

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
1	9	5	Earnest Money Deposit(EMD): By way of BG : Rs. 30,00,000 (Rupees Thirty Lakhs)	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
2	12	Details to be submitted in Annexure-V along with the documentary evidence like copy of the purchase order(s) or certificate from the customers etc.	The Bidder should have executed two orders of Rs.1 crore each, in any of the last Five financial years up to the date of tender due for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (routing/switching products only in the bid) in the last five financial years immediately preceding the date of this RFP	Require Changes as marked bold		Please refer to the revised eligibility criteria

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarificaton
3	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented the Routers and Switches in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past five financial year up to the date of tender due immediately preceding the date of this RFP	Require Changes as marked in bold		Please refer to the revised eligibility criteria
4	12	Section-B: Eligibility Criteria\Experience	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank /Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP.	Two orders of Rs.1 crore each is already requested in the above clause. So we request to remove this clause.		Please refer to the revised eligibility criteria
5	12	Section-B /5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Request to relax it to 300 locations	As we are Cisco Tier-1 Gold partner and we have relative experience in PSU and BFSI sector.	Please refer to the revised eligibility criteria

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarificaton
6	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	OEM/ Bidder should have successfully implemented the proposed OEMs Routers / Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	Please incorprate this clause to encourage more participation from qualified bidders		Please refer to the revised eligibility criteria
7	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	OEM/ Bidder should have successfully implemented the proposed OEMs Routers / Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial year immediately preceding the date of this RFP	Please incorprate this clause to encourage more participation from qualified bidders		Please refer to the revised eligibility criteria

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
8	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	We are requesting for Following Modification"Bidder should have successfully implemented the any OEMs Routers and Switches in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Three financial year immediately preceding the date of this RFP"			Please be guided by the revised eligibility criteria .
9	12	Section-B: ELIGIBILITY CRITERIA , Experience , 5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Request LIC to modify the clause as below "Bidder should have successfully Supplied the proposed OEMs Routers and Switches in at least 1000 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP"		Please be guided by the revised eligibility criteria .

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
10	12	5	Experience Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Experience Bidder should have successfully implemented the proposed OEMs Routers or Switches in at least 250 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP		Please refer to the revised eligibility criteria
11	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	We request to remove the restriction on the number of locations			Please refer to the revised eligibility criteria

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
12	12	Section B- Eligibility Criteria- 1) Minimum Eligibility Criteria- Sr.no-4(Experience Clause)	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP	We have executed order equivalent / more than 1 Crore but not in last 3 immediate financial year & for other organization than PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. We can give references for Government Departments. " So request to LIC please modify the clause"		Please refer to the revised eligibility criteria
13	12	Section B- Eligibility Criteria- 1) Minimum Eligibility Criteria- Sr.no-5(Experience Clause)	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/BFSI/Financial Institution/TSP/Government Departments (taken together) in India during the past two financial years immediately preceding the date of this RFP	We have implemented at approx 50 location & can give reference of private/enterprise /government organization but not exactly only for BFSI/PSU /Private Bank/Insurance/Financial Institution/TSP. But We have full expertise to implement " So we request LIC to delete this clause or modify on location part" At least location regarding condition should be removed		Please refer to the revised eligibility criteria

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
14	12	Section-B - ELIGIBILITY CRITERIA Clause No. 5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Request you to modify the clause as follows: Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1000 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past Three (3) financial year immediately preceding the date of this RFP		Please refer to the revised eligibility criteria
15	12	The Bidder should have executed two orders of Rs.1 crore each, in any of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India. Purchase Orders along with delivery challan and satisfactory Performance Certificate for supply, installation and maintenance of Networking equipments (proposed OEM routing/switching products only in the bid) in the last three financial years immediately preceding the date of this RFP.	Details to be submitted in Annexure-V along with the documentary evidence like copy of the purchase order(s) or certificate from the customers etc. submitted along with Name and Seal.	The Bidder should have executed two orders of Rs.1 crore each, in any of the last Five financial years up to the date of tender due for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/ TSP/ Government Departments in India. Purchase Orders/Completion Certificate for supply, installation and maintenance of Networking equipments (routing/switching products only in the bid) in the last five financial years immediately preceding the date of this RFP	Require Changes as marked bold	Please refer to the revised eligibility criteria

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
16	12	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP		Bidder should have successfully implemented the Routers / Switches/IT Infrastructure in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/ BFSI/ Financial institution/ TSP/ Government Departments (taken together) in India during the past five financial year up to the date of tender due immediately preceding the date of this RFP	Require Changes as marked in	Please refer to the revised eligibility criteria
17	13	Section B- Eligibility Criteria- 1) Minimum Eligibility Criteria- Sr.no-9(Presence of Bidder for support Clause)	The Bidder should be able to support the equipments procured directly or through theirfranchise/Authorized Support Partners (ASP) having minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.	We have presence in Delhi, Mumbai,Banglore,Hyderabad,Chennai but we have strong connect with our partner(ASP) who can support at the locations according to the region. So we request LIC to either remove the clause or consider on Authorized Support Partners (ASP) at places where there in no presence but can provide support		Please be guided by the RFP

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
18	17	Section-C/13	The Hardcopy of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. Bid Price (Demand draft drawn on any nationalized/scheduled bank of Rs. 10,000/.Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 50, 00,000/-) should be submitted in a sealed envelope super scribed as: "PRE-CONTRACT INTEGRITY PACT for Supply, Installation, Integration and Support of Network Routers and Network Switches etc. for LIC of India Ref: CO/IT- BPR/NW/RFP/2019-20/02 dated 4th October 2019	Please Confirm the EMD Money	request the clarity on the EMD amount	The Hardcopy of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. Bid Price (Demand draft drawn on any nationalized/scheduled bank of Rs. 10,000/.Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 30, 00,000/-) should be submitted in a sealed envelope super scribed as: "PRE-CONTRACT INTEGRITY PACT for Supply, Installation, Integration and Support of Network Routers and Network Switches etc. for LIC of India Ref: CO/IT- BPR/NW/RFP/2019-20/02 dated 4th October 2019".

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
19	17	13) e)	a) The Hardcopy of the signed Pre-Contract Integrity Pact on a stamp paper of INR 500. Bid Price (Demand draft drawn on any nationalized/scheduled bank of Rs. 10,000/. Earnest Money Deposit (Bank Guarantee drawn on any Nationalized/scheduled bank payable at Mumbai for Rs. 50, 00,000/-) should be submitted in a sealed envelope super scribed as: "PRE-CONTRACT INTEGRITY PACT for Supply, Installation, Integration and Support of Network Routers and Network Switches etc. for LIC of India Ref: CO/IT- BPR/NW/RFP/2019-20/02 dated 4 th October 2019".	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP. in Activity schedule BD is 30,00,000 but here 50,00,000 is mentioned please clarify?		EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .
20	28	Section-D: TERMS AND CONDITIONS 3. Delivery & Installation schedule and Penalty applicable - Point (a)	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	We request to ammend and change it to 120 days or more as 4-6 weeks mim. requires for product delivery.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
21	28	Section-D/03	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	increase the timeline to at least 90 days.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
22	28	3	(a) Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for minimum of 100 critical branches for which LIC may ask to deliver and implement the standby within 12 to 15 days from the date of issued purchase order and critical branch details provided by LIC officials. Extension for the installation and integration to be increase beyond 56 days from the date of purchase order. If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
23	28	Point no 3 , Clause no (a)	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Delivery (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. & linstallation and integration (with the current set up) of the ordered equipments should be completed within 84 days from the date of Delivery of products.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
24	28	Point no 3 , Clause no (d)	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of Respective the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.		Please refer to the revised SLAs

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
25	28	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	We request 8 weeks post receipt of complete addresses, along with local contact person details			Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
26	29	3)	The selected vendor is required to submit a an unconditional and irrevocable Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 10% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount.	Clause/details of authorised MSME bidders to wave off the EMD and BG to be added in the RFP.		EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document . PBG is different from EMD
27	38	Section-D/32.1	The vendor including but not limited to its personnel, agents and associates, is bound by the conditions of the Non-Disclosure Agreement submitted by the vendor in response to the RFP as per Annexure ---- - NDA.	Need to share by LIC INIDA		Format of NDA is provided in the RFP as Annexure-VIII
28	43	1. Scope of Work for this RFP; Point (10)	The vendor has to provide support to End of Life products till they are actually replaced by LIC	Since the products are End of Life with LIC. The authorised support & back to back availability of devices may not be possible from OEM. So we request to remove this clause.		Clause Deleted
29	43	Section -E	As part of On-site support, the vendor should post L1 and L2 engineers as per details given below.	Please give the clarity of No-of SDM /L1/L2 engineer required Location wise.		Please refer to the revised "Service-Delivery and Project Management"

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
30	43	1) 9)	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	LIC to clearly provide the data of the equipments components supplied by previous suppliers.		The details will be provided to the winning bidder
31	43	1) 10)	The vendor has to provide support to End of Life products till they are actually replaced by LIC.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for End of Life products and List of end of life products along with the quantity, serial numbers to be provided along with the Purchase orders.		Clause Deleted
32	43	Section-E: SCOPE OF WORK	10) The vendor has to provide support to End of Life products till they are actually replaced by LIC.	Support will be limited till the contract period of 5 Year only. Request LIC confirmation on this.		Clause Deleted
33	43	The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.	Request to change the clause as selected resource onboarding may required 5 weeks time after selection.			Please refer to the revised "Service-Delivery and Project Management"
34	44	1. Scope of Work for this RFP; Point (26)	The details of information required from LIC for the submission of Scope of Work and subsequent implementation to be done accordingly should be sought within three weeks from the date of receipt of purchase order from LIC	We request to amend and change it to 14-16 weeks or more as 4-6 weeks min. requires for product delivery.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
35	44	1. Scope of Work for this RFP; Point (30)	Design, implement, keep records and controls of migration to IPv6, if required by LIC, without any additional cost	We understand that LIC requires that project components should support IPv6 but it is not required to configure the devices in IPv6 under this project Please Clarify.		Clause Deleted

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
36	44	1. Scope of Work for this RFP; Point (39)	The vendor has to provide onsite support at LIC Offices at Central Office and Zonal Office, wherever required for monitoring of the Network Infrastructure with the help of the tools already installed by LIC. The onsite support will be responsible for the day-to-day maintenance, configuration changes, trouble shooting, and follow up/coordinating with the various stake holders for early resolution of the problems	We assume that LIC requires onsite support Engineers required at LIC Offices at Central Office and Zonal Offices for 5 Years. We request to clarify the no. of onsite support Engineers required at LIC Offices.		The vendor has to provide onsite L1 support at Central Office for monitoring of the Network Infrastructure with the help of the tools already installed by LIC. The onsite support will be responsible for the day-to-day maintenance, configuration changes, trouble shooting, and follow up/coordinating with the various stake holders for early resolution of the problems
37	44	1) 30)	Design, implement, keep records and controls of migration to IPv6, if required by LIC, without any additional cost.	Please clarify - keep records and controls of migration to IPv6, Backup of the same to be stored on LIC cloud?		Clause Deleted
38	45	3. On-site support (Facility management)	the vendor should post L1 and L2 engineers	We assume that LIC requires full time onsite support for 5 Years. Please clarify, how many L1 & L2 Engineer required. As RFP section talks only about L1 & SDM.		Please refer to the revised Service Delivery and Project Management
39	45	d) LIC may increase/decrease the number of onsite resources (L1/L2), as per LIC's need and experience, anytime during the contract period with one month prior notice to vendor.	Pls confirm the requirement of L1/L2/L3 resource so that we can check for arrangement and make the case accordingly.			Please refer to the revised Service Delivery and Project Management
40	48	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. : 8 Weeks	Please modify Delivery time line : 6 Weeks and Installation: 4 Weeks			Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
41	48	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. - 8 Weeks	Delivery and Installation timeline is very short, as there are multilocation delivery, request you to kindly increase the delivery period for 12 weeks and Installation timeline for 12 weeks.		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
42	49	Section -G	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	kindly provide the total location details and also the SLA for branch wise.		Please refer to the revised SLAs
43	49	Section G Sr. 1	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	Extension from 56 days and in case of any operation challenge vendor to provide equivalent standby across the critical locations declared by LIC to immediately support the site		Please refer to the revised "TIME SCHEDULE FOR DELIVERY AND INSTALLATION " and revised SLAs
44	49	Section G sr.2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt /notice of the complaint, after the complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?		Please refer to the revised SLAs

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
45	49	Section G Sr.4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	As per your requirement you need 24X7X4 support to deliver the equipment, please clarify as the 8 hours delivery SLA is post complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?		Please refer to the revised SLAs
46	49	2) In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint. Penalty: 0.5% of the cost of all items ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.	Need to change the timelines to 24 hrs as per OEM NBD support structure			Please refer to the revised SLAs
47	49	Section-G: Service Level Agreement (SLA)	In all the above circumstances / cases also, the vendor has to provide a functional standby equipment/component with same or higher configuration and restore all the services of the particular location, failing which the penalties defined under SLA section will be imposed. `	Request capping of 5% penalty on TCV		Please refer to the revised SLAs

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
48	50	Section G Sr.12	Delay in providing details for offsite support beyond 4 weeks from date of issue of PO	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.		Please refer to the revised "Service-Delivery and Project Management"
49	50	Exclusions a)	(b) Fresh order will be placed by LIC with the vendor for the supply of the lost/damaged equipment as per the approved rates. Monthly rental as 5% of the LIC-approved-cost for that particular equipment/component will be payable by LIC to the vendor for the equipment supplied as standby in lieu of the Lost/Damaged equipment till the replacement of equipment on permanent basis is provided or the original equipment/s is/are re-installed after necessary repairs.	The government duties and USD structure is not in the control of Bidder, hence the new procurement prices will be as per the revised USD/MRP/Government duties and tax structure.		In case of increase in custom duties for repeat purchase orders LIC will pay the differential amount to the extent of increase of custom duties subject to the satisfactory production of the relevant documents .
50	51	Exclusions	All response times mentioned above includes travel time of Engineers also.	please clarify the SLA once again as the 8 working hours should be post identifying the issue/problem and case logged for the resolution. The start of 8 hours SLA is after the Case logged with the respective OEM for the replacement of the product. Or 24x7x4 SLA is required by LIC please clarify?		Please refer to the revised SLAs

S.No	RFP Document Reference (s) (Page Number)	RFP Document Reference(s) (Section)	Original Clause	Brief details/ Query in reference to the clause	Remarks	Modification/ Clarification
51	additional		And whereas Bharti Airtel Services Limited having its head office at 7 th Floor , Interface Building No.7, New Link Road, Malad West, Mumbai - 400067, is participating in the RFP Ref.No. CO/IT-BPR/NW/RFP/2019-20/02 dated 4th October 2019 for "Supply, Installation, Integration and Support of Network Routers and Network Switches etc." and subsequent modifications issued on _____	And whereas Bharti Airtel Services Limited having its head office at 7 th Floor , Interface Building No.7, New Link Road, Malad West, Mumbai - 400067, is participating in the RFP Ref.No. CO/IT-BPR/NW/RFP/2019-20/02 dated 4th October 2019 for "Supply, Installation, Integration and Support of Network Routers and Network Switches etc." and subsequent modifications issued.		"and subsequent modifications issued on _____" may be incorporated .
52	Section B - Eligibility Criteria / point 5	Bidder should have successfully implemented the proposed OEMs Routers and Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past two financial year immediately preceding the date of this RFP	Bidder should have successfully implemented the Any OEMs Routers /Switches in at least 1500 locations (excluding the ATM kind of deployments) in any PSU / Private Bank /Insurance/ BFSI/ Financial institution/ TSP /Government Departments (taken together) in India during the past two financial years			Please refer to the revised eligibility criteria
53			f) The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.	There is no control on the changeover in the government duties hence whatever changes gets applicable should be honored by LIC along with the documented proof		In case of increase in custom duties for repeat purchase orders LIC will pay the differential amount to the extent of increase of custom duties subject to the satisfactory production of the relevant documents .