SLAs	Request to consider the following points for Project Sign-Off Criteria (i) Migration of email security solution and test to verify if the migration is successful (i) Migration of web security solution and test to verify if the migration is successful (ii) Deployment/Upgradation of the proposed mail server security. (iii) 60% of the endpoint desktops/laptops to be deployed with the proposed endpoint security solution during implementation phase and the remaining to be deployed during operations phase	No change in RFP condition.
198	Section 6.5 Page 59	The entire system will be tested for each and every functionality, to ensure that the system is capable of catering to all the requirements mentioned in this RFP. After installation of the hardware, software, all the features specified in the scope of work, expected deliverables would be tested and acceptance obtained from LIC. The Solution acceptance test will check for SLAs mentioned in this RFP. In case the solution is not able to meet the SLAs, vendor is supposed to provide additional/ improved software, implementation and configuration so as to meet the defined SLAs.	Need to change the clause for Site wise/ Lot wise Acceptance.	No change in RFP condition.
199	Section 6.6 Page 59	Training hands on to be provided by OEM every year to LIC personnel	Is this means that we have to plan the OEM Trainer every year for Training in LIC premise.	Please refer Section 6.6 of RFP.
200	Section 7.1 Page 61	f) The onsite Engineers should be full time employed by the vendor.	We request LIC to mention this clause to have Bidder front end with a back to back agreement with partner, instead of full time employee by bidder.	Please refer Corrigendum.
201	Section 7.1 Page 61	General	Can the bidder provide remote SOC services for 24*7 support if the onsite engineer is not available ?	No change in RFP condition.
202	Section 7.1 Page 61	General	1. How will the hardware supplied be managed ? 2. Will LIC do the OS Patching/vUpgrade of the listed devices or will LIC take care of this ? 3. Will LIC do the Database Management? 4. Who will do the server backup management	1. Hardware to be supplied and managed by bidder. 2. No. Bidder has to manage 3. Bidder has to manage. 4. Bidder has to manage.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
203	Section 7.1(b) Page 61	Dedicated Project manager who will be onsite during implementation.	Need to Build the cost for Project Manager.	Please refer RFP.
204	Section 7.1(i) Page 61	The Team shall be same throughout the implementation of the project till the acceptance of the project and no change of resources will be acceptable to LIC within 1 year of deployment.	Clause need to change that Resident Engineer/ Bidder will provide 30 days notice before resource replacement.	Please refer Corrigendum.
205	Section 7.1 Page 62	Implementation of practices and guidelines as per ISO 27001 standard.	Please confirm if LIC already has the practices and guidelines in place as per ISO 27001 standard.	Yes.
206	Section 7.1 Page 62	Taking backup, archival and restoration of configuration and data.	Please confirm if LIC will provide backup and storage. What is the duration to be considered for backup?	Need only configuration backup, as and when configuration changes are done. Bidder to propose appropriate solution.
207	Section 7.2 Page 62	L2 Level OEM Certification for solutions which are part of this RFP	Request LIC to clarify L2 Level OEM Certification details.	OEM certification pertaining to products being considered in this RFP.
208	Section 7.3 Page 63	The Onsite Engineers at Central Office and the eight Zonal Locations should be present during LIC working hours on all LIC working days.	Request LIC to share their working hours?	10:00 am to 5:30 pm
209	Section 8 Page 65	Successful vendor(s) will have to agree to SLA and penalty clauses as given below. It will form part of the contract. The penalty so calculated will either be adjusted with the payments or will be separately realized from the bidder.	Product/ Commercial has to verify the Penalty for SLA.	No change in RFP condition.
210	Section 8 Page No. 65	Service Level Agreement	All time durations (days/ weeks) specified in SLA should be work days/ weeks.	No change in RFP condition.
211	Section 8 Page 66	Service Level Agreement (SLA), Penalties	Bidder requests that Total Penalty, of all and any kind, be capped to 5% of the Total Contract Value	No change in RFP condition.
212	Section 8.1 to 8.4 Page 65	S.No. 1- 4	We request to change the clause to "Rs.5000 per week of delay or part thereof"	No change in RFP condition.
213	Section 8.1 to 8.4 Page 65	S.No 1-4	We request to change the clause to "Rs.5000 per week of delay or part thereof"	No change in RFP condition.
214	Section 8.1 to 8.4 Page 65	Point 1,2,3&4 PENALTY	Request LIC to change the Penalty per week to 5000 per week of delay or part thereof	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
215	Section 8.1 Page 65	Delay in submission of Scope of work	Request LIC to change the resolution time to "2 week from the date of receipt of information from LIC"	Please refer Corrigendum
216	Section 8.1 Page 65	8. Service Level Agreement (SLA), Penalties Delay in submission of Scope of work: 1 week from the date of receipt of information from LIC Rs.50000 per week of delay or part thereof	We request the following change: 1 week from the date of receipt of information from LIC Rs 100 per week of delay for the effected site, capped to a maximum of 5 % of the Quarterly ARC	Please refer Corrigendum
217	Section 8.2 Page 65	Delay in delivery of hardware Beyond 6 weeks from acceptance of PO Rs.50000 per week of delay or part thereof	Delay in delivery of hardware Beyond 8 weeks from acceptance of PO Rs 100 per week capped to a maximum of 5 % of the Quarterly ARC	No change in RFP condition.
218	Section 8.2 Page 65	Delay in delivery of hardware	Request LIC to change the resolution time to "Beyond 8 weeks from acceptance of PO"	No change in RFP condition.
219	Section 8.3 Page 65	Delay in delivery of licences	Request LIC to change the resolution time to "Beyond 8 weeks from acceptance of PO"	No change in RFP condition.
220	Section 8.3 Page 65	Delay in delivery of licences Beyond 6 weeks from acceptance of PO Rs.50000 per week of delay or part thereof	Delay in delivery of licences Beyond 8 weeks from acceptance of PO Rs.100 per week of delay capped to a maximum of 5 % of the Quarterly ARC	No change in RFP condition.
221	Section 8.4 Page 65	Delay in deployment of Engineers at specified locations	Request LIC to change the resolution time to "Beyond 18 weeks from acceptance of PO"	No change in RFP condition.
222	Section 8.4 Page 65	Delay in deployment of Engineers at specified locations Beyond 12 weeks from acceptance of PO	Delay in deployment of Engineers at specified locations Beyond 20 weeks from acceptance of PO Rs.1000 per week of delay or part thereof capped to a maximum of 5% of quarterly ARC.	No change in RFP condition.
223	Section 8.5.1 Page 65	The configuration changes to be done during project execution period from the release of latest version/ update by OEM	Request LIC to change the Penalty per week to 1000 per week of delay or part thereof	No change in RFP condition.
224	Section 8.5.1 Page 65	The configuration changes to be done during project execution period from the release of latest version/ update by OEM 2 months from the release of latest version/ update by OEM Rs.10000 per week of delay or part thereof	The configuration changes to be done during project execution period from the release of latest version/ update by OEM 2 months from the release of latest version/ update by OEM Rs.1000 per week of delay capped to a maximum 5% of the ARC	No change in RFP condition.
225	Section 8.6 Page 65	Deficiency in service of on-site Engineers	All service related penalties to be calculated at 0.1% per effected location per quarter, capped to a maximum of 5% ARC of the effected Site	No change in RFP condition.
226	Section 8.6.2 Page 65	Monthly report to CO CAV administrator	Request LIC to change the penaltyuy to "Rs.500 per month of delay or part thereof from on-site charges"	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
227	Section 8.6.4 Page 66	Spam mail prevention: a. If spam mails are received by LIC due to configuration issues b. Delay in installation of any upgrades released by OEM to arrest spam	Request LIC to change the penalty to "Rs.1000 per week of delay or part thereof from the date of reporting by CAV Administrator at CO"	No change in RFP condition.
228	Section 8.6.4 Page 66	Spam mail prevention: a. If spam mails are received by LIC due to configuration issues b. Delay in installation of any upgrades released by OEM to arrest spam 2 days from the date of communication from LIC Rs.10000 per week of delay or part thereof from the date of reporting by CAV Administrator at CO	Despite multiple security protection, their could be instances of spam emails. All such issues arising due to issues at customer end, will not be attributable to the bidder. For all other issues please accept the following change: Spam mail prevention: a. If spam mails are received by LIC due to configuration issues b. Delay in installation of any upgrades released by OEM to arrest spam 2 days from the date of communication from LIC Rs.1000 per week of delay capped to a maximum of 5% of the Quarterly ARC from the date of reporting by CAV Administrator at CO	No change in RFP condition.
229	Section 8.6.5 Page 66	Attendance of on-site Engineer in LIC premises	Request LIC to change the penalty to Rs. 500 per day.	No change in RFP condition.
230	Section 8.6.5 Page 66	Late attendance beyond 2 hours/ absence	If there is a business impact then only the penalty need to be applicable.	No change in RFP condition.
231	Section 8.7 Page 66	Uptime less than 98% of Web Gateway.	Request LIC to change the penalty to " Rs.200 per hour of downtime or part thereof from Quarterly Maintenance charges"	No change in RFP condition.
232	Section 8 Page 66	Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value.	Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 3% of the contract value.	No change in RFP condition.
233	Section 8 Page 66		Request LIC to keep the Penalty cap to max 10%	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
234	Section 8 Page 66	Substitution of Project Team Members : During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, vendor can do so only with the concurrence of the LIC by providing other staff of same level of qualifications and expertise. If the LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by the LIC to vendor during the course of this assignment besides claiming an amount equal to the contract value as liquidated damages. However, LIC reserves the right to insist vendor to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.	In case of this clause the sentences marked in red to be deleted: Substitution of Project Team Members : During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, vendor can do so only with the concurrence of the LIC by providing other staff of same level of qualifications and expertise. If the LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by the LIC to vendor during the course of this assignment besides claiming an amount equal to the contract value as liquidated damages. However, LIC reserves the right to insist vendor to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.	Please refer Corrigendum.
235	Section 8 Page 66	During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, vendor can do so only with the concurrence of the LIC by providing other staff of same level of qualifications and expertise. If the LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by the LIC to vendor during the course of this assignment besides claiming an amount equal to the contract value as liquidated damages. However, LIC reserves the right to insist vendor to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment	During the assignment, the substitution of key staff such as Project Manager, Team Leader, etc., identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the bidder can do so only with the concurrence of the LIC by providing other staff of same level of qualifications and expertise. If LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by the LIC to the bidder during the course of this assignment besides claiming an amount, equal to the contract value as i.e liquidated damages subject to a max of 2.5% of annualized contract value. However, LIC reserves the right to insist the bidder to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.	Please refer Corrigendum

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
236	Section 9 Page 67	• No advance payment will be made by LIC. • All payments pertaining to this Tender will be made by the Central Office IT department, Mumbai. • Cost of hardware shall be released against full delivery. • Eighty percent of the cost of software/ licence cost shall be released against full delivery, at Central Office, IT department, of all the latest version/ updates of software and other related items like accessories and manuals and licenses of Endpoint, Email and Web Security Products for all the components mentioned in the Bid. • The Balance twenty percent of the cost of software licences shall be paid on implementation of versions/ updates of the software licenses across the offices of LIC.	• No advance payment will be made by LIC. • All payments pertaining to this Tender will be made by the Central Office IT department, Mumbai. • Cost of hardware shall be released against full delivery. • Eighty Ninety percent of the cost of software/ licence cost shall be released against full delivery, at Central Office, IT department, of all the latest version/ updates of software and other related items like accessories and manuals and licenses of Endpoint, Email and Web Security Products for all the components mentioned in the Bid. • The Balance twenty ten percent of the cost of software licences shall be paid on implementation of versions/ updates of the software licenses across the offices of LIC.	No change in RFP condition.
237	Section 9 Page 67	Payments: terms, conditions, schedule, taxes etc	Payment shall be made against submission of invoices with 30-days as credit period	No change in RFP condition.
238	Section 9 Page 67	Payment for the Onsite Services will be done quarterly in arrears at the end of each quarter on production of the following:against Penalties if any will be recoverable from any payment due to the Vendor	Payment for the Onsite Services will be done quarterly monthly in arrears at the end of each quarter on production of the following:against Penalties if any will be recoverable from any payment due to the Vendor	No change in RFP condition.
239	Section 9 Page 67	Payment term 80% + 20%	Request LIC to change it to 90% + 10%	No change in RFP condition.
240	Section 9 Page 67	The Balance twenty percent of the cost of software licences shall be paid on implementation of versions/ updates of the software licenses across the offices of LIC.	Since the implementation timeline will be over two months as per the RFP, we request LIC to release payment for balance 20% of SW / Licenses as and when the implementation is completed for certain block of licenses. The block of licenses can be decided as per the project plan submitted by the bidders.	No change in RFP condition.
241	Section 9 Page 67	Payment against Annual Maintenance Contract	Payment for the Annual Maintenance Contract will be processed at the start of the year	No change in RFP condition.
242	Section 9 Page 67	Payment for the Onsite Services will be done quarterly in arrears at the end of each quarter	Bidder proposes payment as monthly in arrears for Onsite Services	No change in RFP condition.
243	Section 9 Page 67	AMC - Quarterly in arrears	All AMC and ATS to be paid Annually in Advance.	No change in RFP condition.
244	Section 9 Page 67 - 68	Payments: terms, conditions, schedule, taxes etc.	This provision does not mention a clear payment period. We understand that each undisputed invoice will be paid within 30 days of receipt along with supporting documentation.	Yes.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
245	Section 9 Page 67 - 68	9. Payments: terms, conditions, schedule, taxes etc. For Payment against Implementation Payment of 100% for the Implementation cost will be done as per the sign-off criteria as mentioned in Section 6.5 – Acceptance Testing and Signoff, on production of the following: a) Invoice for the amount payable. b) Verification of all deliverables defined in this bid. c) Acceptance report and Installation report duly signed by Assistant Secretary (or a higher ranking official) at CO-IT Mumbai and by the vendor's authorized representative.	Bidder submits to modify the Implementation services milestones as follows 1. 20% on submission of the HLD and LLD 2. 30% against installation of the Hardware 3. 20% against installation of the Software 4. 30% on Final Acceptance and Go Live	No change in RFP condition.
246	Section 9 Page 68	Payment will be done by IT Department at CO for the Annual Maintenance Contract on quarterly basis in arrears at the end of each quarter on production of the following:	Payment will be done by IT Department at CO for the Annual Maintenance Contract on quarterly monthly basis in arrears at the end of each quarter on production of the following:	No change in RFP condition.
247	Section 9 Page 68	LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.	Payment for the services delivered/ performed by the bidder has to be made by the customer, post generation of invoices, with 30-days as the credit period.	No change in RFP condition.
248	Section 9 Page 68	Payment for the Onsite Services will be done quarterly in arrears at the end of each quarter	Request LIC to release the payment for onsite services on quarterly in advance basis.	No change in RFP condition.
249	Section 9 Page 68	Payment will be done by IT Department at CO for the Annual Maintenance Contract on quarterly basis in arrears at the end of each quarter	Request LIC to release the payment for Payment will be done by IT Department at CO for the Annual Maintenance Contract on quarterly in advance basis.	No change in RFP condition.
250	General		Are you facing any challenges with the deployed solution. Are you looking to replace the existing solution?	Bidder has to propose the solution as per the terms and conditions of the RFP.
251	General		How are you currently managing the endpoint updates / patches for all the locations.	Will be shared with successful bidder.
252	General		Kindly let us know what is the mode of agent deployment currently present with LIC.	No comments.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
253	General		Does LIC has any endpoint management team who can roll out agents wherever physical presence is needed	Bidder to support Central Office, Zonal Offices and Divisional Offices - approximately 100 locations. For remote locations, support of onsite hardware engineers can be made available, if required.
254	General		Kindly share the bandwidth present at CO, ZO, DO and BO. This is needed to understand how the updates will flow	Bidder to propose bandwidth requirement.
255	General		Please share the bifurcation of the endpoints across different types of offices.	Will be shared with the successful bidder.
256	General		How are the users currently accessing Internet. Is it a centralised outbreak or do the offices have their own individual Internet connectivity	Centralised Internet breakout at DC. Failover at DR.
257	General		Are cloud based solutions for email security & web security acceptable to LIC?	No.
258	Additional Points		Please confirm if we can use the existing Hardware and VM of LIC for the proposed solution.	No. The bidder should propose end to end solution.
259	General		IS LIC using any existing patch Management solution and Directory Services for windows & linux clients	No patch management solution. No directory service for linux.
260	Additional Query		Request you to please share the Linux kernel and platform details	Please refer Section 6.3.2 of RFP.
261	Additional Query		Request you to please share Microsoft operating systems installed in all the system	Please refer Section 6.3.2 of RFP.
262	New Clause	Termination for Non-Payment	Bidder requests that; Bidder may terminate a Contract if LIC fails to pay undisputed charges within a reasonable period following the due date.	No change in RFP condition.
263	New Clause	Savings Clause	Bidder requests for a new Savings Clause to be added: •Each party will be excused from failures to perform its obligations to the extent caused by the other party or as a result of a Force Majeure Event. •Bidder will be entitled to a reasonable extension of time and costs of corrective action to the extent failure to perform was caused, or contributed to, by LIC.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
264	ARC/RRC	Clause not present in RFP	The Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of $\pm 5\%$ of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline volumetric, additional resources will be charged at ARC 'Additional Resource Charge' to reflect additional marginal cost to Service Provider, while credits known as RRC 'Reduced Resource Credit' will be granted to Customer for reduction in resources consumed, for service volumes below -5% of the baseline volumetric.	No change in RFP condition.
265	Variance in Minimum Wages	Clause not present in RFP	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	No change in RFP condition.
266	SNR	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that the bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
267	Pass Through Warranty	Clause not present in RFP	Since the bidder is acting as a reseller of completed products, the bidder shall “pass-through” any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer’s or licensor’s warranties and indemnities. Further, it is clarified that the bidder shall not provide any additional warranties and indemnities with respect such products	No change in RFP condition.
268	ERV	Clause not present in RFP	“It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ (“Base Exchange Rate”). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.”	No change in RFP condition.
269	Risk and Title	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	No change in RFP condition.
270	Tax	Clause not present in RFP	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of LIC	No change in RFP condition.
271	Saving Clause	Clause not present in RFP	the bidder’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent the bidder performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	No change in RFP condition.
272	Deemed Acceptance	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to the bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that the bidder shall have 15 days time to correct in case of any rejection by Customer.	No change in RFP condition.
273	Credit Period for Payment	Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
274	Final Irrevocable Document	Clause not present in RFP	The agreement should mention the final irrevocable document which will be issued by the customer for procurement of the deliverables and the final irrevocable document should have a reference of the agreement for the T&C's. Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between the Customer and the successful bidder ("Contract") shall specify the document to be issued by the Customer for procuring the deliverables ("Procuring Document"). Such Procuring Document shall – (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder.	No change in RFP condition.
275	Annexure I: Bank Guarantee	Bank Guarantee Therefore, we hereby affirm that we guarantee and are responsible to you on behalf of the vendor, up to a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).	Bidder requests that this is modified such that a cure period of not less than 30 days is provided for any default and post such a cure period; on continued failure; LIC may forfeit the Performance Guarantee	No change in RFP condition.
276	Annexure IV	NDA	When appropriate remedy in the form of injunctive relief is given than why indemnity has been claimed from the Bidder. Bidder request that such indemnity should be removed from the NDA.	No change in RFP condition.
277	Annexure V - Technical Requirements	The bidder should bring in the required Hardware, networking equipment, etc. for the solution. The sizing should take in to consideration successful running of the solution for a period of 6 years from the date of sign off by LIC for. The bidder has to provide the complete item wise details of the hardware proposed.	Is the appliances/hardware to be supplied by the OEM/ bidder or LIC would provide the infrastructure (Hardware/ VM)?	Bidder has to propose end to end solution.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
278	Annexure V Page 1 (General Technical Requirements)	The bidder should bring in the required Hardware, networking equipment, etc. for the solution. The sizing should take in to consideration successful running of the solution for a period of 6 years from the date of sign off by LIC for. The bidder has to provide the complete item wise details of the hardware proposed.	For the Web gateway hardware appliances, will LIC require 10G connectivity on the appliances? LIC should look at the same if they are planning for a datacenter network upgrade in the future to 10 G. LIC should ask for appliances to be having 10g & 1G ports.	Bidder to propose appropriate solution ensuring optimum performance.
279	Annexure V Technical Requirements. General Technical Requirement point no. 3	The solution should be deployed in High Availability mode at the Primary site.	Do we have to install the solution in standalone mode at DR ?	Yes.
280	Annexure V Page 1 (General technical Requirements)	The solution should be deployed in High Availability mode at the Primary site.	Will LIC require the HA component to be sized for full capacity. For eg Web Gateway has 2 nodes at each location (DC & DR). Does each node need to be sized for full load bearing capacity ? Is HA required at DR as well ?	HA required in DC. Not in DR. Solution should support 30000 users.
281	Annexure V Page 1 (General technical Requirements)	The solution should be deployed in High Availability mode at the Primary site.	One of the most important to ensure availability is to ensure the functionality of having quick rollback. For a business critical service like a web proxy the solution should have the capability to host 5 different OS versions on the same appliance and should have the capability to migrate config and policy automatically to newer versions & rollback as required. Request LIC to revise this clause & include the same.	No change in RFP condition.
282	Annexure V Technical Requirements. General Technical Requirement Point No. 3	The solution should be deployed in High Availability mode at the Primary site.	Do we have to install the solution in standalone mode at DR?	Yes.
283	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	The solution should support machines hosted on virtual environments.	Please provide existing virtualize platform details hosted in client setup.	Will be shared with successful bidder.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
284	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	Endpoint protection - Windows	Please provide existing endpoint protection OEM and Version details hosted in client setup. Also, please provide architecture layout for Endpoint protection solution.	Will be shared with successful bidder. Bidder to propose architecture for endpoint security solution.
285	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	Endpoint protection - Windows	Please provide the features enabled on existing Endpoint protection solution.	Will be shared with successful bidder.
286	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	The solution is to be sized for 30,000 Windows Platforms comprising of Windows 7/8/10.	Please provide the location wise breakup 30,000 endpoint.	Bidder to support Central Office, Zonal Offices and Divisional Offices - approximately 100 locations. For remote locations, support of onsite hardware engineers can be made available, if required.
287	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	The solution is to be sized for 30,000 Windows Platforms comprising	Whether provide the connectivity details across location.	Will be shared with the successful bidder.
288	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	The solution is to be sized for 30,000 Windows Platforms comprising of Windows 7/8/10.	Whether client existing centralized tool such as SCCM through which agent can be deployed. If yes, please provide the coverage for SCCM tool across branches.	No.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
289	Annexure V Page 1 - Technical Requirements; Endpoint protection - Windows	The solution is to be sized for 30,000 Windows Platforms comprising of Windows 7/8/10.	Whether Hands & Feet support will be provided by client for trouble shooting or installation of agents across branches.	Bidder to support Central Office, Zonal Offices and Divisional Offices - approximately 100 locations. For remote locations, support of onsite hardware engineers can be made available, if required.
290	Annexure V Page 4 - Technical Requirements; Endpoint protection -Linux	The Solution is to be sized for 65,000 Linux Platforms comprising of RHEL 5.4 and above.	Please provide the location wise breakup 65,000 endpoint and there connectivity details across branches.	Will be shared with the successful bidder.
291	Annexure V Endpoint Protection - Linux	The proposed solution must be able to block all communication to Command & Control center.	This is a feature of EDR. Request you to kindly remove it.	Detecting C&C is not part of EDR. No change in RFP condition.
292	Annexure V Endpoint Protection - Linux	The proposed solution should support heuristic technology blocking files containing real-time compressed executable code.	Linux machines doesn't allow heuristic blocking technology, request LIC to remove the clause.	No change in RFP condition.
293	Annexure V Endpoint Protection - Linux	The proposed solution must support document exploit prevention feature supporting scan for exploits against known/ critical and aggressive detection of unknown suspicious files.	Unknown suspicious files is a part of EDR, request you to kindly modify the clause.	Please refer Corrigendum.
294	General		Please provide the YoY growth across 5 Yrs for sizing Web Gateway, Endpoint Protection and Mail Gateway solution.	No change in RFP condition.
295	Annexure V Technical-Requirements; Secure Web Gateway	Secure Web Gateway	Please provide existing Secure Web Gateway solution hosted in client setup, Also, please provide current Make, Model and Version details.	Please refer Section 6.2.3 of RFP.
296	Annexure V Technical-Requirements; Secure Web Gateway	Secure Web Gateway	Please provide existing Secure Web Gateway architecture layout.	Bidder to propose architecture for web gateway.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
297	Annexure V Technical-Requirements; Secure Web Gateway	The solution should support inbuilt SSL interception and also support SSL scanning capabilities maintaining data integrity, including decryption, re-encryption of storage keys, without processing overhead and latency. The solution should be scaled to work with at least 75% SSL traffic.	Whether client has existing SSL offloader solution which can be leverage for offloading the SSL traffic.	No.
298	Annexure V Page 6 Technical-Requirements; Secure Web Gateway	The solution should be sized for 30,000 users.	Please provide the location wise split and there connectivity details for the Users who will be accessing the internet.	The proposed solution should be centralised and users from all tiers - CO, ZO, DO, BO will be accessing the internet using the proposed web gateway.
299	Annexure V Page 6 Technical-Requirements; Secure Web Gateway	The solution should be sized for 30,000 users.	Please provide existing Internet link and there connectivity details for the Users accessing internet.	Will be shared with the successful bidder.
300	Annexure V Page 6 (Web Security)	The solution should be sized for 30,000 users.	How many users would be active out of 30000. Pls mention the total concurrent sessions capacity required along with the total desired throughput (Bandwidth that would be provided to the Web Gateway.	Please size the solution for 30000 concurrent users.
301	Annexure V Page 9 Technical-Requirements; Secure Web Gateway	The proposed solution should have a database of URLs segregated into different groups/categories with well know websites and should be able to automatically updated with latest changes on regular basis from the OEM. Further the solution should be able to provide granular control such as - providing access to educational videos on a social video site while blocking other content.	Blocking URLs in various categories like Social media blocking videos is possible but identifying educational videos only is a technical challenge and can lead to lot of false positive and operational efforts so request you to remove or modify it.	Please refer Corrigendum.
302	Annexure V Page 6 (Web Security)	The proposed solution should provide separate Management server which can push policies for centralized management and reporting.	Will LIC provide the resources (Vmware infra) needed to deploy the management & the reporting server as a VM ?	No.. Bidder has to provide end to end solution.
303	Annexure V Page 6 (Web Security)	The proposed solution should provide separate Management server which can push policies for centralized management and reporting.	Does the management & the reporter server have to be considered for DR as well ?	Yes.
304	Annexure V Page 6 (Web Security)	The proposed solution should ensure that filtering services must not be degraded while the solution is in a redundant or failed-over-state.	Does LIC require Each node of Web Gateway to be able to cater the entire user load or they are willing to load balance across site ?	Bidder to propose solution.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
305	Annexure V Page 6 (Web Security)	The proposed solution should allow IP failover to ensure that if a node in the cluster fails, other nodes can assume the failed node's responsibilities.	What is the load balancing mechanism to be used. Does LIC have load balancers or DNS round robin etc or the vendor needs to include in the solution?	Proposed Solution must support IP failover to provide redundancy and solution availability at all times.
306	Annexure V Page 6 (Web Security)	The proposed solution should provide separate Management server which can push policies for centralized management and reporting.	Please provide the no of policies configured on the existing Web Gateway solution that need to be migrated to the proposed solution.	Will be shared with successful bidder
307	Annexure V Page 8 (Web Security)	The proposed solution should provide a mechanism to automatically block all internet access by a user for a configurable amount of time if the user exceeds a configurable threshold of access violations.	We request LIC to remove this point as such a policy would not be feasible. A user when requests for a allowed category URL which can be having links within it which might be unallowed & hence would be blocked & violation logged. This would end up having a lot of users accessing genuine URL's being taken off the allowed list & subsequently not having internet access.	Please refer Corrigendum.
308	Annexure V Page 8 (Web Security)	The proposed system should be able to log individual TCP sessions	Please elaborate this requirement.	Secure Web Gateway should be able to log all TCP sessions for monitoring purpose.
309	Annexure V Page 9 (Web Security)	The solution should have anti-virus engines for scanning AV (which find a place in Gartner's latest Magic Quadrant for End Point Protection) and other malware on the web traffic. Enabling AV should not degrade the performance of proxy solutions.	Would request the point to also include the capability of the solution to have dual AV engines as well as the AV to be in the leaders quadrant for End point protection. This would ensure LIC has the best AV protection for the most critical entry point into their network.	No change in RFP condition.
310	Annexure V Page 9 (Web Security)	The solution should have anti-virus engines for scanning AV (which find a place in Gartner's latest Magic Quadrant for End Point Protection) and other malware on the web traffic. Enabling AV should not degrade the performance of proxy solutions.	Would request LIC to ask that the solution should have native capability to provide static analysis/ Advance machine learning from third party OEM as well as of its own. Also it should provide with a on-prem sandbox or integration with other sand boxes if LIC decides to go for the same in the future. A solution having signature less behaviour based prediction analysis capability would protect against zero day/unknown threats.	No change in RFP condition.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
311	Annexure V Page 9 (Web Security)	The solution should have granular control over Web applications. Controls like what to be posted, what content to be downloaded should be restricted	LIC should consider to modify this point to include controls for cloud applications & SWG integrations for these actions. This would help LIC to control user action while using this applications. Eg. Upload of file over webex, youtube content control & applications specific controls like join meetings, host meetings etc. Other controls can include to allow users to access their personal email accounts on Hotmail, AOL Mail, and Yahoo Mail, but prevent them from sending email attachments. The solution should have capability to distinguish between personal / corporate accounts. These application specific controls would help LIC to put in effective controls to enhance their security posture & enhance user experience.	No change in RFP condition.
312	Annexure V Page 9 (Web Security)	The solution should have anti-virus engines for scanning AV (which find a place in Gartner's latest Magic Quadrant for End Point Protection) and other malware on the web traffic. Enabling AV should not degrade the performance of proxy solutions.	OEM's have there own threatseeker intelligence with market leading Antivirus and Anti Malware for the Protection; the AV and Anti Malware engine have been the industry leading but since they are proprietary to the OEM it cannot be evaluated by Gartner. Request this clause to be modified as: The solution should have anti-virus engines for scanning AV and other malware on the web traffic. Enabling AV should not degrade the performance of proxy solutions.	Please refer Corrigendum
313	Annexure V Page 10 (Web Security)	The solution should support configurable reverse proxy functionality.	Reverse proxy is different technology all together and it is required for the users to access internal applications via the proxy, we request LIC to relax this point. Request this clause to be Removed.	Please refer Corrigendum
314	Annexure V Page 10 (Web Security)	The solution should be able to apply bandwidth restriction rules per IP address.	We request LIC to relax this point as each solution has different way to optimize BW to make sure critical application and URLs are having optimum Bandwidth. Request this clause to be modified as: Solution should provide BW restriction either on IP/ Category/ Protocol.	Please refer Corrigendum
315	Annexure V Page 10 (Web Security)	Email Gateway Security	Please provide existing Email Gateway solution hosted in client setup, Also, please provide existing Make, Model and Version details	Please refer Section 6.2.3 of RFP.
316	Annexure V Page 10 (Web Security)	The solution should be sized for 60,000 mailboxes	Please provide existing exchange servers details and the based platform along with version details	Microsoft Exchange 2007 - proposed to be migrated to Exchange 2019.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
317	Annexure V Page 10 (Web Security)	The proposed solution should be able to support following protection points - mail server, internal inspection and inbound-outbound data. LIC will decide the protection point	This point seems to be relevant to Email Security section as it mentions about internal inspection,request to delete it as it already appears in Email security specifications.	No change in RFP condition.
318	Annexure V Page 10 (Web Security)	SSL interception should not down grade the security by negotiating a weaker cipher suite due to lack of support for strongest cipher suite or should not break the SSL connection due to not understading draft TLS versions.	Request LIC to also ask for the number of cipher suites supported by the solution. As the solution which has lower no of cipher suites supported can lead to change of cipher strength (reduced cipher strength would lower LICs security posture).	No change in RFP condition.
319	Annexure V Page 10 (Web Security)	The solution should have content analysis with capability to inspect files, analyzing up to 20 layers of compression, and the ability to update engines.	The solution should support for integration with external DLP using ICAP / ICAPS and also should have capability to integrate using RESMODE or natively sending content to third party DLP engines for content inspection as the capability would help LIC once they decide to go a DLP solution in the future.	No change in RFP condition.
320	Annexure V Page 10 (Web Security)	The solution should have content analysis with capability to inspect files, analyzing up to 20 layers of compression, and the ability to update engines.	We would request LIC to also mention 5 GB as file size & upto 99 layers of compression protection as it is common for malware to use compression techniques as a means of insertion into the network.	No change in RFP condition.
321	Annexure V Technical Requirements	The proposed system should provide Email/ SMS Alerts Based on Threshold Violations.	Request this clause to be modified as: The proposed system should provide Email Alerts Based on Threshold Violations.	Please refer Corrigendum.
322	Annexure V Page 10 Email Gateway Security	Solution should provide following filter actions for efficient email management: Deliver Email Clean and Deliver Delete Strip of Attachment Archiving Append Disclaimer Postpone Sending Queue Re-route to next SMTP server	Postponing Sending Queue is very OEM specific, request you to kindly remove it.	Please refer Corrigendum
323	Annexure V Page 13 Email Security	Email Security & Email GW	Please provide the no of policies configured on existing Email GW and Email Security solution.	Will be shared with successful bidder
324	Annexure V Page 13 Email Security	Email Security	Please provide existing Email Security solution hosted in client setup, Also, please provide existing Make and Version details.	Please refer Section 6.2.3 of RFP.
325	Annexure V Page 13 Email Security	The solution should be sized for 60,000 mailboxes.	Whether client is expecting Email Security solution to scan the 60,000 mail boxes.	Yes.

Sl. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarifications
326	Annexure V Page 13 Email Security	Email Security	Please provide the Mail Size Limit?	50 MB is the maximum file size that can be allowed.
327	Annexure V Page 13 Email Security	Email Security	Please provide the existing Internet Bandwidth links details.	Will be shared with the successful bidder.
328	Annexure V Page 14 Email Security	The proposed solution should have the capability to detect attacker behaviour within the network like hash dumping, hash validation, data extraction from Database servers, DNS queries to suspicious or known C&C Servers, etc	Detecting behavior will require EDR or Sandbox, DNS queries to C&C is possible but detecting attacker activity will require EDR or Sandbox. Since EDR and Sandbox is not part of RFP scope, request you to remove it.	Please refer Corrigendum
329	Annexure V Email Security	The solution must have web reputation services to track the credibility of domains and should have C&C alert services.	C&C is EDR feature, please remove it.	Please refer Corrigendum.
330	Annexure VI A Project Citation Details	Attach Work orders/ Purchase Order/ Certificates specifying "completion" or "satisfactory work in progress" along with Bill of Material (BOM)/ Bill of Quantity (BOQ)	Request LIC to consider email confirmation from the end customer for OEM references as providing purchase order or work completion certificate will be difficult to get arranged.	Email confirmation is acceptable to LIC.
331	Annexure XI Indicative Commercial Bid	Software Cost	Request LIC to clarify the difference between the software cost for the 6 years and the AMC charges asked for 5 years.	Please refer Corrigendum
332	Annexure XI Indicative Commercial Bid	Support charges	Request LIC to confirm if the support charges mentioned in the Indicative Commercial BID refers to the 7.4 OEM back to back Premium support mentioned in the RFP.	Please refer Revised Annexure XI. Support charges and AMC charges also include OEM back to back premium support.
333	Annexure XI Indicative Commercial Bid	Support charges	Request LIC to confirm if the support charges are required to be mentioned for the 1st year warranty period.	Please refer Corrigendum

07.08.2019

Executive Director (IT/ BPR)