

CLARIFICATIONS TO PRE-BID QUERIES -1

Sl. No	RFP Document Reference(s), (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Clarification/Corrigendum to RFP
1	Section 2.1, Page 11	LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and software in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 1000 users) and On-premises (for rest of the users) delivery method.	Request to increase the limit for Hybrid of Cloud computing to 10,000 from 1,000 users in Hybrid of Cloud Computing	RFP conditions are modified .Please refer corrigendum
2		LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and Software	The Marks accorded to the 3 categories of Messaging Solution are the same resulting into Public Cloud Option losing marks as some of the clauses are not relevant to Cloud. Example d.RFP asks for Servers and Storage to be mentioned in Gartner MQ – not relevant for SaaS and has marks accorded to the clause e.RFP asks for detailed Architecture diagram. not relevant for SaaS has marks accorded to the clause Q. Can LIC have separate marking systems for each of the 3 solutions.	RFP conditions stand.Points mentions are in Functional requirements and not in Features where marks not allotted .HW and SW not relevant for cloud can be mentioned .Architecure can be given for Cloud also
3	Page 25	The commercial figure quoted will be an all-inclusive figure inclusive of hardware & software, implementation ,migration ,maintenance of hardware and software, onsite engineer cost, out of pocket expenses, traveling, boarding, permits, lodging all costs, local tax, charges, duties, fees, levies, and all taxes except Goods and Services tax. Bidders will be entirely responsible for all other taxes, duties, license fees, road permits, transit insurance etc	Q1. Does LIC request that entire mailbox data in Exchange 2007 servers be migrated to new solution? Q2. Does LIC want Microsoft Outlook as existing client for new solution? Q3. Please let us know if existing client side data needs to be migrated in case the solution doesn't use Outlook as the client? Q4. Does LIC want all mails on server to be synchronized in Outlook client? Q5. Does LIC want Outlook client to show calendar of current user & free busy for other users in LIC? Q6. Does LIC want contacts to be synchronized by Outlook client for users utilizing Outlook? Q7. Does LIC want sent items to be synchronized between client & server for users utilizing Outlook as client? Q8. Should new solution have capability for users to view Address Book(GAL) for clients utilizing Outlook? Q9 Should new solution have capability of mailbox delegation (to and from) & Tasks capability for users utilizing Outlook	1. All mailbox data from Exchange 2007 is to be migrated to new solution. 2. yes ,Additional MS outlook licenses is not required to be proposed 3.It is to be converted to new client format if MS outlook pst is not compatible with solution proposed 4. yes 5.yes 6. YES 7.Yes 8. yes 9.Yes
4	Page 32	For solutions proposed with delivery method Cloud computing, the OEM's cloud facilities/ services should be certified to the following control standards: iv. ISO 20000-9 Guidance on the application of ISO/IEC 20000-1 to cloud serv ices	As this certification does not apply to a mailing can we request LIC to remove the requirement.	RFP conditions are modified .Please refer corrigendum

5	Page 68	Mailing Clients used by users are MS outlook Professional 2016, MS Outlook 2013, MS Outlook 2010, MS Outlook 2007, MS Outlook 2003, Thunderbird mail client etc. The webmail is accessed using standard web browsers like Internet Explorer, Chrome, Mozilla, Edge etc.	Q. Microsoft Outlook 2003, 2007 aren't supported by OEM. Does LIC want to upgrade the Microsoft Outlook licenses as part of the current solution?	Not required
6	Page 76	Software and software licenses should be supplied for Mail Messaging Solution having basic emailing capabilities, Active Directory, Additional directory services if required, Operating Systems, Backup software, Monitoring/management tool for entire solution and any other software and software licenses required for implementing the Mail Messaging solution.	Q Should them proposed version of Active Directory be the latest version of 2016?	Active Directory should be proposed for version 2016 but can be downgraded to 2012 ,so that we can reuse Windows Server Std 2012 device CALs already purchased by LIC
7	Page 77	High availability and Disaster Recovery to be maintained for all mail boxes and Active Directory users .The proposed solution should offer near zero minutes RPO and maximum 4 hours RTO .There should be failover and load balancing at all levels like Web Servers , Routing servers ,Mailbox servers , Database and Storage	Q Does LIC require Active Directory to be updated to the latest version of 2016 along with the Mail messaging solution?	Active Directory should be proposed for version 2016 but can be downgraded to 2012 ,so that we can reuse Windows Server Std 2012 device CALs already purchased by LIC
8	Page 78	AntiVirus Software required on Servers, Antivirus Scan on Mail Routing/transport Servers and store level and Email Gateway Security Server (for the MX) for Antispam AntiPhishing is already existing and is not required to be proposed for on –premises solution .	As per IRDA, organizations should preserve all data for . Q1. As per IRDA guidelines information within email solution to be preserved for investigative purposes. Other insurance organization are preserving emails for atleast 7 years. Does LIC want to preserve emails for period of 7 to 10 years as part of the solutions? As per IRDA, the organizations are expected to be well prepared to face emerging cyber- threats such as 'zero-day' attacks, remote access threats, and targeted attacks. Q2. Does LIC have this capability as part of current solution or does it require this capability along with new solution?	1. LIC does not require EMail Archival 2. RFP conditions stand .For on-premise solution existing AntiVirus solution deployed at LIC should be integrated with proposed solution
9	Page 81	a. Data Retrieval Period (length of time in which the customer can retrieve a copy of their cloud service customer data from the cloud service): 90 days b. Data retention period (length of time which the cloud service provider will retain backup copies of the cloud service customer data during the termination process (in case of problems with the retrieval process or for legal purposes). :90 days c. Residual data retention (refers to a description of any data relating to the cloud service customer which is retained after the end of the termination process – typically this will be cloud service derived data, which could be subject to regulatory controls): 90 days	Q1. Does the Data Retrieval period, Data Retention period points mentioned required only once the contract is terminated? Q2. If user has deleted an item in Microsoft Outlook or Outlook Web App, the item will be moved to a folder (Recoverable Items > Deletions) and kept there for 14 days. Is this acceptable? Q3. Please specify the restoration time required for Cloud mailboxes?	A1. yes A2. yes A3. 90 days

10	Page 82, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	2. The bidder shall Establish a dedicated encrypted data link between LIC and cloud service provider/OEM network, bidder/cloud service provider/OEM is required to encrypt data movement.	Q. Is LIC referring to "https" connection with Cloud solution for this point?	LIC is referring to 'https' connection as well as dedicated encrypted data link between LIC and cloud service provider/OEM network
11	Page 82, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	5. Bidder /Cloud Service Provider/OEM to Ensure that the authentication mechanism for the cloud infrastructure shall be in line with the User Life cycle and Access Management policy of LIC	Q. Please specify the User Life Cycle and access management policy	LIC User Life Cycle and Access management Policies will be shared with successful bidder and they are complying with industry best standards
12	Page 82, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	9. Bidder /Cloud Service Provider/OEM to Ensure that the cloud infrastructure shall be treated identical to the physical hardware which shall be configured per the Secure Configuration Document maintained by LIC.	Q. Please specify the Secure Configuration Document maintained by LIC	LIC Secure Configuration Document will be shared with successful bidder and they are complying with industry best standards
13	Page 83, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	15. Bidder /Cloud Service Provider/OEM to Ensure that the cloud infrastructure is synchronized with LIC's time server.	Q. Cloud infrastructure time is synchronized by International time servers. Users will have capability to set time zone in OWA. Hope this is acceptable to LIC?	This is as per LIC Board approved Cloud Computing Policy
14	Page 84, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	28. The location of the physical servers and LIC data at rest should be in India to ensure conformance with specific regional privacy and security regulations of IRDAI	Q. Does LIC require that primary & the secondary copies (DR) have should have data stored in India?	Yes LIC data at rest i.e primary ,secondary as well as backup copies should be in India

15	Annexure – IX, Page 113	The proposed Mail Messaging Solution should be Enterprise Grade and be present either in Leaders or Challengers quadrants of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	The RFP calls for Mail solution but the Gartner Magic Quadrant ask for Mail Solution to be in Leaders/Challengers Quadrant for Social Software. Ideally the Social Software would be IBM Connections Social Cloud, Yammer, Teams etc. Q1. Can LIC amend the clause to The Mail solution vendor should be in Leaders or Challengers of Gartner Magic Quadrant for Social Software i 2015/16/17 that permit their mail solution to participate in Collaboration. "The Mail Solution Vendor Must be Listed in Gartner's magic quadrant for year 2015/16/17 for the following Magic Quadrant for Enterprise Information Archiving Magic Quadrant for Secure E-Mail Gateway Magic Quadrant for Identity and Access Management Magic Quadrant for Public Cloud Storage Magic Quadrant for Social Software in the Workplace Q2. Can Lic add the clause that would be relevant for E-Mail : The Selected Mail Solution Vendor must have been in listed in Gartner Magic Quadrant for Secure E-Mail Gateway in 2015 or beyond.	RFP conditions stand
16	Annexure – IX, Page 116	For Public Cloud service offering for Saas , should be compliant as and when MeitY takes it up for empanelment	Q. Is the requirement that Public Cloud Vendor must have a Primary and Secondary Data centre in India?	Yes
17	Page 80	Bidder should provide updates ,patches ,rollups for all software supplied including operating system and should update the same immediately after its release	Q. Does LIC want the vendor to cover version upgrades of Servers and Clients operating system and messaging system	LIC does not want bidder to cover version upgrades.Pg 78-PI refer Corrigendum
18	Annexure X. Item 2 2, Page 117	The proposed Messaging Solution should be Enterprise Grade and be present in the leaders or challengers Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	The RFP calls for Mail solution but the Gartner Magic Quadrant ask for Mail Solution to be in Leaders/Challengers Quadrant for Social Software. Ideally the Social Software would be IBM Connections Social Cloud, Yammer, Teams etc. Q. Can LIC amend the clause to The Mail solution vendor should be in Leaders or Challengers of Gartner Magic Quadrant for Social Software i 2015/16/17 that permit their mail solution to participate in Collaboration.	RFP conditions stand
19	Annexure X. Item 2 2, Page 117	The messaging solution should be actively supported by enhancements/bug fixes to the existing solution by the OEM. There should be future roadmap of the solution for next 6 years.	Cloud Roadmaps are normally per quarter and half year as much. As the delivery of the innovation is faster. Q. Can LIC reduce the timeline for Cloud based solution roadmap to 6 months?	RFP condition stands
20	Annexure XI	The proposed Messaging Solution should support any one of the leading platforms like Windows,AX,HP-UX,SUN SOLARIS,SUSE LINUX,RHEL. 7 The proposed messaging solution should provide high availability and load Balancing and Disaster Recovery capability.	This clause is not relevant to Public Cloud mail solution Q. Can LIC mention that for Cloud Based Solution this clause would not apply.	RFP conditions stand .The OS used in Cloud can be mentioned
21	Page 97	Infrastructure Specifications (Hardware)	This clause is not relevant to Public Cloud mail solution Q. Can LIC mention that for Cloud Based Solution this clause would not apply.	This clause applies to all bidders as even bidder bidding Cloud Computing delivery method has to propose hardware for Directory Services .This Clause does not apply for bidder proposing Cloud delivery method for the Actual Mailing Solution
22	Annexure XII : 5.2 - 8.3	Indicate the details of upgradability supported by your design	This clause is not relevant to Public Cloud mail solution Q. Can LIC mention that for Cloud Based Solution this clause would not apply.	RFP conditions stand and applies to all delivery methods

23	Page 125. Enterprise Directory Software	The operating system should provide for Directory Services, which is compliant with LDAP v3 specifications	Q. Does Proposed solution require integration with its existing Active Directory which is already LDAP v3 compliant?	Yes
24			Does LIC required proposed Cloud solution must be meet All of the following certifications ISO 27001 ISO 27018 ISO27017 FedRamp FERPA GDPR FISC ITAR	RFP Conditions stand
25			Does LIC require Vendor from Gartner's magic quadrant for the following <i>Magic Quadrant for Enterprise Information Archiving</i> <i>Magic Quadrant for Secure E-Mail Gateway</i> <i>Magic Quadrant for Identity and Access Management</i> <i>Magic Quadrant for Public Cloud Storage</i>	RFP conditions stand There is no Gartner report on Email software as such .Social Software in workplace includes email . RFP is not for Archiving ,Email gateway or Public Cloud storage and These gartner reports not relevant
26			Does LIC require Proposed Mail Solution shall have option to provide users to be connected to the Rich Email Client for Offline and Online Use from the same vendor	Yes required
27			Does LIC require that the Proposed Mail Solution must provide Web-based access. A premium browser-based experience web client access matches the look and feel of the Rich E-Mail Client	Yes required
28			Does LIC require that the Proposed Solution must provide Subfolders nested under Inbox (and other system folders)	Yes required
29			Does LIC require that the Proposed Solution must provide capability to categorize email as "high, medium, or low" importance	Yes required
30			Does LIC require that the Proposed Solution must provide Color Coding, Categorization, and Flagging	Yes required
31			Does LIC require that the Proposed Solution must provide Creating Rules and Managed folders by Rules	Yes required
32			Does LIC require that the Proposed Solution must provide MailTips - Display informative messages to users while they're composing a message. This include sending mail to a large distribution list or users outside your organisation.	Yes required
33			Does LIC require that the Proposed Solution must provide Email Sort Order (i.e. Date, From, Flagged, Size, Subject, Attachments, Importance)	Yes required
34			Does LIC require that the Proposed Solution must provide Reporting to Get visibility into the traffic patterns across the organization	Not clear

35			Does LIC require that The Proposed Solution should be able to provide single Sign On with existing Directory Services utilized in LIC	Yes required
36			Does LIC require that the Proposed Solution must Enforce periodic Password change without scripts.	Yes required
37			Does LIC require that the Proposed Solution must provide Organization policy management to Control users' and organizations' access to services and policies	Yes required
38			Does LIC require that the Proposed Solution must provide delegated administration to Give others administrator privileges when needed.	Yes required
39			Does LIC require that the Proposed Solution must provide Admin Blocked Sender Lists to Set up blocked sender lists	Yes required
40			Does LIC require that the Proposed Solution must provide Remote factory reset (full device wipe) for Active Sync devices	Yes required
41			Does LIC require that the Proposed Solution must provide Mobile device configuration settings (PIN length, PIN required, lock time, etc.)	Yes required
42			Does LIC require that the Proposed Solution must provide reporting on devices that do not meet IT policy	Yes required
43			Does LIC require that the Proposed Solution must provide Group-based policies and reporting (ability to use groups for targeted device configuration)	Yes required
44	13 -2.8 Earnest Money Deposit	d) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, if: i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails ☐ To sign the Contract and/or furnish Bank Guarantee towards the Performance Guarantee as mentioned in this RFP. ii. In case the bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP; or iii. The Bidder withdraws or amends its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or iv. The Bidder makes any 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; or vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive	EMD to be forfeited only for such reasons solely attributable to the bidder	RFP condition stands
45	27 -2.27 LIC's right to vary requirement during the term of the contract	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions. 1.It should be restricted to +/-10% maximum of the quantity quoted as per RFP. 2. Bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.	RFP conditions are modified .Please refer corrigendum

46	28 -2.29 Right to terminate the Process	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 may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone. b) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document. c) LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders, of the grounds for its action. d) LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.	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 may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone. b) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document. c) LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders, of the grounds for its action. d) LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter. In the event of termination by customer, the Bidder shall be paid for the: 1. goods delivered	RFP conditions stand ... as this refers to right to cancel the RFP or partial award , before placing Purchase Orders
47	28 -2.3 Disqualifications	As per RFP	Request deletion of this clause	RFP condition stands
48	36 -4.7.3 Change Order	If any such change causes an increase or decrease in the scope of, or the time required for, the vendors' performance of any provisions under the Contract, an equitable adjustment shall be made in the scope or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by vendor(s) for adjustment under this clause will be asserted within fifteen (15) days from the date of the vendors' receipt of LIC's change order. It should be understood that payment under this clause will be made only if Change orders are exercised, approved and delivered.	If any such change causes an increase or decrease in the scope of, or the time required for, the vendors' performance of any provisions under the Contract, an equitable adjustment shall be made in the scope or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by vendor(s) for adjustment under this clause will be asserted within fifteen (15) days from the date of the vendors' receipt of LIC's change order. It should be understood that payment under this clause will be made only if Change orders are exercised, approved and delivered. 1. It should be restricted to +/-10% maximum of the quantity quoted as per RFP. 2. Wipro agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity	RFP condition stands
49	38 -4.12 Intellectual Property Rights	As per RFP	Request to add the following, "No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer."	RFP condition stands

50	40 -4.14 Terms of Payment to Vendor	2. The payment terms will be as follows 1. Payment for Software and Implementation Charges : - a. The payment will be released by Central Office, Mumbai. b. No advance payment will be made by LIC. c. Sixty (60) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). Following documents are required to be submitted for release of payment i. Invoice for 60% cost (with reference of Purchase Order/Contract for execution, description of services delivered, quantity, unit price, total amount). ii. Delivery Challans "Proof of Delivery" in original iii. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents iv. Installation Certificate of OS and Mail Messaging solution duly signed by Asst Secretary(or a higher ranking official) at CO,IT/BPR Mumbai	2. The payment terms will be as follows 1. Payment for Software and Implementation Charges : - a. The payment will be released by Central Office, Mumbai. b. No advance payment will be made by LIC. c. Sixty (60) % 90% of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). Following documents are required to be submitted for release of payment i. Invoice for 60% 90% cost (with reference of Purchase Order/Contract for execution, description of services delivered, quantity, unit price, total amount). ii. Delivery Challans "Proof of Delivery" in original iii. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents iv. Installation Certificate of OS and Mail Messaging solution duly signed by Asst Secretary(or a higher ranking official) at CO,IT/BPR	RFP conditions are modified .Please refer corrigendum
51	41 -4.14 Terms of Payment to Vendor	2. Payment for Hardware: - a) No advance payment will be made by LIC. b) The payment will be released by IT/BPR dept at CO. c) If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 60% of total cost of hardware will be paid. The balance 40% will be paid after final acceptance report after Go-live. d) If hardware is not delivered within 6 weeks, penalties will be applicable as per SLA. e) Following documents will be required to be submitted for release of first payment. I. Invoice for the 60% cost as the case may be (with reference of Purchase Order for delivered, quantity, unit price, total amount). II. Delivery Challans "Proof of Delivery" in original III. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. IV. Certificate duly signed by Asst. Secretary (or a higher ranking	2. Payment for Hardware: - a) No advance payment will be made by LIC. b) The payment will be released by IT/BPR dept at CO. c) If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 60% 90% of total cost of hardware will be paid. The balance 40% 10% will be paid after installation & final acceptance report after Go-live. d) If hardware is not delivered within 6 weeks, penalties will be applicable as per SLA. e) Following documents will be required to be submitted for release of first payment. I. Invoice for the 60% 90% cost as the case may be (with reference of Purchase Order for delivered, quantity, unit price, total amount). II. Delivery Challans "Proof of Delivery" in original III. Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. IV. Certificate duly signed by Asst. Secretary (or a higher ranking	RFP conditions are modified .Please refer corrigendum
52	41 -4.14 Terms of Payment to Vendor	3. The Payment against Onsite Services (after Go-live) :- Payment for the Onsite Services will be done on quarterly basis at the end of each quarter on production of the following: a. Invoice for the amount payable quarterly b. Performance report from duly signed by by Asst Secretary (or a higher ranking official) at CO,IT/BPR	3. The Payment against Onsite Services (after Go-live) :- Payment for the Onsite Services will be done on yearly basis at the end beginning of each year on production of the following: a. Invoice for the amount payable yearly b. Performance report from duly signed by by Asst Secretary (or a higher ranking official) at CO,IT/BPR	

53	41 -4.14 Terms of Payment to Vendor	4. For Payment against Annual Maintenance Contract and Support Charges Payment for the Annual Maintenance Contract will be by IT dept at CO on quarterly basis at the end of each quarter on production of the following - Invoice for the amount payable quarterly. - Hardware breakdown Report from Central office The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor.	4. For Payment against Annual Maintenance Contract and Support Charges Payment for the Annual Maintenance Contract will be by IT dept at CO on yearly basis at the end beginning of each yearly on production of the following - Invoice for the amount payable yearly. - Hardware breakdown Report from Central office The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor under this contract.	RFP conditions stand
54	42 -4.14 Terms of Payment to Vendor	5. For Cloud Computing services/Opex Model (On-premises) delivery methods, the payment terms will be as follows : Payment for Quarterly payments will be made by IT/BPR deptt. at CO at the end of each quarter after satisfactory delivery of the services on production of the following - Invoice for the amount payable Quarterly - SLA monitoring report specifying the downtime in user minutes for the Quarter - Usage of services report giving unit wise number of usage Payment will be based on the actual usage of the services and as per the "Unit Costs" in Commercial Bid. The final payment (last Quarterly payment under the contract) will be made on successful completion of transition to new vendor/LIC. The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor. 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. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.	5. For Cloud Computing services/Opex Model (On-premises) delivery methods, the payment terms will be as follows : Payment for Yearly payments will be made by IT/BPR deptt. at CO at the end beginning of each year after satisfactory delivery of the services on production of the following - Invoice for the amount payable yearly - SLA monitoring report specifying the downtime in user minutes for the year - Usage of services report giving unit wise number of usage Payment will be based on the actual usage of the services and as per the "Unit Costs" in Commercial Bid. The final payment (last Quarterly payment under the contract) will be made on successful completion of transition to new vendor/LIC. The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor under this contract. 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. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at	RFP conditions stand
55	44 -4.15.2 Taxes and Duties	Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., incurred until delivery of the contracted services to LIC. Goods and Services Tax will be payable as per applicable rates decided by Govt. of India.	Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., incurred until delivery of the contracted services to LIC but exclusive of all taxes and duties. Goods and Services Tax will be payable as per applicable rates decided by Govt. of India.	RFP conditions stand .PI refer Sec 2.20
56	44 -4.16 Indemnity	As per RFP	Such indemnification claims to be limited to those arising from gross negligence and willful misconduct only	RFP conditions stand

57	45 -4.17 Liability	Except in cases of criminal negligence or wilful 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 of 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 wilful 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 of 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 for all claims, including claims for indemnification, in tort or otherwise, shall not exceed the 25% of the total annual 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 wilful 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, Notwithstanding anything to the contrary , the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs or loss of data , 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 for all claims, including claims for indemnification , in tort or otherwise, shall not exceed the 25% of the total annual Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	RFP conditions stands
58	46 -	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to termination of contract, legal action and blacklisting.	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to termination of contract, legal action and blacklisting .	RFP conditions stand
59	53 -4.27.1 Right to terminate	If Vendor(s) fails to comply with the clause 4.10 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 immediately by giving vendor(s) written notice of 30 days.	If Vendor(s) fails to comply with the clause 4.10 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 immediately by giving vendor(s) written notice of 30 days. In the event of termination Customer shall pay for goods delivered and services rendered till the date of termination.	RFP conditions are modified .Please refer corrigendum

60	53 -4.27.2 Termination and reduction for convenience	i. LIC may, at any time, by a prior written notice of 30 90 days, terminate the contract or reduce he scope of the Services. ii. On receipt of a notice of termination or reduction of scope of the services, vendor(s) ust 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 to work on any part of the Services not affected by the notice. iii. If the contract is terminated under the contract, LIC is liable for payments only for Services rendered before the effective date of termination; iv. 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 scope of Services. v. LIC is not liable to pay compensation under clause (iii) of 4.27.2 for an amount which would, in addition to any amounts paid or due, or becoming due, to vendor(s) under the contract, exceed the total Service Charges payable under the contract. Vendor(s) is not entitled to compensation for loss of prospective profits. vi. The systems that are complete and ready for delivery within 30 days after vendor(s)'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	i. LIC may, at any time, by a prior written notice of 30 90 days, terminate the contract or reduce he scope of the Services. ii. On receipt of a notice of termination or reduction of scope of the services, vendor(s) ust 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 to work on any part of the Services not affected by the notice. iii. If the contract is terminated under the contract, LIC is liable for payments only for Services rendered before the effective date of termination; iv. 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 scope of Services. v. LIC is not liable to pay compensation under clause (iii) of 4.27.2 for an amount which would, in addition to any amounts paid or due, or becoming due, to vendor(s) under the contract, exceed the total Service Charges payable under the contract. Vendor(s) is not entitled to compensation for loss of prospective profits. vi. The systems that are complete and ready for delivery within 30 days after vendor(s)'s receipt of notice of termination shall	RFP conditions stand .Please refer clause 4.27.2.iii
61	54 -4.27.3 Termination by LIC for default	Notwithstanding what has been stated in clause 6.4 of this Agreement 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. 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) shall continue the performance of the Contract to the extent not terminated.	Notwithstanding what has been stated in clause 6.4 of this Agreement LIC may, without prejudice to any other remedy for breach of contract, by written notice of 30 days 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. 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 a maximum amount of 10% of any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	RFP conditions stand
62	55 -4.27.9 Knowledge transfer	Subject to any qualification or provision to the contrary in the Scope of Work, the Vendor must provide the following assistance to LIC on termination or expiration of the contract: a. Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and b. Making Specified Personnel and Vendor Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in-Confidence' information of the Vendor. c. The Parties agree that duration of Knowledge transfer shall in no event exceed for more than 90 days.	Request deletion of this clause	RFP conditions stand

63	61 -4.35 - Performance Assessment/Pen alties	Milestone Schedule: Vendor shall perform all services and deliver all deliverables in accordance with the Milestone Schedule. In the event that vendor(s) fails to meet any Milestone Date, in addition to any other legal or equitable remedies available to LIC, vendor(s) and LIC agree that the amount of damage payable by vendor(s) to LIC will be the following amount for the delay in number of weeks or part thereof beyond the applicable Milestone Date for any services or deliverable: There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% of the L1 price (Contract Value).	Milestone Schedule: Vendor shall perform all services and deliver all deliverables in accordance with the Milestone Schedule. In the event that vendor(s) fails to meet any Milestone Date, in addition to any other legal or equitable remedies available to LIC, vendor(s) and LIC agree that the amount of damage payable by vendor(s) to LIC will be the following amount for the delay in number of weeks or part thereof beyond the applicable Milestone Date for any services or deliverable: There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% 3% of the defaulted portion of the L1 price (Contract Value).	RFP conditions stand
64	61 -4.35 Performance Assessment/Pen alties	Penalties: sums as specified in the Service Level Agreement Clause. If the penalties are beyond 6% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of vendor(s). Vendor(s) may be debarred from applying in future assignments. To the extent that a material failure of performance of the obligations attributable solely to an act or omission of LIC causes vendor(s) to fail to meet a Milestone Date, vendor(s) shall be entitled to a dayfor-day extension of the applicable Milestone Date caused as a result of LIC's delay. Vendor(s) shall pay to LIC the amounts specified in this Section as liquidated damages and not as penalty. Damages payable under this Section shall not exceed six (6%) percent of the L1 price. Vendor(s) shall pay any amounts due to LIC as liquidated damages hereunder within 60 days of the missed Milestone Date, or, at LIC's option, such amounts may be deducted from all or any portion of the total fees payable pursuant to this Agreement or through encashment of Bank Guarantee. LIC shall notify vendor(s) in writing of any claim for liquidated damages pursuant to this Section before deducting or recovering such sums from the fees or bank guarantee as applicable.	Penalties: sums as specified in the Service Level Agreement Clause. If the penalties are beyond 6% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of vendor(s) Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser. Vendor(s) may be debarred from applying in future assignments. To the extent that a material failure of performance of the obligations attributable solely to an act or omission of LIC causes vendor(s) to fail to meet a Milestone Date, vendor(s) shall be entitled to a dayfor-day extension of the applicable Milestone Date caused as a result of LIC's delay. Vendor(s) shall pay to LIC the amounts specified in this Section as liquidated damages and not as penalty. Damages payable under this Section shall not exceed six (6%) 3 percent of the defaulted portion of the L1 price. Vendor(s) shall pay any amounts due to LIC as liquidated damages hereunder within 60 days of the missed Milestone Date, or, at LIC's option, such amounts may be deducted from all or any portion of the total	RFP conditions stand
65	62 -4.35 Performance Assessment/Pen alties	Penalty is applicable as given in Service Level Agreement Clause If the penalties are beyond 6% of the L1 price (Contract Value) then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Bidder. The Bidder may be debarred from applying in future assignments.	Penalty is applicable as given in Service Level Agreement Clause If the penalties are beyond 6% of the L1 price (Contract Value) then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Bidder. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser. In the event of termination by customer, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by customer as per termination schedule till the date of termination. The Bidder may be debarred from applying in future assignments.	RFP conditions stand , as the cost to be incurred by LIC from other source would also be obtained through RFP/quotation process

66	64 -4.38 Right to Audit	3. Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.	3. Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC. Except cost records.	RFP condition stands
67	78 -5.3.3	Warranty shall include software upgrades , patches , hot fixes and service support without charging any additional cost to LIC. The technology providers , including OEM will be required to submit a written undertaking , explicitly stating their commitment to provide full technical , spares , operational and maintenance support to LIC during the warranty period	Warranty shall include software upgrades , patches , hot fixes and service support without charging any additional cost to LIC. The technology providers , including OEM will be required to submit a written undertaking , explicitly stating their commitment to provide full technical , spares , operational and maintenance support to LIC during the warranty period All upgrades will be provided at an additional cost.	RFP conditions are modified .Please refer corrigendum
68	94 -7 Service Level Agreement (SLA)	d.Delay in posting of on-sitesupport Engineers beginning at Go-live-5 % of the contract value of the annual on-site charges per week of delay	d.Delay in posting of on-sitesupport Engineers beginning at Go-live- 5 % 3% of the defaulted portion of the contract value of the annual on-site charges per week of delay Further Maximum penalty to be capped upto 3% of the defaulted portion of the contract value.	RFP conditions are modified .Please refer corrigendum
69	152 -5 Support for Upgradations/ Feasibility Support :	Violation of any of the conditions of contract will invite penalty as per SLA mentioned in Section 7 and blacklisting of the vendor.	Violation of any of the conditions of contract will invite penalty as per SLA mentioned in Section 7 and blacklisting of the vendor.	RFP conditions are modified .Please refer corrigendum
70	154 -28	As per RFP	All upgrades to be provided at an extra cost.	RFP conditions stand
71	22 -2.15 Bid Validity Period	Bids shall remain valid for one year after the date of bid opening prescribed by LIC, in Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder's consent to 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 one year 30 days after the date of bid opening prescribed by LIC, in Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder's consent to 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.	RFP condition stands

72	50 -4.24.1 Right to conduct audits and Inspection	LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Vendors' obligations under the contract .Audits/Inspections may be conducted of: a) The Vendors' operational practices and procedures as they relate to the Contract, including security procedures; b) The accuracy of the Vendors' invoices and reports in relation to the provision of the Services under the Contract; c) The Vendors' compliance with its confidentiality, privacy and security obligations under the Contract; d) Material (including books and records) in the possession of Vendor(s) relevant to the Services or Contract; and e) Any other matters determined by LIC/ IRDA/ Authority to be relevant to the Services or Contract f) Vendor(s) will make available all necessary and relevant records, facilities, access to the system and access to personnel for audit by LIC or any representative authorized by LIC.	LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Vendors' obligations under the contract except cost audit. Audits/Inspections may be conducted of: a) The Vendors' operational practices and procedures as they relate to the Contract, including security procedures; b) The accuracy of the Vendors' invoices and reports in relation to the provision of the Services under the Contract; c) The Vendors' compliance with its confidentiality, privacy and security obligations under the Contract; d) Material (including books and records) in the possession of Vendor(s) relevant to the Services or Contract; and e) Any other matters determined by LIC/ IRDA/ Authority to be relevant to the Services or Contract f) Vendor(s) will make available all necessary and relevant records, facilities, access to the system and access to personnel for audit by LIC or any representative authorized by LIC. <i>Request notice period of 30 days.</i> <i>Request such audit to be conducted during normal business hours and not more than once every financial year,</i>	RFP condition stands
73	Mail Server	The messaging store should be database driven	Please provide details	RFP condition stands
74	Mail Server	The proposed messaging solution should have built in server side filtering rule for messages.	Can we use the existing gateway or new?	RFP conditions stands , For on-premises and hybrid , existing Email Gateway is to be used .This conditions refers to Transport/Filtering Rules of the Mailing Solution
75	Mail Server	The proposal from the bidder should include any additional software required for productivity of users by enabling them to use all functionalities of messaging solution like mail, calendaring, To do's etc. for offline access also for all users	Do we have required outlook license?	Outlook licenses are not required
76	Mail Server	Email Server should have self healing mechanism to automatically detect service depreciated or unavailable states and take automatic remedial steps like restarting the affected services, failing over user mailbox data to healthy servers etc. without admin intervention.	DAG for on prem	RFP condition stands
77	AUTHENTICATION	The proposed messaging solution should support Simple Authentication and Security Layer(SASL)	Please provide clarity	RFP condition stands , present solution implemented is having this feature
78	WEB INTERFACE	Webmail interface should have features for notification of new mails	Please provide details	RFP condition stands , present solution implemented is having this feature
79	WEB INTERFACE	The user should be able to change the password through web interface	Is this specific to on premise solution, else portal needs to be developed?	RFP condition stands , present solution implemented is having this feature
80	WEB INTERFACE	Web Mail Client should let users remotely wipe data from their Mobile devices without IT intervention, in case of device lost situations etc.	additional iicense /solution required	RFP condition stands , present solution implemented is having this feature
81	ADDRESS BOOK	The messaging solution should provide user self-service capability for Email Group Membership Management	Please provide clarity	RFP condition stands , user self-service capability for Email Group Membership Management is with respect to groups created for his own email id
82	MOBILE ACCESS	The proposed messaging solution should be configured for security policy (Password policies) enforcement and remote erase capability for smartphones to protect data on supported mobile devices	Please provide clarity	RFP condition stands , present solution implemented is having this feature
83	MOBILE ACCESS	The solution should support encryption on device and memory card to prevent unauthorized access of data on supported mobile devices	Please provide clarity	RFP conditions stand
84	MOBILE ACCESS	The proposed messaging solution should allow end-users to remotely wipe their mobile devices via the messaging client web interface.	Please provide clarity	RFP conditions stand

85	SYSTEM ADMINISTRATION & MAINTENANCE FEATURES	The proposed messaging solution should have the ability to create multiple users for a domain automatically using an existing database of user record/details.	Please provide clarity	RFP conditions stand
86	SYSTEM ADMINISTRATION & MAINTENANCE FEATURES	The proposed messaging solution should provide ability to schedule routing of mails in queue based on priority.	Please provide clarity	RFP conditions stand
87	SYSTEM ADMINISTRATION & MAINTENANCE FEATURES	The proposed Messaging solution should allow end users to track their message delivery as a self-help service.	Please provide clarity	RFP conditions stand
88	MESSAGE ROUTING	Should support least cost, load balanced and dynamic mail routing	Please provide clarity	RFP conditions stand
89	MESSAGE ROUTING	Should support ETRN and ESMTP	Please provide clarity	RFP conditions stand
90		Project timeline - Submission of Detailed Scope of Work and Detailed Project Implementation Plan Within 1 Week from the date of Purchase Order or Contract	please change it to, within 1 Week from the date of the list of prerequisites shared by LIC	RFP conditions are modified .Please refer corrigendum
91		Project timeline Implementation, Migration , Project completion period --14 weeks from the date of Purchase Order or Contract	After pre-requisites are made available we can complete assessment, design, implementation and pilot migration in 14 weeks entire migration depends upon the assessment reports of the server performance, bandwidth, database size, end users outlook compatibility, please reconsider the timelines	RFP conditions are modified .Please refer corrigendum

92		SLA- a.Delay in Delivery of all hardware, software, licenses etc. within 6 weeks from the date of receipt of contract/purchase order-0.02 % of the contract value per week of delay	very high. not acceptable. Please revise	RFP conditions stand
93		SLA - b.Delay in project implementation period beyond 14 weeks from the date of receipt of contract/purchase order-0.1 % of the contract value per week	not acceptable, refer point - E,17	RFP conditions stand
94		SLA c. Acceptance Test has not been met by the applicable Acceptance Date beyond 2 weeks after the Acceptance Date that, by reason of the Party's failure to correct any performance defects revealed during Acceptance Testing, the Acceptance Test is not met--0.01 % of the contract value per week of delay	Need clarity, is it as per our timelines or LIC's timelines	RFP conditions stand
95		SLA - Not resolved within 1 hour / standby not provided.(for the first 24 hours) --@ Rs.200 per completed hour from the time of intimation till resolved or stand by is provided	Need clarity, 1 hours for what level of issues	RFP conditions are modified .Please refer corrigendum
96		SLA- Not resolved / standby not provided.(after the first 24 hours)--@ Rs 4800 +Rs 300 per completed hour thereafter till resolved. A stand-by server to be provided, if the problem does not get resolved within 24 hours (calculated on day basis)	Need clarity, 1 hours for what level of issues	The issues are hardware breakdown issues
97	not in rfp Micelleneous		Tier wise mailbox and mailflow details as below - Number of mails - Average size of mail - How many mailbox copies are to be maintained - Mailbox size	Please refer RFP ,all details given
98	Clause not present in RFP Intellectual Protection	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.		RFP conditions stand
99	Clause not present in RFP SNR	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro 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	To be included	RFP conditions stand
100	Clause not present in RFP Risk and Title	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	To be included	RFP conditions stand
101	Clause not present in RFP Saving Clause	Wipro'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 Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	To be included	RFP conditions stand

102	Clause not present in RFP Deemed Acceptance	Products/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 Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	To be included	RFP conditions stand
103	Clause not present in RFP Pass Through Warranty	Wipro 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 Wipro shall not provide any additional warranties and indemnities with respect such products.	To be included	RFP conditions stand
104	Clause not present in RFP - ERV	“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.”	Required if OEM price is in USD and offer is in INR.	RFP conditions stand
105	Clause not present in RFP Non Hire Clause	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro’s business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.	To be included	RFP conditions stand
106	Clause not present in RFP Change Order	Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	To be included	RFP conditions stand
107	Clause not present in RFP Termination for default	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party’s reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	To be included	RFP conditions stand
108	Clause not present in RFP Additional Hardware	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	To be included	RFP conditions stand

109	Clause not present in RFP Upgrades/Enhancements	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	To be included	RFP conditions stand
110	Clause not present in RFP - Penalty Cap	Nothing withstanding anything contained here, including annexures etc, the maximum aggregate penalty against the bidder for all claims, by which ever name so called, shall be limited to 3% of the respective SOW/PO and shall be in lieu of all available remedies. Also, Wipro does not agree to any form of risk purchase.	To be included	RFP conditions stand
111	Arbitration	Arbitration	If the dispute cannot be settled by mutual discussions within the thirty (30) day period, either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator. The arbitration proceedings shall be held under the provisions of the Arbitration and Conciliation Act, 1996 or any of its subsequent amendments. The arbitration proceedings shall be in English and the venue of arbitration shall be Bangalore, India.	RFP conditions stand
112	18.1 Compliance with Information Security Policy for Public Cloud Computing delivery Method	help us with details what all are the policies	The bidder /cloud service provider/OEM shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:	LIC IT and IS policy will be shared with successful bidder
			Cloud Computing Policy Data Life Cycle Protection Policy Access Management Policy User Life Cycle Management Policy Cryptographic Control Policy Third Party Risk Management Policy Data Life Cycle Protection Procedure Access Management Procedure User Life Cycle Management Procedure Cryptographic Control Procedure Incident Management procedure	
113	18.3		Systems or applications shall be assessed from compatibility, performance and security requirements before hosting on cloud infrastructure. Whether bidder/cloud service provider is agreeable to this	RFP conditions stand
114	18.8	Bidder/Cloud service Provider/OEM to Implement adequate data retention controls for cloud computing services. Whether complies	any limilation	RFP conditions stand
115	18.2	Bidder/Cloud service Provider/OEM to Ensure that the cloud infrastructure is synchronized with LIC's time server.	provide details	RFP conditions stand
116	5.1 page no 48 Scope of work invloved	in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 1000 users) and On-premises (for rest of the users) delivery method.	Centralised Architecture with a Hybrid of Cloud Computing (for 10000 users)	RFP conditions are modified .Please refer corrigendum
117	page 66 Active Directory Operating System	Windows Server Std 2008	should upgrade to 2012 R2 and above	Active Directory should be proposed for version 2016 but can be downgraded to 2012 ,so that we can reuse Windows Server Std 2012 device CALs already purchased by LIC

118	page 77 Scope of work involved	8) Windows desktops/laptops in LIC are under the Active Directory Domain and are applied with Group Policies including password policy for users and desktops through the Active Directory which LIC wishes to upgrade and continue using .Bidder is required to install ,implement and maintain the Active Directory servers , if the Directory services provided with the proposed Mail Messaging Solution does not support domain joining and Group policy application for Windows desktops .If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory such that user ids and password of both the Directories are in a state of synchronization. In the Public Cloud delivery method, the Schema of Active Directory and additional Directory Services if proposed, should not be fully extended on the Public Cloud .All data and information which is classified as restricted i.e passwords etc should be stored on-premises within LIC data centre. Only attributes other than passwords that is essential for the Mailing Solution to work smoothly should be extended.	need clarity	RFP conditions stand . Clarifications are as follows : Bidder is required to upgrade and maintain the On -premises Active Directory ,Desktop Domain Join and GPO policies in decentralised architecture . If the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
119	Page 84 Scope of work involved	25. Disclosure of LIC Data: Bidder/Cloud service provider/OEM will not disclose LIC Data outside of Cloud Service provider/OEM except (1) as LIC directs or (2) as required by law. Bidder/Cloud service provider/OEM will not disclose LIC Data or encryption keys used to secure the data or give access to LIC data to law enforcement unless required by law or to any third party . If law enforcement or any other third party contacts Bidder/Cloud Service Provider/OEM with a demand for LIC Data, Bidder/Cloud Service Provider/OEM will redirect the law enforcement agency or the third party to request that data directly from LIC	need clarity	RFP conditions stand
120	page 86 Scope of work involved	35.5 Network Design. Bidder/Cloud service provider /OEM should have controls to avoid individuals assuming access rights they have not been assigned to gain access to Customer Data they are not authorized to access.	need clarity	RFP conditions stand
121	page 130, 1.16 functional requirement	If Additional Directory services proposed for deployment of policies and domain join on Windows desktops ,whether bridging Software also proposed	please provide details of additional directory services.	RFP conditions stand : Clarifications are as follows : if the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
122	page 129, 1.15 functional requirement	Whether Directory services of the mail messaging solution or additional Directory services proposed is able to deploy policies and configurations on Windows desktops and join them to the domain	please provide details of additional directory services.	RFP conditions stand : Clarifications are as follows : if the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.

123	page 130, 2.7 functional requirement	Support for Indian Languages	ANY SPECIFIC LANGUAGE	RFP conditions stand
124	page 132, 9.1 functional requirement	Does the Bidder recommend a separate Load Balancer (if a native solution is not available)? If yes, cost of load balancer to be included in Commercial Bid Form	IF lic ALREADY HAVE hw/sw Load baancer please provide details .	LIC does not have Load balancer for Mailing Solution
125	functional requirement	The proposed Operating System shall support for 32 and 64bit applications and architecture for client side and 64bit applications and architecture for server side.	provide detail of Client OS with version details	Windows XP,Windows 7 ,Windows 8.1 , Windows 10 ,RHEL 4.4 ,RHEL 5.9 ,5.4
126	page 70 Number of mails processed by present Exchange system during peak day	approx 9 lac	Need Clarity	RFP conditions stand
127	page 71 Number of mails processed by present Exchange system during peak month	approx 1.5 lac	Need Clarity	RFP conditions modified as Number of mails processed by present Exchange system during peak month - approx 1.5 crore
128	page 137, 18.6 functional requirement	LIC shall Conduct periodic risk Assessment & technical assessment and audit of cloud infrastructure.This includes audit for IRDAI/Law enforcement agencies/CERT-In to access information/log. Whether bidder/cloud service provider/OEM is agreeable to this	yes with extra cost involvd	RFP conditions stand
129	page 137 18.7 functional requirement	Bidder shall Establish a dedicated encrypted data link between LIC and cloud service provider network.	yes with extra cost involvd	RFP conditions stand .Encryption is to be provided by bidder ,link will be provided by LIC
130	page 138 18.14 functional requirement	Bidder/Cloud service Provider/OEM to Ensure that the cloud infrastructure shall be treated identical to the physical hardware which shall be configured per the Secure Configuration Document maintained by LIC.	it will be as per the solution supported and are highly secured. If any specoified Secure Configuration is there please provide details.. Will confrim on the same.	Document will be shared with successful bidder
131	Section 2.1, Page 11 LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and software	in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 1000 users) and On-premises (for rest of the users) delivery method.	Request to increase the limit for Hybrid of Cloud computing to 10,000 from 1,000 users in Hybrid of Cloud Computing	RFP conditions stand

132	Section 2.1, Page 11	LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and Software	The Marks accorded to the 3 categories of Messaging Solution are the same resulting into Public Cloud Option losing marks as some of the clauses are not relevant to Cloud. Example d.RFP asks for Servers and Storage to be mentioned in Gartner MQ – not relevant for SaaS and has marks accorded to the clause e.RFP asks for detailed Architecture diagram. not relevant for SaaS has marks accorded to the clause Q. Can LIC have separate marking systems for each of the 3 solutions.	RFP conditions stand.Points mentions are in Functional requirements and not in Features where marks not allotted .HW and SW not relevant for cloud can be mentioned .Architecure can be given for Cloud also
133	Page 25	The commercial figure quoted will be an all-inclusive figure inclusive of hardware & software, implementation ,migration ,maintenance of hardware and software, onsite engineer cost, out of pocket expenses, traveling, boarding, permits, lodging all costs, local tax, charges, duties, fees, levies, and all taxes except Goods and Services tax. Bidders will be entirely responsible for all other taxes, duties, license fees, road permits, transit insurance etc	Q1 Does LIC request that entire mailbox data in Exchange 2007 servers be migrated to new solution? Q2 Does LIC want Microsoft Outlook as existing client for new solution? Q3 Please let us know if existing client side data needs to be migrated in case the solution doesn't use Outlook as the client? Q4 Does LIC want all mails on server to be synchronized in Outlook client? Q5 Does LIC want Outlook client to show calendar of current user & free busy for other users in LIC? Q6 Does LIC want contacts to be synchronized by Outlook client for users utilizing Outlook? Q7 Does LIC want sent items to be synchronized between client & server for users utilizing Outlook as client? Q8 Should new solution have capability for users to view Address Book(GAL) for clients utilizing Outlook? Q9 Should new solution have capability of mailbox delegation (to and from) & Tasks capability for users utilizing Outlook	1. All mailbox data from Exchange 2007 is to be migrated to new solution. 2. yes ,Additional MS outlook licenses is not required to be proposed 3.It is to be converted to new client format if MS outlook pst is not compaitble with solution proposed 4. yes 5.yes 6. YES 7.Yes 8. yes 9.Yes
134	Page 32	For solutions proposed with delivery method Cloud computing, the OEM's cloud facilities/ services should be certified to the following control standards: iv. ISO 20000-9 Guidance on the application of ISO/IEC 20000-1 to cloud serv ices	Q. As this certification does not apply to a mailing can we request LIC to remove the requirement.	Clarifications already provided in document
135	Page 68	Mailing Clients used by users are MS outlook Professional 2016, MS Outlook 2013, MS Outlook 2010, MS Outlook 2007, MS Outlook 2003, Thunderbird mail client etc. The webmail is accessed using standard web browsers like Internet Explorer, Chrome, Mozilla, Edge etc.	Q. Microsoft Outlook 2003, 2007 aren't supported by OEM. Does LIC want to upgrade the Microsoft Outlook licenses as part of the current solution?	Clarifications already provided in document
136	Page 76	Software and software licenses should be supplied for Mail Messaging Solution having basic emailing capabilities, Active Directory, Additional directory services if required, Operating Systems, Backup software, Monitoring/management tool for entire solution and any other software and software licenses required for implementing the Mail Messaging solution.	Q Should them proposed version of Active Directory be the latest version of 2016?	Clarifications already provided in document

137	Page 77	High availability and Disaster Recovery to be maintained for all mail boxes and Active Directory users .The proposed solution should offer near zero minutes RPO and maximum 4 hours RTO .There should be failover and load balancing at all levels like Web Servers , Routing servers ,Mailbox servers , Database and Storage	Q Does LIC require Active Directory to be updated to the latest version of 2016 along with the Mail messaging solution?	Clarifications already provided in document
138	Page 78	AntiVirus Software required on Servers, Antivirus Scan on Mail Routing/transport Servers and store level and Email Gateway Security Server (for the MX) for Antispam AntiPhishing is already existing and is not required to be proposed for on –premises solution .	As per IRDA, organizations should preserve all data for . Q As per IRDA guidelines information within email solution to be preserved for investigative purposes. Other insurance organization are preserving emails for atleast 7 years. Does LIC want to preserve emails for period of 7 to 10 years as part of the solutions? As per IRDA, the organizations are expected to be well prepared to face emerging cyber- threats such as 'zero-day' attacks, remote access threats, and targeted attacks. Q Does LIC have this capability as part of current solution or does it require this capability along with new solution?	Clarifications already provided in document
139	Page 81	a. Data Retrieval Period (length of time in which the customer can retrieve a copy of their cloud service customer data from the cloud service): 90 days b. Data retention period (length of time which the cloud service provider will retain backup copies of the cloud service customer data during the termination process (in case of problems with the retrieval process or for legal purposes). :90 days c. Residual data retention (refers to a description of any data relating to the cloud service customer which is retained after the end of the termination process – typically this will be cloud service derived data, which could be subject to regulatory controls): 90 days	Q1. Does the Data Retrieval period, Data Retention period points mentioned required only once the contract is terminated? Q 2. If user has deleted an item in Microsoft Outlook or Outlook Web App, the item will be moved to a folder (Recoverable Items > Deletions) and kept there for 14 days. Is this acceptable? Q3. Please specify the restoration time required for Cloud mailboxes?	Clarifications already provided in document
140	Page 82, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	2. The bidder shall Establish a dedicated encrypted data link between LIC and cloud service provider/OEM network, bidder/cloud service provider/OEM is required to encrypt data movement.	Q. Is LIC referring to "https" connection with Cloud solution for this point?	Clarifications already provided in document
141	Page 82, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	5. Bidder /Cloud Service Provider/OEM to Ensure that the authentication mechanism for the cloud infrastructure shall be in line with the User Life cycle and Access Management policy of LIC	Q. Please specify the User Life Cycle and access management policy	Clarifications already provided in document

142	Page 82, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	9. Bidder /Cloud Service Provider/OEM to Ensure that the cloud infrastructure shall be treated identical to the physical hardware which shall be configured per the Secure Configuration Document maintained by LIC.	Q. Please specify the Secure Configuration Document maintained by LIC	Clarifications already provided in document
143	Page 83, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	15. Bidder /Cloud Service Provider/OEM to Ensure that the cloud infrastructure is synchronized with LIC's time server.	Q. Cloud infrastructure time is synchronized by International time servers. Users will have capability to set time zone in OWA. Hope this is acceptable to LIC?	Clarifications already provided in document
144	Page 84, 18. Cloud Computing Security (For Cloud Computing Delivery Method only) 1.	28. The location of the physical servers and LIC data at rest should be in India to ensure conformance with specific regional privacy and security regulations of IRDAI	Q. Does LIC require that primary & the secondary copies (DR) have should have data stored in India?	Clarifications already provided in document
145	Annexure – IX, Page 113	The proposed Mail Messaging Solution should be Enterprise Grade and be present either in Leaders or Challengers quadrants of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	The RFP calls for Mail solution but the Gartner Magic Quadrant ask for Mail Solution to be in Leaders/Challengers Quadrant for Social Software. Ideally the Social Software would be IBM Connections Social Cloud, Yammer, Teams etc. Q. Can LIC amend the clause to The Mail solution vendor should be in Leaders or Challengers of Gartner Magic Quadrant for Social Software i 2015/16/17 that permit their mail solution to participate in Collaboration. "The Mail Solution Vendor Must be Listed in Gartner's magic quadrant for year 2015/16/17 for the following Magic Quadrant for Enterprise Information Archiving Magic Quadrant for Secure E-Mail Gateway Magic Quadrant for Identity and Access Management Magic Quadrant for Public Cloud Storage Magic Quadrant for Social Software in the Workplace Q. Can Lic add the clause that would be relevant for E-Mail : The Selected Mail Solution Vendor must have been in listed in Gartner Magic Quadrant for Secure E-Mail Gateway in 2015 or beyond.	Clarifications already provided in document
146	Annexure - IX, Page 116	For Public Cloud service offering for Saas , should be compliant as and when MeitY takes it up for empanelment	Q. Is the requirement that Public Cloud Vendor must have a Primary and Secondary Data centre in India?	Clarifications already provided in document
147	Page 80	Bidder should provide updates ,patches ,rollups for all software supplied including operating system and should update the same immediately after its release	Q. Does LIC want the vendor to cover version upgrades of Servers and Clients operating system and messaging system	Clarifications already provided in document

148	Annexure X. Item 2 2, Page 117	The proposed Messaging Solution should be Enterprise Grade and be present in the leaders or challengers Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	The RFP calls for Mail solution but the Gartner Magic Quadrant ask for Mail Solution to be in Leaders/Challengers Quadrant for Social Software. Ideally the Social Software would be IBM Connections Social Cloud, Yammer, Teams etc. Q. Can LIC amend the clause to The Mail solution vendor should be in Leaders or Challengers of Gartner Magic Quadrant for Social Software i 2015/16/17 that permit their mail solution to participate in Collaboration.	Clarifications already provided in document
149	Annexure X. Item 2 2, Page 117	The messaging solution should be actively supported by enhancements/bug fixes to the existing solution by the OEM. There should be future roadmap of the solution for next 6 years.	Cloud Roadmaps are normally per quarter and half year as much. As the delivery of the innovation is faster. Q. Can LIC reduce the timeline for Cloud based solution roadmap to 6 months?	Clarifications already provided in document
150	Annexure XI	The proposed Messaging Solution should support any one of the leading platforms like Windows,AX,HP-UX,SUN SOLARIS,SUSE LINUX,RHEL. 7 The proposed messaging solution should provide high availability and load Balancing and Disaster Recovery capability.	This clause is not relevant to Public Cloud mail solution Q. Can LIC mention that for Cloud Based Solution this clause would not apply.	Clarifications already provided in document
151	Page 97	Infrastructure Specifications (Hardware)	This clause is not relevant to Public Cloud mail solution Q. Can LIC mention that for Cloud Based Solution this clause would not apply.	Clarifications already provided in document
152	Annexure XII : 5.2 - 8.3	Indicate the details of upgradability supported by your design	This clause is not relevant to Public Cloud mail solution Q. Can LIC mention that for Cloud Based Solution this clause would not apply.	Clarifications already provided in document
153	Page 125. Enterprise Directory Software	The operating system should provide for Directory Services, which is compliant with LDAP v3 specifications	Q. Does Proposed solution require integration with its existing Active Directory which is already LDAP v3 compliant?	Clarifications already provided in document
154	Other Queries			
155			Does LIC require proposed Cloud solution must be meet All of the following certifications ISO 27001 ISO 27018 ISO27017 FedRamp FERPA GDPR FISC ITAR	Clarifications already provided in document
156			Does LIC require Vendor from Gartner's magic quadrant for the following <i>Magic Quadrant for Enterprise Information Archiving</i> <i>Magic Quadrant for Secure E-Mail Gateway</i> <i>Magic Quadrant for Identity and Access Management</i> <i>Magic Quadrant for Public Cloud Storage</i>	Clarifications already provided in document
157			Does LIC require Proposed Mail Solution shall have option to provide users to be connected to the Rich Email Client for Offline and Online Use from the same vendor	Clarifications already provided in document
158			Does LIC require that the Proposed Mail Solution must provide Web-based access. A premium browser-based experience web client access matches the look and feel of the Rich E-Mail Client	Clarifications already provided in document

159			Does LIC require that the Proposed Solution must provide Subfolders nested under Inbox (and other system folders)	Clarifications already provided in document
160			Does LIC require that the Proposed Solution must provide capability to categorize email as "high, medium, or low" importance	Clarifications already provided in document
161			Does LIC require that the Proposed Solution must provide Color Coding, Categorization, and Flagging	Clarifications already provided in document
162			Does LIC require that the Proposed Solution must provide Creating Rules and Managed folders by Rules	Clarifications already provided in document
163			Does LIC require that the Proposed Solution must provide MailTips - Display informative messages to users while they're composing a message. This include sending mail to a large distribution list or users outside your organisation.	Clarifications already provided in document
164			Does LIC require that the Proposed Solution must provide Email Sort Order (i.e. Date, From, Flagged, Size, Subject, Attachments, Importance)	Clarifications already provided in document
165			Does LIC require that the Proposed Solution must provide Reporting to Get visibility into the traffic patterns across the organization	Clarifications already provided in document
166			Does LIC require that The Proposed Solution should be able to provide single Sign On with existing Directory Services utilized in LIC	Clarifications already provided in document
167			Does LIC require that the Proposed Solution must Enforce periodic Password change without scripts.	Clarifications already provided in document
168			Does LIC require that the Proposed Solution must provide Organization policy management to Control users' and organizations' access to services and policies	Clarifications already provided in document
169			Does LIC require that the Proposed Solution must provide delegated administration to Give others administrator privileges when needed.	Clarifications already provided in document
170			Does LIC require that the Proposed Solution must provide Admin Blocked Sender Lists to Set up blocked sender lists	Clarifications already provided in document
171			Does LIC require that the Proposed Solution must provide Remote factory reset (full device wipe) for Active Sync devices	Clarifications already provided in document
172			Does LIC require that the Proposed Solution must provide Mobile device configuration settings (PIN length, PIN required, lock time, etc.)	Clarifications already provided in document
173			Does LIC require that the Proposed Solution must provide reporting on devices that do not meet IT policy	Clarifications already provided in document
174			Does LIC require that the Proposed Solution must provide Group-based policies and reporting (ability to use groups for targeted device configuration)	Clarifications already provided in document
175	2.11/17	(No consortium bidding is allowed)	Please allow consortium	RFP conditions stand

176	3/30 (Eligibility Criteria)	(Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016-17). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.)	Kindly allow experience letter of Bidder/OEM	RFP conditions are modified .Please refer corrigendum
177	Eligibility Criteria sec 3 cl 4, pg30	The proposed Mail Messaging Solution should be have been implemented and be live with 50,000 or more mailboxes in at least one organisation	Kindly consider the Mail Messaging Solution should behave been implemented and be live with 20,000 or more mailboxes in at least one organisation	RFP conditions are modified .Please refer corrigendum
178	Eligibility Criteria sec 3 cl 16, pg 32	If public cloud solution (complete/hybrid) is proposed, the proposed OEM offering Cloud computing Service should be MeitY (Govt of India) empanelled and STQC audit compliant for Public Cloud service offering of PaaS and IaaS For Public Cloud service offering for SaaS ,should be compliant as and when MeitY takes it up for empanelment	Request you to give us a relaxation for the MeitY empanelled	RFP conditions stand
179	Eligibility Criteria sec 3 cl 14 , pg 31	The bidder should have a valid CMMI Level 5 Certification	Kindly Consider the bidder should have a valid CMMI Level 3 Certification- as there is no development is happen during this project	RFP conditions are modified .Please refer corrigendum

180	SLA sec 7 clause 94		Kindly Consider the 0.01 on delivery, project implementation ,1% on engineer, 50rs for not resolved issue an, 1000rs is not provided the standby with in 24 hours and 100 for server default.	RFP conditions stand
181	SLA sec 7 , pg 94		1% of the on-site charges for resources occurrence, 2000 for the fail oto submit report on quaterly and indly provide a relaxation into the 3rd clause.	RFP conditions stand
182	SLA sec 7 , pg 94	Monthly Uptime Percentage -----Penalty < 99.5% ----- 5% of quarterly Onsite resource charges for (on premise) or 5% of quarterly charges for cloud delivery method. < 99% ----- 7.5 % of quarterly Onsite resource charges for (on premise) or 10% of quarterly charges for cloud delivery method. < 95% -----10% of quarterly Onsite resource charges for (on premise) or 10% of quarterly charges for cloud delivery method.	Please consider Monthly Uptime Percentage -----Penalty < 99.5% ----- 1% of quarterly Onsite resource charges for (on premise) or 5% of quarterly charges for cloud delivery method. < 99% ----- 2 % of quarterly Onsite resource charges for (on premise) or 10% of quarterly charges for cloud delivery method. < 95% -----13% of quarterly Onsite resource charges for (on premise) or 10% of quarterly charges for cloud delivery method.	RFP conditions stand
183	SLA sec 4 clause 4.14 , pg40	1.Sixty (60) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). Following documents are required to be submitted for release of payment i. Invoice for 60% cost (with reference of Purchase Order/Contract for execution, description of services delivered, quantity, unit price, total amount). II. The Balance Forty (40) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution Following documents will be required to be submitted for release of payments Final Acceptance report as per annexure duly signed by Asst Secretary (or a higher ranking official) at CO,IT/BPR Mumbai and by the vendors authorized representative.	90% should be release on delivery of licenses and 10% after submission of PBG.	RFP conditions are modified .Please refer corrigendum
184	3 & 30	The proposed Mail Messaging Solution should be Enterprise Grade and be present either in Leaders or Challengers quadrants of Gartner's Magic Quadrant for Social Software in the	Gartner's social software for workplace report is not at all relevant to enterprise mail messaging solution. Why is it included in qualifying criteria?	RFP conditions stand
185	3 & 31	The bidder should have positive net worth in each of the last three financial years (2014-15 , 2015-16, 2016-17)	Profitability condition would exclude almost all the internet companies in India which are in growth phase. The existing large sized customers and annual turnover should be good enough to indicate the seriousness and stability of the company. Why profitability is included as additional condition?	RFP conditions stand
186	3 & 32	The bidder should have a valid CMMI Level 5 Certification	CMMi Level 5 certification evaluates process oriented approach of the company and risk management. ISO 9008:2015 certification also does the same. Can bidder provide ISO certification instead of CMMo level 5 certification.	RFP conditions are modified .Please refer corrigendum
187	Annexure –X, Section –J, Page No. 29	Management and Monitoring Tool	in public cloud architecture, management and monitoring of the platform is completely managed by service provider. Is Section J still relevant for public cloud architecture?	RFP conditions stand
188	Annexure –X, Section –L, Page No. 31	BACKUP SOFTWARE	In public cloud architecture, the backup services would be provided in cloud itself without any need for additional hardware or client. Does public cloud service provider required to provide backup on actual hard disc/tape?	RFP conditions stand
189	30	3	For Public Cloud Deployment model, the number of mailboxes to be clarified and relaxed	RFP conditions are modified .Please refer corrigendum

190	30	4	For Public Cloud Deployment model, the number of mailboxes to be clarified and relaxed	RFP conditions stand
191	62	Penalties	Penalties should ideally be capped and based on a pro-rated basis rather than the total deal value	RFP conditions stand
192	50	4.2.1	Audit and Access: Audit to be done in a pre agreed manner	RFP conditions stand
193	65	5.1	Facility Management and Maintenance Services for the Public Cloud Deployment?	RFP conditions stand
194	67	5.2	Is AD upgrade will be covered under present scope, if new mail solution demand an AD upgrade	Bidder is required to upgrade and maintain the On - premises Active Directory ,Desktop Domain Join and GPO policies . IF the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
195	67	5.2	Can we extend LIC AD on Cloud or Sync Users for better performance or We have to use On Premises AD for it	PI refer Pg 77 of RFP
196	Generic	Generic	What is the present connectivity between DC, DR & nodes	Around 45 Mbps between DC and DR
197	Generic	Generic	Bid document explains about mail box sizes but there is no mention of PST size for each users	PST size is of relevance if the PST of certain users is not compatible with proposed solution and is to be converted to new format
198	68	5.2	Details of number of Storage Space Used Location wise and Number of mailboxes- Is it applicable for the cloud model	This information is about existing system and is erlevant for migration to New solution whther on-premises or cloud model
199	69	5.2	Apart from Mail Box Size is there any specific services provided to certain users	Please refer RFP
200	70	5.2	Please provide bifurcation between Transactional Mails and Promotional Mails	All automated/bulk mails relayed by mailing System are transactional
201	72	5.2	Do we have Sub Domain Configured on LIC AD, if yes please explain number of Sub Domaina and how they are connected to Emails of users	No sub domains
202	73	5.3	In case of a Cloud Solution, Shall we consider that LIC will put all PSTs on Cloud or it can be stored locally on user device	No PSTs are to be put on Cloud as user will access PST using Client

203	76	5.3.3	For Active Directory: Will a Cloud based AD be sufficient or we need to provide AD for Desktop Authentication/Application Authentication etc	Bidder is required to upgrade and maintain the On - premises Active Directory ,Desktop Domain Join and GPO policies . IF the Directory Services proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
204	156	Limitation of liability	Our overall liability shall not exceed the amount of fees paid to us. We will not be liable for indirect/consequential losses.	RFP conditions stand
205	62	Performance Assessment/Penalties	Risk purchase – We do not assume a liability for any part of our scope of work which is performed by anyone else, or for the payment obligations to such person/ entity.	RFP conditions stand
206	62	Penalties – There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% of the L1 price (Contract Value). [4.35]	Penalty – LDs (if any) shall be applicable only for delays solely attributable to us. The overall amount of LDs shall not exceed 5% of the contract value.	RFP conditions stand
207	46	Insurance – There is an obligation to maintain insurance coverage for public liability; either professional indemnity or errors and omissions; and workers' compensation as required by law. PwC will also maintain insurance for all the Deliverables including Hardware during the contract period with LIC. [4.18]	Insurance – PricewaterhouseCoopers Private Limited maintains appropriate professional indemnity insurance cover with underwriters to protect against all reasonable risks in respect of all professional services provided by the firm. The policies are issued on a broad form Professional Indemnity Insurance wording. Whilst the levels of cover must be kept confidential, we believe that our insurance cover is at least adequate to enable us to meet valid claims. Furthermore, although we carry insurance cover, it is the firm's policy to limit our liability in our contracts to minimise our potential exposure to a reasonable level unless we are prohibited by law or regulation from so doing. We expect the outcome of any current action or aggregate of actions to be within our insurance cover and other resources, such that our ability to continue to render services will not be impaired	RFP conditions stand
208	108	Survival – There is a survival period of 3 years.	Should be 6 months after contract expiry/ termination	RFP conditions stand
209	47	4.19.5 Period of confidentiality	Survival – The survival period should be six months from the date of expiry/termination	RFP conditions stand
210	Section 2.24 Page 27	The selected bidder will provide a Performance Bank Guarantee, within 15 days from the Notification of award, for an amount of 10% of Contract value. Performance Guarantee should be valid for six years from the date of Purchase Order	Bidder request to change the PBG validity to 1 year with yearly renewal till the end of contracts	RFP conditions stand .
211	Section 2.27 Page 27	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.	Bidder requests LIC to cap the variation	Variation would be minimum as the hardware quantity and software license quantity are to be proposed by bidder
212	Section 4.1 Page 34	The duration of the Contract Period unless terminated in accordance with the contract or disqualifications as per Clause 2.29, shall be for a period of six years from the date of purchase order or contract.	Bidder request to change the contract period to 6 years from the Go-live date	RFP conditions stand .Contract cannot start from Go-live as all activity before that like delivery of HW SW ,migration has to be part of contract

213	Section 4.14 Page 40	Payment term Software : 1. Sixty (60) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). 2. The Balance Forty (40) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution Hardware: If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 60% of total cost of hardware will be paid. The balance 40% will be paid after final acceptance report after Go-live.	Bidder request to change the payment term as: Software : 1. Eight (80) % of the cost of software or license cost shall be released against full delivery of Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any). 2. The Balance Twenty (20) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution Hardware: hardware deliveries including installation of OS and all Software : 60% of total cost of hardware will be paid. The balance 40% will be paid after final acceptance report after Go-live.	RFP conditions are modified .Please refer corrigendum
214	Section 4.14 Page 42	The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor.	Bidder request to recover the penalty from payment due to vendor under this contract or separately realised from vendor	RFP conditions stand .This cannot be changed as this is the purpose of Performance Guarantee
215	Section 4.14 Page 42	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.	Bidder clarifies penalty can be imposed as per the service level agreement clause and payment will not be withhold for the work already delivered and accepted	RFP conditions stand , as these are extreme conditions which may not get applied as bidders are all professional
216	Section 7 Page 94	Service level agreement	Bidder request to cap the penalty as below: Till Go-live - capped to 6% of hardware and software charges. Also if overall timeline is achieved, no penalty will be applicable on milestone delay After Go-live : Capped to 6% of quarterly payout value	RFP conditions stand , as Capping of 6% of Contract value is already given in RFP
217	Integrity pact	Fall clause	Bidder request to delete this clause	RFP conditions stand .Integrity pact is given by the Govt ,LIC cannot change it
218	117	The proposed Messaging Solution should be Enterprise Grade and be present in the leaders or challengers Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	Bidders proposes to change the said clause as mentioned below: The email software should have mention in any of the market research agencies (Gartner, IDC, Raddicati) or should have mention in Gartner's last published report on E-mail Software	RFP conditions are modified .Please refer corrigendum
219	118	The proposed messaging solution should support recalling/resending of messages sent and also should notify the user on the success or failure of the message recall. This facility should be available to users and administrators.	Bidder requests change as mentioned below: The proposed messaging solution should support recalling/resending of messages sent and also should notify the user on the success or failure of the message recall. This facility should be available to users and administrators.	RFP conditions stand . LIC users and administrators need to know success or failure of the message recall .This is essential feature already being widely used by LIC users
220	118	The proposal from the bidder should include any additional software required for productivity of users by enabling them to use all functionalities of messaging solution like mail, calendaring, To do's etc. for offline access also for all users	Bidder proposes the below mentioned change: OEM of the messaging software should own & supply their native Offline client for Windows, Mac & Linux OS.	Query not clear
221	119	The proposed messaging solution should have Delivery Status Notification providing an e-mail sender ability to specify success, failure, delay or none of the message	Bidder requests LIC to delete this point	RFP conditions stand . LIC users and administrators need to know success or failure of the message recall .This is essential feature already being widely used by LIC users

222	120	The proposed messaging solution web interface should support read receipt request - while composing a message, user can mark the message to request for a read receipt notification from the recipient and delivery status notification.	Bidder proposes the below mentioned change: The proposed messaging solution web interface should support read receipt request - while composing a message, user can mark the message to request for a read receipt notification from the recipient and delivery status notification.	RFP conditions stand . LIC users and administrators need to know success or failure of the message recall .This is essential feature already being widely used by LIC users
223	120	The messaging solution Should allow the user to open any major functional area— mail, calendar, to-do list, contact list or notebook—in a new window	Bidder requests deletion of this point as it does not provide any key functionality opening a service in a new tab	Modification may be considered.Appears like many features not supported by product being proposed.
224	121	The Webmail client should be able to provide rich preview of the link content when a url is present in the mail. The preview should also support video, if it's a video url.	Bidder requests LIC to delete this point	RFP conditions stand
225	122	Create tasks automatically linked to a contact (address book entry) and view tasks grouped by contact	Bidder requests LIC to delete this point	RFP conditions stand .This is essential feature already being widely used by LIC users
226	122	Should provide Offline Address Book Support as follows: - The Directory Services should provide an interface for messaging clients to download the address book to their local machine and work offline - The client should also offer the functionality of partial or full download of the address book locally - The synchronization should download only the new information and not redownload the old information already present on the client end	Bidder requests LIC to delete this point	RFP conditions stand .This is essential feature already being widely used by LIC users
227	122	When user copies a contact from Corporate Address book to their local contact store in email client, then any critical changes (like address, phone number etc.) to the contact at Corporate address book level, it should automatically get updated to user's copy of the contact in their Personal Address Book.	Bidder requests LIC to delete this point	RFP conditions stand . .This is essential feature already being widely used by LIC users
228	122	The messaging solution should provide user self-service capability for Email Group Membership Management	Bidder requests LIC to delete this point	RFP conditions stand . .This is essential feature already being widely used by LIC users
229	122	Messaging solution should support server-side and client-side contact management including integration of contacts with word processing applications for mail merge etc for sending invitations to large groups	Bidder requests LIC to delete this point	RFP conditions stand . .This is essential feature already being widely used by LIC users
230	123	The proposed Messaging Solution should allow end Users to create and delete specific distribution groups, as well as manage memberships and ownership as a self-help service	Bidder requests LIC to delete this point	RFP conditions stand . .This is essential feature already being widely used by LIC users
231	124	The proposed Messaging solution must allow users to self reset device recovery password for mobile devices	Bidder requests LIC to delete this point	RFP Conditions Stand
232	124	The messaging Server should support redundancy of incoming SMTP email queue by replicating it to another server in the cluster or site. In case of primary server failure, the redundant queue can be used to resubmit email, to ensure no data is lost.	Bidder proposes the below mentioned change: The messaging Server should support redundancy of incoming SMTP email queue by replicating it to another server in the cluster or site. In case of primary server failure, the redundant queue can be used to resubmit email, to ensure no data is lost.	RFP Conditions Stand
233	125	Support for integrated LDAP compliant directory services to store information about users, computers, and network resources and making the resources accessible to users and applications. Should Support for DNS as the locator service	Bidder proposes the below mentioned change: Support for integrated LDAP compliant directory services to store information about users, & all details related to the messaging environment computers, and network resources and making the resources accessible to users and applications. Should Support for DNS as the locator service	RFP Conditions Stand
234	125	Containers for purposes of grouping, administration and policy control	Bidder Proposes the below mentioned change: Should Support purposes of grouping, administration and policy control	RFP Conditions Stand
235	125	Should support multiple password and account lockout policies for different set of users.	Bidder proposes the below mentioned change: Should support multiple password and account lockout policies for different set of users.	RFP Conditions Stand

236	126	Directory software should be able to deploy policies and configurations in desktops which will join Domain Service. The policies should ensure compliance in terms of organization security requirements and user environment	Bidder requests LIC to delete this point	RFP Conditions Stand
237	126	The Directory Server should have support for integrated authentication mechanism across operating system, messaging services.	Bidder requests LIC to delete this point	RFP Conditions Stand
238	126	In the Public Cloud architecture, the Schema of Active Directory and additional Directory Services , if proposed should not be fully extended on the Public Cloud. Only attributes other than passwords that is essential for the Mailing Solution to work smoothly should be extended	Bidder requests LIC to delete this point	RFP Conditions Stand
239	129	Whether Directory services of the mail messaging solution or additional Directory services proposed is able to deploy policies and configurations on Windows desktops and join them to the domain	Bidder requests LIC to delete this point	RFP Conditions Stand
240	130	If Additional Directory services proposed for deployment of policies and domain join on Windows desktops ,whether bridging Software also proposed	Bidder requests LIC to delete this point	RFP Conditions Stand
241	133	Backup Solution : Backup Solution should be present in the leaders or challengers quadrant of Gartner's Magic Quadrant for Data Center backup and Recovery solutions	Bidder wants to inform that the proposed solution has a native backup tool that is integrated in the product	RFP Conditions Stand
242	134	External Backup system proposed shall provide for speed backup	Bidder wants to inform that the proposed solution has a native backup tool that is integrated in the product	RFP Conditions Stand
243	30	Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016-17). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.	Bidders requests LIC to allow global references to fulfill this criteria	RFP conditions stand
244	30	The proposed Mail Messaging Solution should be have been implemented and be live with 50,000 or more mailboxes in at least one organisation	Bidders requests LIC to allow global references to fulfill this criteria	The references are not restricted to India ,It can be global as well
245	32	The bidder should have a valid CMMI Level 5 Certification	Bidders request LIC to modify this as below: The bidder should have a valid CMMI Level 3 Certification	RFP conditions are modified .Please refer corrigendum
246	Page 69	Current Mailbox sizes and New Mail Boxes sizes required in New E-mail Messaging Solution	For On-premise solution, Request LIC to standardize the user mailbox profiles into maximum of 3-4 profiles (Eg : 1GB, 2GB, 5 GB & 10 GB) instead of multiple profiles.	RFP conditions stand
247	Page 70, Messaging system statistics	Messaging Statistics	How many relay emails/day sent out by the LIC business applications ?	Number of automated bulk mails on a peak day at present - approx 2 lac .
248	Page 77, Section 5.3.3	The proposed solution should offer near zero minutes RPO and maximum 4 hours RTO	RTO specification is mentioned as "1 hour" in Page 73 and "4 hours" in Page 77. Can bidder consider it as required RPO is near zero and RTO is 4 Hours. Please confirm.	RFP conditions are modified .Please refer corrigendum

249	Page 72, Section 5.3.1	Centralized architecture, Delivery method can be On –Premises at LIC Data Centre CO- VileParle or on Cloud –Public or a Hybrid and Alternate DR site with High Availability, Failover, Load balancing and Disaster recovery features	Bidder assumes that LIC will provide the DR hosting environment/space (DR Datacenter). Please mention the LIC DR Datacenter Location/address where the DR messaging environment needs to be hosted. Please clarify.	DR Data Center location is Pune
250	Page 77, Section 5.3.3	If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory such that user ids and password of both the Directories are in a state of synchronization.	Bidder assumes that the existing Active Directory setup will be managed and any remediation to that will be done by LIC. Please confirm	Bidders assumption is wrong .Bidder is required to upgrade and maintain the On -premises Active Directory ,Desktop Domain Join and GPO policies . IF the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
251	Page 70, Messaging system statistics	Number of mails processed by present Exchange system during peak month - 1.5 Lac	It seems like, it is a typo. Request LIC to clarify.	Number of mails processed by present Exchange system during peak month - 1.5 crore
252	Page 62, Section 4.35	There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% of the L1 price (Contract Value).	Request LIC to change the clause as " There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% of that respective milestone value"	RFP conditions stand
253	Page 89, Section 5.3.7	Exit Management / Transition-Out Services for Public Cloud Architecture	Bidder assumes that LIC expects us to provide only the approach on the "Transition Out services" in this submission. Actually Plan and commercials will be dealt at that point in time. Please clarify	No separate commercials will be called at time of exit .This RFP covers Exit Management / Transition-Out Services for Public Cloud Architecture.
254	Page 93, Section 6	Implementation, Migration , Project completion period 14 weeks from the date of Purchase Order or Contract	Request LIC to change the clause as " Implementation, Migration , Project completion period 8 months from the date of Purchase Order or Contract for Cloud Option "	RFP conditions modified .Please refer corrigendum
255	Page 93, Section 7	Delivery of software , hardware etc. - 6 weeks from the date of Purchase Order or Contract	Request LIC to change the clause as "Delivery of software , hardware etc. - 10 weeks from the date of Purchase Order or Contract"	RFP conditions stand
256	Page 113, Annexure – IX : Conformity with Eligibility Criteria	Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016-17). For this purpose, the implementation start date/Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.	Request LIC to change the clause as " Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India / outside India , in the last 3 financial years (2014-15 and 2015-16, 2016-17). For this purpose, the implementation start date/Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years"	RFP conditions modified as : Bidder should demonstrate experience of supply, implementation and maintenance of proposed Email Solutions to enterprises in India and should have supplied, implemented and maintained proposed E-Mail Messaging Solution comprising 20,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016-17). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.

257	Page 95, Service Level Agreement (SLA)	< 99% ---- 7.5 % of quarterly Onsite resource charges for (on premise) or 10% of quarterly charges for cloud delivery method.	Request LIC to change the clause s " < 99% ---- 7.5 % of quarterly Onsite resource charges for (on premise) or 7.5% of quarterly charges for cloud delivery method."	RFP conditions modified as : Monthly Uptime Percentage -----Penalty < 99% ---- 7.5 % of quarterly Onsite resource charges for (on premise) or 7.5 % of quarterly charges for cloud delivery method.
258	Page 95, Service Level Agreement (SLA)	Penalty Cap during Run Operations	Please clarify on the yearly penalty cap during the "Run Operations".	The total penalty will be capped at 6% of the L1 price (Contract Value).This includes all penalties in the RFP
259	Page 95, Service Level Agreement (SLA)	Resolved / standby provided within 1 hour i.e 99.5% uptime in a month	Uptime is guaranteed based on the "High availability" deployment of messaging environment which anyway will be taken care in Production Environment. AMC contract typically comes with 6 HR HW replacement SLA. Request LIC to change the Stand-by/Replacement of HW within 6 HR instead of 1 HR.	RFP conditions are modified .Please refer corrigendum
260	2.15 Bid Validity Period Page 22	Bids shall remain valid for one year after the date of bid opening prescribed by LIC, in Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period	We request Bid validity to be restricted to 90 days	RFP conditions stand
261	Reverse Auction page 25	While any increase/decrease in the rates of applicable Goods and Service tax subsequent to the submission of commercial bid shall be borne by LIC, any subsequent increase/decrease in the rates of statutory charges shall be negotiated with Bidder(s) during the contract period.	We request to delete the below "any subsequent increase/decrease in the rates of statutory charges shall be negotiated with Bidder(s) during the contract period."	RFP conditions stand
262	2.24 Performance Guarantee Page 27	The selected bidder will provide a Performance Bank Guarantee, within 15 days from the Notification of award, for an amount of 10% of Contract value The Bank Guarantee should be as per the format given as Annexure – II: Bank Guarantee, payable at Mumbai and should be executed by a Nationalized or Scheduled bank acceptable to LIC and having Branches in Mumbai.	We request performance Bank guarantee to be for 10% of Annual contract value to be renewed Annually.	RFP conditions stand
263	2.24 Performance Guarantee Page 27	LIC shall invoke the performance guarantee in case the selected bidder(s) fails to discharge its contractual obligations during the contract period or LIC incurs any loss due to bidders' negligence in carrying out the project implementation as per the agreed terms & conditions.	We request PBG to be invoke only for material breach and after giving cure period of 60 days before invoking.	RFP conditions stand
264	4.3 Option to extend Contract Period Page 34	i. The Contract Period may be extended by LIC for further period(s) not exceeding one year, on the same terms and conditions, by giving 30 days' notice to Vendor(s) in writing.	We request any extension will be on mutually agreed terms and conditions.	RFP conditions stand
265	4.14 Terms of Payment to Vendor page 40.	Payment for Software and Implementation Charges :	We request software to be paid 100% upfront on delivery as per the OEM standard term.	RFP is modified .PI refer corrigendum
266	4.14 Terms of Payment to Vendor page 40.	100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution	we request Implementation and migration to be paid on milestone basis spread over ther term of implementation.	RFP conditions stand
267	4.14 Terms of Payment to Vendor page 40.	Payment for Hardware: -	we request 80% of hardware to be paid on delivery and remaining 20% on installation of the Hardware.	RFP is modified .PI refer corrigendum

268	4.14 Terms of Payment to Vendor page 40.	The Payment against Onsite Services (after Go-live) :-Payment for the Onsite Services will be done on quarterly basis at the end of each quarter on production of the following: a. Invoice for the amount payable quarterly b. Performance report from duly signed by by Asst Secretary (or a higher ranking official) at CO,IT/BPR	We request the onsite services to be paid monthly in advance.	RFP conditions stand
269	4.14 Terms of Payment to Vendor page 40.	Payment for the Annual Maintenance Contract will be by IT dept at CO on quarterly basis at the end of each quarter on production of the following a. Invoice for the amount payable quarterly. b. Hardware breakdown Report from Central office	We request the payment for Annual maintenance contract for Hardwares and Software to be paid annually in advance as per the OEM Standard practise.	RFP conditions stand
270	4.14 Terms of Payment to Vendor page 40.	5. For Cloud Computing services/Opex Model (On-premises) delivery methods, the payment terms will be as follows : Payment for Quarterly payments will be made by IT/BPR depts. at CO at the end of each quarter after satisfactory delivery of the services on production of the following	We request the payment for services will be monthly in advance and OEMs related payment will be as per OEMs standard of annually in advance.	RFP conditions stand
271	4.14 Terms of Payment to Vendor page 40.	Payment will be based on the actual usage of the services and as per the "Unit Costs" in Commercial Bid.	The payment for any usage below the minimum committed will made for minimum committed volument.	RFP conditions stand
272	4.14 Terms of Payment to Vendor page 40.	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.	We request LIC can withhold payment only for disputed invoices and not for the services already delivered and accpeted.	RFP conditions stand
273	4.14.4 Due date for payment Page 43	4.14.4 Due date for payment LIC will make payment of a correctly rendered invoice within 30 days after receiving the invoice.	We reques payment to be made within 30 days from the supplier invoice date. For any delay in payment beyond due date supplier will have to right to charge interest @ 12 P.a.. Further incase of any payment remain overdue beyond 60 days supplier will have right to suspend services.	RFP conditions stand
274	4.27.2 Termination and reduction for convenience Page 170	i. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	We request notice period of 120 days before termination for oncnvinence.	RFP conditions stand
275	4.27.2 Termination and reduction for convenience Page 170	LIC is not liable to pay compensation under clause (iii) of 4.27.2 for an amount which would, in addition to any amounts paid or due, or becoming due, to vendor(s) under the contract, exceed the total Service Charges payable under the contract. Vendor(s) is not entitled to compensation for loss of prospective profits.	Bidder would like to clarify that incase of termination for convenience LIC will have to pay for all services/product delivered, supplier cost incurred for future deliverables and any other termination charges as mutually agreed.	RFP conditions stand
276	4.27.3 Termination by LIC for default page 170	Notwithstanding what has been stated in Clause 4, LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor(s), terminate the Contract in whole or part, if vendor(s) fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if vendor(s) fails to perform any obligation(s) under the Contract.	We would request to include cure period of 60 days before any termination.	RFP conditions stand
277	4.27.3 Termination by LIC for default page 71	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 vendor(s) shall be liable to LIC for any excess costs for such similar systems or Services. However, vendor(s) shall continue the performance of the Contract to the extent not terminated	We request to include that the additional liability of supplier in such case will be limited to 5% of the value of undelivered portuin only. The new vendor will be selected through the similar process followed as in this case.	RFP conditions stand

278	4.31 Performance Guarantee page 60		We request to include that PBG can be invoke only for material breach and after giving cure period of 30 days.	RFP conditions stand
279	4.35 Performance Assessment/Pen alties page 61	Milestone Schedule: Vendor shall perform all services and deliver all deliverables in accordance with the Milestone Schedule. In the event that vendor(s) fails to meet any Milestone Date, in addition to any other legal or equitable remedies available to LIC,vendor(s) and LIC agree that the amount of damage payable by vendor(s) to LIC will be the following amount for the delay in number of weeks or part thereof beyond the applicable Milestone Date for any services or deliverable: There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% of the L1 price (Contract Value).	we would like to clarify that the delay penalties shall be applicable @ 0.5% of the milestone value for per week of delay subject to a maximum of 5% of the milestone value. Further the SIA penalties for any month should be capped at 5% of service charges for that month.	The total penalty will be capped at 6% of the L1 price (Contract Value). This includes all penalties in the RFP
280	1)AMC TIME PERIOD & MAINTENANCE CHARGES: page 87	The rate for providing all inclusive Comprehensive Annual Maintenance Service for the Hardware applicable for the period of one year and further period of extension , after the expiry of the five year warranty period should have to be mentioned in the commercial bid . These rates shall remain firm and valid for a period of one year and further period of extension from the date of expiry of the warranty period . Annual Maintenance Service Contract Amount shall be paid on rendering satisfactory services.	We would like to include that the rates and T&Cs for any extension beyond initial terms will be mutually agreed.	RFP conditions stand
281	5.3.2 Supply and Installation of Hardware required as per the proposed solution	13) The hardware supplied should be covered by warranty for five years and bidder should provide AMC for one year after completion of warranty	We would like to clarify that all Hardware & software will have warranties as per OEM. Beyond which the same will be supported through AMC/ATS provided by the OEMs. Hope this is acceptable. Please clarify	RFP conditions stand
282	Page 6, Section 1.1 - Deliverables & Services	Means all services as per section 5, 6, 7, 8, 9 of this RFP.	Bidder seeks clarification that all deliverables and scope of work be agreed in the separate Statement of work to remove ambiguity. This SOW will clearly define the scope of work, assumptions, dependencies and roles and responsibilities, acceptance tests, criteria and procedures. This document will prevail over the RFP and tender document.	RFP conditions stand
283	Page 26, Section 2.22.2 (SOW)	LIC and the Bidder will finalize the Terms of Reference, staffing schedule, work schedule, logistics and reporting. These documents will then be incorporated in the Contract as "Description of Services".	Bidder seeks clarification that all this will become part of the SOW as proposed above.	RFP conditions stand
284	Page 12, Section 2.3 (No Deviations)	Responding to this RFP and submission of the bid by the Bidder will be deemed as consent of acceptance from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), clarifications issued will form the part of the purchase orders/any resulting contracts to be issued to the successful bidder from time to time as an outcome of this RFP Process.	Bidder requests that certain deviations to the contract terms be permitted and the contract to be signed between LIC and Bidder should be a mutually acceptable agreement. A statement of work detailing the scope of work and incorporating the terms of Bidder's proposal be agreed between the parties. We submit that the response to RFP shall be deemed acceptance of the RFP terms except for such specific sections against which deviations are proposed by Bidder. Kindly confirm acceptance of this intent.	Pl refer Annexure XV -Statement of No Deviation from RFP Terms and Condition

285	Page 162, Annexure XV - Statement of No Deviation from RFP Terms and Condition	Entire Annex	This allows us to include deviations along with the proposal, but the RFP terms do not. Please remove the discrepancy and clarify if deviations to certain RFP terms are allowed.	RFP conditions stand. Deviations ,if any will be evaluated by LIC
286	Page 14, Section 2.8(d)(iv) (EMD)	The Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract;	Please clarify that the EMD will not be forfeited only in events of fraudulent act of the Bidder.	RFP conditions stand
287	Page 21, Section 2.14.2	The bid and all the supporting documents submitted by the bidders shall be the property of LIC.	Bidder submits that all IPR in any documents submitted by the bidder will remain with the bidder. LIC shall make use of the documents to the extent required to process the RFP and treat information provided by the Bidder as confidential. Kindly confirm that this intent is agreeable.	RFP conditions stand
288	Page 27, Section 2.27 (Quantities)	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.	Bidder submits that the price quote provided by the Bidder is for the entire solution pack. Many third party component are involved in the Solutioning which are procured based on the current requirements. Bidder may not be able to procure additional quantities or provide reduced quantities at the same unit prices. Hence Bidder requests that any addition or deletion in quantities be limited to 5% of the original quantities only.	RFP conditions are modified .Please refer corrigendum
289	Page 26, Section 2.21.3 (Resources)	Having selected the Bidder on the basis of, among other things, an evaluation of proposed Professional staff, LIC expects to negotiate a Contract on the basis of the Professional staff named in the Bid. Before contract negotiations, LIC will require assurances that the Professional staff will be actually available. LIC will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Bidder may be disqualified.	Bidders seeks to relax this provision as it is difficult and reasonably not possible for the bidder to confirm that resources named in the bid will available or deployed for the project, due to long processes and timelines of the supplier selection process. Bidder however confirms that all resources deployed will be of the same skill sets, experience and qualifications as of the resources named in the proposal document.	RFP conditions stand
290	Page 38, Section 4.11.3 (Resources)	LIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and provide replacement in accordance with the process outlined in clause 4.10.2 above.	Bidder seeks relaxation that if the personnel are required to be replaced due to performance related issues, such issues will be mutually discussed between the parties and a period of 30 days for performance improvement is provided. If removal is requested for reasons for security threat and gross misconduct, LIC may seek prompt removal and replacement. Kindly confirm that this is agreeable.	RFP conditions stand

291	Page 97, Section 8 (Resources)	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(s) 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(s) 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(s) to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.	Bidders requests that it be allowed to remove and replace personnel with a notice of 45 days. If the resource decides to leave the bidder, Bidder will have to replace such resources. The replacing resource will be of equivalent skillsets and competencies. Bidder submits that this underlined provision be deleted. LD is limited to 6% of TCV. This clause is not agreeable. Bidder seeks relaxation that LIC may request replacement only due to performance related issues. Such issues will be mutually discussed between the parties and a period of 30 days for performance improvement is provided. If removal is requested for reasons for security threat and gross misconduct, LIC may seek prompt removal and replacement. Kindly confirm that this is agreeable.	RFP conditions stand
292	Page 27, Section 2..24 (PBG)	LIC shall invoke the performance guarantee in case the selected bidder(s) fails to discharge its contractual obligations during the contract period or LIC incurs any loss due to bidders' negligence in carrying out the project implementation as per the agreed terms & conditions.	Bidder seeks clarification that PBG will be called upon only in the events of material breach of the contract and Bidder requests that a notice of 30 days to cure such breaches is given by LIC before claims are made from the PBG. LIC shall have the right to invoke the PBG in case bidder fails to cure the breach within such cure period. Kindly confirm that this intent is agreeable.	RFP conditions stand
293	Page 34, Section 4.3 (Contract Extension)	i. The Contract Period may be extended by LIC for further period(s) not exceeding one year, on the same terms and conditions, by giving 30 days' notice to Vendor(s) in writing.	Bidder requests that any extension to the contract be mutually agreed between the parties.	RFP conditions stand
294	Page 35, Section 4.5.2	v. 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 to delete the word "negligently".	RFP conditions stand
295	Page 34, Section 4.5.1 (standards)	ii. In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, best practice and guidelines;	Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards - these terms are general in nature and do not indicate the exact obligation of the bidder. Please clarify what standards are expected out of the bidder. Making reference to specific standards will remove all ambiguity.	RFP conditions stand
296	Page 35, Section 4.5.1 (vi) (indemnities)	vi. The Vendor will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated;	Job safety measure are different for different industry. Bidder is responsible to sure measures that are required to be taken by the regulations and law applicable to its industry only. Please clarify that this is the intent of LIC. Indemnity is subject to the indemnity provision of the agreement. Please confirm that this understanding is correct.	RFP conditions stand
297	Page 44, Section 4.16 (indemnities)	New clause	Bidder requests that the indemnity provision for third party IPR infringement claims be made mutual in nature, as Bidder may be accessing IP belonging to LIC or its third party vendors' as provided by LIC for carrying out the services.	RFP conditions stand

298	Page 45, Section 4.17 (Liabilities)	Entire clause	Bidder submits that this provision has wide implications and does not adequately limit the liability of the Bidder. Bidder propose the following change: Notwithstanding anything to the contrary in the agreement, 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, even if it has been notified of the possibility of such damages and the aggregate liability of the supplier/vendor to LIC for all events and losses, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price. Supplier will not be liable for any loss or damages to the extent that such loss or damages are not attributable to the Bidder and results from acts or omissions of LIC or its third party vendors.	RFP conditions stand
299	page 36, Section 4.7.1 and 4.7.2 and 4.7.3 (Variations)	LIC reserves the right to initiate any change in the scope of contract. Any change in the general scope will be informed to the vendor in writing.	Bidder seeks clarification as to what is meant by general scope? No change to the contract can be unilaterally made. Kindly confirm that all changes will be mutually agreed between the parties.	RFP conditions stand
300		b) Within 15 days after receiving LIC's request or within another period mutually agreed, the Vendor must respond in writing to LIC specifying what impact those variations will have on: a. the Scope; the Services or Deliverables, including any particular Deliverable; 4.7.3 - If any such change causes an increase or decrease in the scope of, or the time required for, the vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the scope or delivery schedule, or both, and the Contract shall accordingly be amended.	Bidder submits that addition or deletion in scope of work may result in impact to the charges quoted by the bidder. Bidder shall assess the impact of the variation on the costs and include it in its assessment. If mutually agreed, the new scope, delivery schedule, and charges will be agreed in form of a change order.	RFP conditions stand
301	Page 37, Section 4.10 (Performance Assessment)	Each element of the Services is subject to assessment by LIC against the relevant Performance Criteria. Entire section	Please clarify what is the intent and purpose of this assessment and how and when this will be performed. RFP does not contain any other details of this. What does performance criteria mean? Does this mean the assessment of adherence to the SLs as indicated in the agreement?	Yes

302	Page 61, Section 4.35 (Penalties)	There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 6% of the L1 price (Contract Value). If the penalties are beyond 6% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of vendor(s). Vendor(s) may be debarred from applying in future assignments. Damages payable under this Section shall not exceed six (6%) percent of the L1 price.	Bidder seeks clarify if the overall limit of such penalty is limited to 6% of the TCV. Bidder requests that If the penalties reach 6% of TCV, then LIC may terminate the contract following the termination provisions for material breach. i.e., a notice and cure period of 45 days will be given and the liability of the Bidder for costs of engaging a new vendor will be limited to 10% of what Bidder would charge had it performed those services. Please confirm that this intent is agreeable. Service level default will occur wherever Bidder fails to meet the SL for reasons solely attributable to itself and its vendors. In Service level and penalties calculation, any failures due to reasons not attributable to Bidder will not be included. Kindly clarify this.	RFP conditions stand . The total penalty will be capped at 6% of the L1 price (Contract Value). This includes all penalties in the RFP
303	Page 94, Section 7 (SLAs)	1. Delay in request for details of information from LIC beyond 1 week from the date of receipt of LIC's letter about his selection as successful bidder - 0.01 % of the Contract Value for every week of delay 2. Delay in submission of Details Project Plan - 0.01 % of the Contract Value for every week of delay	Bidder requests that in penalties be calculated at 0.01% of the implementation fee and capped at 6% of the implementation fee.	RFP conditions stand.The total penalty will be capped at 6% of the L1 price (Contract Value). This includes all penalties in the RFP
304	Page 94, Section 7 (SLAs)	a.Delay in Delivery of all hardware, software, licenses etc. within 6 weeks from the date of receipt of contract/purchase order - 0.02 % of the contract value per week of delay b.Delay in project implementation period beyond 14 weeks from the date of receipt of contract/purchase order - 0.1 % of the contract value per week c. Acceptance Test has not been met by the applicable Acceptance Date beyond 2 weeks after the Acceptance Date that, by reason of the Party's failure to correct any performance defects revealed during Acceptance Testing, the Acceptance Test is not met - 0.01 % of the contract value per week of delay d.Delay in posting of on-site support Engineers beginning at Go-live - 5 % of the contract value of the annual on-site charges per week of delay	a) Bidder requests that in penalties be calculated at 0.02% of the hardware / software / license fee and capped at 6% of the hardware / software / license fee. B) Bidder requests that in penalties be calculated at 0.1% of the implementation fee and capped at 6% of the implementation fee. c) Bidder requests that in penalties be calculated at 0.01% of the implementation fee and capped at 6% of the implementation fee. d) Bidder requests that in penalties be calculated at 2% of the monthly onsite fee and capped at 6% of the monthly onsite fee.	RFP conditions stand
305	Page 95, Section 7 (SLAs)	6. If the on-site support resources leaves before expiry of 2 years service - 10 % of the on-site charges for every occurrence 7. Failure of The on-site support resources to submit the reports and provide services as defined in the Support Process /Contract - Any type of adverse reporting about the onsite engineer at C.O. will attract a penalty of Rs. 20000 per quarter on the charges of on site engineer. The Engineer may have to be changed, if LIC so requests. 8. The on-site support resources should be present in LIC's premises as per the RFP conditions on onsite timings. Late attendance will be taken as quarter days leave. - Double the proportionate amount of onsite charges will be deducted for any noncompliance.	6. Bidder requests deletion of this as resources can leave due to reasons not under reasonable control of the Bidder, like death and illness or change of job. 7. Bidder requests that such penalties be charged only if the adverse reporting is proved and is reasonable. Both parties will discuss and put a rectification plan in place. 8. We request deletion of this penalty.	RFP conditions stand

306	Page 38, Section 4.12.2 (IPR)	The Vendor must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.	What does Auxiliary Material mean? This is not defined anywhere. Bidder requests that the following terms be added for sake of clarity. 1. LIC shall grant to Bidder, necessary rights and license to its and its third party vendors' intellectual property, tool or software that is necessary for bidder to perform the services. 2. Hardware warranty will be passed on as provided by the OEM and software license will be subject to licensing terms issued by the licensor	RFP conditions stand
307	Page 39, Section 4.12.4 (i) (IPR)	The Vendor will warrant that: i. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and	What does Warranted Material mean? It is not defined in the RFP. Bidder cannot agree to this unless we understand the meaning of warranted material.	RFP conditions stand
308	Page 39, Section 4.12.5 (IPR)	iii. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, 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.	iii - please clarify that this provision is governed by the indemnity section of the agreement.	RFP conditions stand
309	Page 40, Section 4.13 (Moral Rights)	ii. Use its best endeavors to ensure that each of the Personnel used by the Vendor in the production or creation of the Contract Material gives, genuine consent in writing, in a form acceptable to LIC, to the use of the Contract Material for the Specified Acts, even if such use would otherwise be an infringement of their Moral Rights.	Bidder does not understand the definition of Contract Material and hence this cannot be agreed to. Kindly clarify that this obligation is limited to only material which is owned by LIC.	RFP conditions stand
310	Page 40, Section 4.14 (Payment terms)	4.14.2.1.c.iii and 4.14.2.2.(e) (iii) - Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents	4.14.2.1.c.iii and 4.14.2.2.(e) (iii) - Bidder seeks that indemnity provision governs all IP provided by the Bidder. Kindly remove this requirement as this is not required to be separately provided with each invoice.	RFP conditions stand
311	Page 42, Section 4.14 (Payment terms)	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.	Bidders seeks clarification that payments will not be withheld for services which have already been performed and completed by the Bidder. Payments can only be withheld for services which have not been performed as required under the agreement. LIC has other remedies available under the contract for not meeting the requirements of the agreement. Satisfaction of LIC is not agreeable as it is a subjective term and difficult to quantify and prove by the bidder.	RFP conditions stand
312	Page 43, Section 4.14.4 (Payment terms)	4.14.4 Due date for payment LIC will make payment of a correctly rendered invoice within 30 days after receiving the invoice.	Bidder requests that all invoices be paid within 30 days of date of invoice. Any disputes will be raised within 10 days of receipt of invoice which will be speedily resolved as per the Dispute resolution provision of the RFP. In case the payment is not done within 30 days, a notice will be issued to complete payments within next 30 days. Any non-payment beyond these 60 days will be considered as a LIC's event of payment default. Any payments after such 60 days will be subject to interest fee at the then prevailing rates. Bidder shall have a right to suspend or terminate the services if payment is not completed within such 60 days.	RFP conditions stand

313	Page 42, Section 4.14.5 (Fixed Price)	LIC is under no obligation to pay any amount in excess of the Charges mentioned in the Payment Schedule.	Bidder submits that any changes in scope, timelines or other requirements of LIC which leads to additional costs of the Bidder will be paid by LIC after the Change Order is put in place. Also any additional costs incurred by the bidder due to delays, defaults or breaches not attributable to the bidder will be paid by LIC. We submit that price quotes are subject to certain assumptions and dependencies identified by the bidder during the process of Solutioning. We suggest that if these assumptions are held untrue or invalidated, or dependencies are not fulfilled, prices may be varied to accommodate the invalidation of assumptions.	RFP conditions stand
314	Page 44, Section 4.15.3 (taxes)	LIC will deduct taxes from the amounts due and payable to the Vendor, wherever applicable. LIC will provide the 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.	TDS is the responsibility of LIC. Bidder must not be held responsible for any failures and defaults as Bidder does not have any means or ways to knowing or ensuring this obligation of LIC. We request that this section be deleted.	RFP conditions stand
315	Page 46, Section 4.18 (Insurances)	☑ Vendor will also maintain insurance for all the Deliverables including Hardware till the project period.	Bidder submits that it will main all insurances as required by applicable law. Bidder have company wide insurance coverages and not contract specific and hence insurance specific for deliverables and hardware is not possible. Kindly relax this provision.	RFP conditions stand .Insurance for all deliverables including hardware .Insurance is to be maintained for hardware assets that are under ownership of vendor
316	Page 46, Section 4.19 (Confidentiality)	Entire clause Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.	We submit that the definition of confidential information be limited to information which is identified as confidential at the time of disclosure or is of nature, which must reasonably be treated as confidential. We request that this obligation be mutual in nature. We request deletion of the indicated term. We request that PBG can be claimed to the extent of direct damages and not be forfeited.	RFP conditions stand
317	Page 49, Section 4.22 (Security policies)	ii. 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. 4.22.2 - LIC may, from time to time, notify Vendor(s) of the level of security or access clearance applicable to the Vendors' Personnel, and the date from which, or the period during which, that clearance will be effective and Vendor(s) must comply with and ensure its Personnel act in accordance with that notice.	Bidder agrees provided that there are no cost implications of such compliance requirements. If Bidder incurs additional expenses due to such compliance requirements, it will be paid by LIC. 4.22.2 - Please confirm that the costs of such additional security clearance will be paid by LIC.	RFP conditions stand
318	Page 62, Section 4.36 (IS Security Policy)	The Vendor shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP	Bidder requests to share details of these policies for being able to understand the cost implications of compliance.	LIC IT and IS policy will be shared with successful bidder

319	Page 50, Section 4.24 and Page 64, Section 4.38.3 (Audits)	LIC will have the right to inspect and test the infrastructure and system of the vendor at any time. The vendor on demand from LIC shall carry out such tests in appropriate manner in the presence of LIC's representatives and free of charge to LIC. The vendor will bear all costs of such inspections and tests. 4.38.3 - All costs for such audit shall be borne by the service provider/vendor.	Bidder submits that all audits and inspections will be carried out at the cost of LIC. Bidder will not be responsible for costs of any inspections. All audits will be conducted with prior notice and not more than once in six months during the contract period. Audits will be conducted during normal working hours of the Bidder. If third party auditors are involved, they will be non-competitors of the Bidder. Bidder will reserve the right to allow access to its information and premises on reasonable confidentiality restrictions to protect its and its other customers' confidential information.	RFP conditions stand
320	Page 51, Section 4.25 (FM Situation)	LIC or the vendor is excused from performing its obligations under the Contract to the extent it is prevented by circumstances beyond its reasonable control (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only), including but not limited to acts of God, natural disasters, acts of war, riots and strikes outside that party's organisation.	reference to underlined portion - provided such events are due to any action or omissions of the vendor. Kindly clarify that this intent is agreeable.	RFP conditions stand
321	Page 51, Section 4.26 (Dispute Resolution)	Continuity of Performance: In the event of a dispute between the Party and the LIC, each party will continue to perform its obligations under this Agreement during the resolution of such dispute unless and until this Agreement is terminated in accordance with its terms.	Bidder agrees provided that the nature of dispute is not of such a nature that it becomes reasonably not possible for it to continue to perform the services until the dispute is resolved.	RFP conditions stand
322	Page 53, Section 4.27 (Termination)	4.27.1 If Vendor fails to comply with the clause 4.10 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 immediately under the contract by giving the Vendor written notice of 15 days.	Bidder submits that this be deleted because these are events of defaults which is captured under section 4.27.3. Also, obligations related to performance assessment is not clear for which query has been raised by the bidder in this list of pre-bid queries. Bidder cannot agree to this term, unless the query is addressed.	RFP conditions stand
323	Page 53, Section 4.27.2 (Termination)	4.27.2 Termination and reduction for convenience LIC may, at any time, by a prior written notice of 30 days, terminate the contractor reduce the scope of the Services.	Bidder submits that a notice of 30 days is too short and seeks to change this to 180 days considering the long term of the contract. Any termination for convenience will be associated with termination fee to recover all costs and expenses incurred by the bidder due to such pre-mature termination.	RFP conditions stand
324	Page 53, Section 4.27.3 (Termination)	Termination by LIC for default Notwithstanding Clause 4, 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. 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 submits that this provision be relaxed to termination right only in the event of material breach by the bidder, for which LIC has provided a notice of 45 days to cure such breach. If the Bidder does not cure the breach or remedy the defects within the said 45 days, LIC will be entitled to terminate the agreement or any part thereof. Liability of the Bidder for costs of engaging a new vendor will be limited to 10% of what Bidder would charge had it performed those services. We seek a mutual termination right for default events. We request that the bidder has a right to terminate or suspend services in case of material breach by LIC for which bidder will give a notice of 45 days to cure and such breach is not cured within such 45 days.	RFP conditions stand

325	Page 55, Section 4.27.9 (Knowledge Transfer)	i. Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and ii. Making Specified Personnel and Vendor Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in-Confidence' information of the Vendor.	i - Bidder submits that access to information will be provided to the extent it is required by LIC to continue the Services. ii - this is not agreeable. We request deletion of this.	RFP conditions stand
326	Page 57, Section 4.28.5 (Exit Management)	Promptly on reasonable request at any time during the exit management period, the Vendor shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to LIC or its nominated agency, a list of all employees (with job titles) of the Vendor dedicated to providing the services at the commencement of the exit management period.	Bidder submits that solicitation of Bidder employees is not agreeable. We request that this be deleted.	RFP conditions stand
327	Page 54, Section 4.27.5 (Termination)	4.27.5 After termination	Bidder seeks clarity that in all termination events, Bidder will be paid for all the service and deliverables rendered up till the date of termination. All confidential information and proprietary material belonging to the bidder will be returned to bidder upon termination of this agreement.	RFP conditions stand
328	Page 55, Section 4.28.2 (Exit Management)	4.28.2 Transfer of Assets 4.28.2.1 LIC shall be entitled to serve notice in writing on the Vendor at any time during the exit management period as detailed hereinabove requiring the Vendor and/or its sub- contractors to provide LIC with a complete and up to date list of the Assets within 30 days of such notice. 4.28.2.2 In case of contract being terminated by LIC, LIC reserves the right to ask the Vendor to continue running the project operations for a period of 6 months after termination orders are issued.	4.28.2.1 - please confirm what is meant by Assets here? Any assets belonging to the Bidder or its vendors will not be transferred to LIC. 4.28.2.2 - please confirm that if this is requested after the expiration of the agreement, the charges will be mutually agreed between the parties.	RFP conditions stand
329	Page 56, Section 4.28.4 (Exit Management)	ii. documentation relating to the Project's Intellectual Property Rights; iii. documentation relating to sub-contractors;	ii - Bidder seeks confirmation that no IPR belonging to the Bidder or its third party vendors will be required to be supplied to LIC. IPR and licensing is governed by the IPR provision of the agreement. Bidder requests that this be deleted. iii - what kind of documentation related to subcontractors is expected?	RFP conditions stand
330	Page 57, Section 4.28.4 (Exit Management)	Before the expiry of the exit management period, vendor(s) shall deliver to LIC or its nominated agency all new or updated materials from the categories set out in 4.28 above and shall not retain any copies thereof.	Bidder will only return the information belonging and owned by the LIC. It will not give any information which is proprietary to it or its third party vendors.	RFP conditions stand
331	Page 57, Section 4.28.6 (Exit Management)	Transfer of Certain Agreements On request by LIC or its nominated agency, the Vendor shall effect such assignments, transfers, licenses and sub-licenses as LIC may require in favour of LIC, or its Replacement Implementation Agency in relation to any equipment lease, maintenance or service provision agreement between the Vendor and third party lessors, vendors, and which are related to the services and reasonably necessary for carrying out of replacement services by LIC or its nominated agency or its Replacement Implementation Agency.	Bidder seeks confirmation that the obligation of Bidder is limited to the extent of facilitating such transfer and licensing. LIC and the respective third parties will enter into agreement as agreed between LIC and third parties. Bidder will not be responsible for any costs incurred during such transfer or licensing. Also equipment, hardware or other licenses will be transferred to the extent that they were used exclusively for LIC by the bidder.	RFP conditions stand

332	Page 57, Section 4.28.7.2 (Exit Management)	The Vendor shall also give LIC or its nominated agency, or any Replacement Implementation Agency right of reasonable access to the Vendor's premises and shall procure for LIC or its nominated agency and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to LIC or its nominated agency, or a Replacement Implementation Agency.	Bidder submits that the underlined portion is not agreeable. All obligations terminate upon termination of the contract. No access can be provided after exit management period unless agreed between all concerned parties.	RFP conditions stand
333	Page 58, Section 4.28.9 (Exit Management)	4.28.9 Exit Management Plan	Bidder seeks confirmation as to what is the time period for exit management services. Bidder will be entitled to charge exit management charges or charges for any exit management services or continued services provided after the expiration of the term of the agreement.	No separate commercials will be called at time of exit .This RFP covers Exit Management / Transition-Out Services for Public Cloud Architecture.
334	Page 60, Section 4.32 (System Acceptance)	System shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from the duly authorized official of LIC not below the rank of Assistant Divisional Manager, in writing, is obtained by the Vendor. The date of acceptance of system will be the one stated in the Certificate from LIC. The entire System and components deployed should function continuously without any problem for 30 days as a pre-requisite for the Acceptance Certificate as required.	Please explain the intent of inclusion of 30 days stand-by period? Warranty period will begin on the go-live date. Is this 30 days before the go-live date? Parties shall mutually agree for all required acceptance tests, acceptance criteria, deemed acceptance scenarios and the overall acceptance procedures. All acceptance tests must be completed as per the agreed procedure and criteria. In case the services / deliverable / system is partially accepted, Bidder will be entitled to invoice for the partially accepted services /deliverables / system..	The entire System and components deployed should function continuously without any problem for 30 days as a pre-requisite for the Acceptance Certificate as required.
335	Page 99, Section 9	9. To provide onsite Mail Messaging Solution hardware and software maintenance, enhancements and modifications.	Bidder submits that enhancements and modifications are not included in the onsite support scope.	RFP conditions stand
336	Page 108, Annexure – VII : Non-Disclosure Agreement	NA	We submit that the definition of confidential information be limited to information which is identified as confidential at the time of disclosure or is of nature, which must reasonably be treated as confidential.	RFP conditions stand
337	Page 110, Annexure – VII : Non-Disclosure Agreement	None of the information which may be disclosed or exchanged by LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LIC. There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC makes any representations nor extends any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.	As the information and data provided by LIC will be used by Bidder to carry out the services under the agreement, LIC cannot disclaim warranty as to adequacy or accuracy of Confidential Proprietary Information and that it will not infringe any IPRs. bidder requests that this term be deleted.	RFP conditions stand
338	Page 110, Annexure – VII : Non-Disclosure Agreement	Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.	Bidder requests the change as indicated in Bold below: Respondent agrees and acknowledges that monetary damages may not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to seek specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement.	RFP conditions stand

339	Page 111, Annexure – VII : Non-Disclosure Agreement	The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.	Bidder requests that this section be deleted. Breach of confidentiality provision is considered as a breach of contract and the contractual remedies for breach of contract will be applicable and available to LIC. Indemnity cannot be provided for breach of contract provisions and confidentiality.	RFP conditions stand
340	Page 101, Annexure - II : 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 inclusion of the portion highlighted in bold and underlined below. 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 (provided a prior notice of intention of such demand and a cure period of 30 days is provided to the Vendor to cure such default, breach or delay with respect to which the demand is being made), without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).	RFP conditions stand
341	Page 77, Section 5.3.3 Page 80, Section 5.3.4, Point 9	5) Bidder should provide updates ,patches ,rollups for all software supplied including operating system and should update the same immediately after its release . Back to back OEM support for all Software and updates to current Version is required to be provided .OEM authorization ,partner status and back to back support document is to be submitted as part of eligibility bid. 9) Bidder should provide updates ,patches ,rollups for all software supplied including operating system and should update the same immediately after its release	Please clarify on what comprehensive onsite warranty entails. Back to Back support document will be submitted after contract award, as without a confirmation of award of the contract, a back to back agreement with the OEM cannot be put in place. Kindly relax this requirement. Bidder will rectify any defects free of costs, provided the defects are not due to reasons not attributable to the bidder, e.g., if the system is not used in a manner and for purpose as agreed the agreement, it is combined with other system, if there are any unauthorized modifications, if there is any productive use of the system before the go-live period. Warranties related to any third party software and hardware will be as per the warranty terms of the original OEM.	RFP conditions stand
342	Page 77, Section 5.3.3	Operating system security and hardening as per LIC cyber security guidelines and industry standards should be ensured	Please provide a copy of the LIC cyber security guidelines. What do industry standards mean?	Operating system security and hardening as per LIC cyber security guidelines will be shared with successful bidder
343	Page 81, Section 5.3.4, Point 16	16) In case of failure relating to the proposed solution, the bidder shall ensure that system is made operational from end-to-end to the full satisfaction of LIC in the shortest possible time as per the SLA conditions .	All work will be performed as per the agreed requirements in the RFP. Satisfaction is term that cannot be quantified and Bidder cannot prove it. Hence Bidder requests that this word be deleted.	RFP conditions stand
344	Page 81, Section 18.23	23. Bidder/Cloud service provider/OEM must comply with Information Technology Act, 2000 and Rules made there under , and the later amended Information Technology (Amendment) Act 2008 , and Data Protection Laws to be enacted in India in future with respect to all LIC data hosted on the cloud and to LIC data which falls under category of health information and personally identifiable information(PII) or sensitive personal data hosted on the cloud and to Cloud service provided to LIC	Bidder seeks clarification that Bidder is responsible to comply with IT Act and DP laws to the extent applicable to it. If the laws affecting LIC changes and compliance with such laws results in additional costs, those costs will be paid by LIC.	RFP conditions stand

345	Page 85, Section 18.32	32. Human Resources Security- Security Training- Bidder/Cloud service Provider /OEM is required to inform its personnel about relevant security procedures and their respective roles. Bidder/Cloud service Provider/OEM should also inform its personnel of possible consequences of breaching the security rules and procedures Bidder/Cloud service Provider /OEM will only use anonymous data in training.	What security procedures are being referenced here? Kindly elaborate.	RFP conditions stand
346	Page 87, Section 5.3.5 - AMC	The bidder is required to provide management and Maintenance of all Software and Hardware, the complete Mail Messaging Solution proposed through services of onsite or visiting resources ,back to back support with OEM during warranty period of one year and five years and further period of extension of AMC thereafter for Software and warranty period of five years and one year of AMC and further period of extension of AMC thereafter for hardware. The rate for providing all inclusive Comprehensive Annual Maintenance Service for the Hardware applicable for the period of one year and further period of extension , after the expiry of the five year warranty period should have to be mentioned in the commercial bid . These rates shall remain firm and valid for a period of one year and further period of extension from the date of expiry of the warranty period . Annual Maintenance Service Contract Amount shall be paid on rendering satisfactory services. 4) The bidder shall guarantee the availability of spares for a period of 6 years and further extension period including warranty period in respect of all the hardware and hardware accessories. 5) The Vendor will have to maintain the hardware and software	Bidder submits that the underlined portion is not agreeable. All obligations terminate upon termination of the contract. AMC for extended period will be mutually agreed between the parties. Kindly delete this portion.	RFP conditions stand
347	Page 155, Annexure XII T&Cs of AMC, section 31	31. Exclusion of certain parts from AMC:- Any physical damage due to mishandling by LIC or damage by any external factors will be excluded from the ambit of AMC. Page 157 - 7. If the damage to the hardware is due to the power fluctuations or physical damage due to mishandling by LIC personnel or the damage by external factors, LIC would bear the cost of the parts damaged	2. Bidder will rectify any defects free of costs, provided the defects are not due to reasons not attributable to the bidder, e.g., if the system is not used in a manner and for purpose as agreed the agreement, it is combined with other system, if there are any unauthorized modifications, if there is any productive use of the system before the go-live period. 3. Warranties related to any third party software and hardware will be as per the warranty terms of the original OEM.	RFP conditions stand
348	Page 156, Annexure XII T&Cs of AMC, section 35	35. LIC reserves the right to terminate the Contract with one month's notice, without assigning any reasons and decision of LIC in this matter will be final.	All termination provisions will be as agreed in the contract T&Cs. We request deletion of this.	RFP conditions stand
349	Page 156, Annexure XII T&Cs of AMC, section 36	Limitation of liability: Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total AMC Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Liability provision will be as agreed in the contract T&Cs. We request deletion of this.	RFP conditions stand

350	Page 156, Annexure XII T&Cs of AMC, Maintenance during Warranty Period	2. The on-site support services will be presumed to be for a minimum period of 6 years and further extension period . The contract will be renewed after the end of six years subject to the discretion of LIC. 3. The contract of on-site support services may be renewed at the current rate for further extension period after the end of a period of 6 years on expiry unless specifically terminated by LIC and subject to the satisfactory performance by the vendor. 4. Spares and support for the systems should be available for a minimum period of six years and further extension period of one year from the date of installation of the servers	Bidder submits that the underlined portion is not agreeable. All obligations terminate upon termination of the contract. AMC for extended period will be mutually agreed between the parties. Kindly delete this portion.	RFP conditions stand
351	Page 157, Annexure XII T&Cs of AMC, point 9	Monthly rental of 2% of server cost will be payable to the vendor for the equipment supplied as standby.	Bidder requests that the monthly rentals be mutually agreed between the parties.	RFP conditions stand
352	2.1 Invitation to Bid Page No. 11	LIC desires to procure Enterprise Class E-Mail Messaging Solution including required Hardware and Software # In CAPEX/OPEX model with 24x7 availability to be implemented in Centralised Architecture at LIC Data Centres with an On –premises delivery method OR # in OPEX model with 24x7 availability to be implemented in Centralised Architecture with Cloud Computing delivery method on a Public Cloud OR # in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 1000 users) and On-premises (for rest of the users) delivery method. The vendor shall be required to choose only one of the above delivery methods and shall include facility management and maintenance services for the solution for a period of six years.	In such tenders, where the fundamentals of the solution required is also a variable, bidders don't get a level playing ground and it is very difficult for any bidder to be competitive. To have a fair competition we would request LIC to pre-decide the basic premise of the required solution - Cloud based or On-Premise.	RFP conditions stand .LIC is open to all financial models and delivery methods ,and requires the best solution at competitive prices .Hence the RFP is open and increases competition. Bidder is expected evaluate all financial models and delivery methods and place a competitive bid
353	3 Eligibility Criteria Page Number - 30	Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016- 17). For this purpose, the implementation start date / Purchase Order Date as well as completion date / Go- Live should be within last 3 Financial years.	For wider participation from firms having relevant experience and expertise we would request for the following suggested change in this criteria: <i>Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution in India, in the last 3 financial years (2014-15 and 2015-16, 2016- 17). For this purpose, the implementation start date / Purchase Order Date as well as completion date/Go- Live should be within last 3 Financial years.</i>	RFP conditions are modified .Please refer corrigendum

354	4.14 Terms of Payment to Vendor Page No.- 40, 41	1. Payment for Software and Implementation Charges :- c. Sixty (60) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any) d. The Balance Forty (40) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution	In line with the industry accepted norms, we would request for the following suggested changes: c. Ninety (90) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Mail Messaging Solution, of all the latest Versions/updates of software and other related items like accessories and manuals (If any) d. The Balance Ten (10) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Mail Messaging Solution	RFP conditions are modified .Please refer corrigendum
355	4.14 Terms of Payment to Vendor Page No.- 41	2. Payment for Hardware:- c) If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 60% of total cost of hardware will be paid. The balance 40% will be paid after final acceptance report after Go-live.	In line with the industry accepted norms, we would request for the following suggested changes: c) If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 90% of total cost of hardware will be paid. The balance 10% will be paid after final acceptance report after Go-live.	RFP conditions modified ..Please refer corrigendum
356	4.14 Terms of Payment to Vendor Page No.- 41, 42	4. For Payment against Annual Maintenance Contract and Support Charges Payment for the Annual Maintenance Contract will be by IT dept. at CO on quarterly basis at the end of each quarter . . .	In line with the industry accepted norms, we would request for the following suggested changes: For Payment against Annual Maintenance Contract and Support Charges Payment for the Annual Maintenance Contract will be by IT dept. at CO on quarterly basis at the beginning of each quarter . . .	RFP conditions stand
357	Page 15 , point3	Annexure – IX : Conformity with Eligibility Criteria	Can OEM give the references on behalf of Bidder, also will only PO will be given. Can minimum deployment be shown as 50000 combining three references.?	RFP conditions modified .Please refer corrigendum
358	Page 17 , point 14	Annexure – IX : Conformity with Eligibility Criteria	How this clause can be relaxed ? Like Bidder under process of certification or have applied etc?	RFP conditions modified .Please refer corrigendum
359	Page 33 , point 1.15	Annexure XI - Functional Requirements	Query: Clarification, can existing Active Directory be used or LIC will continue to use existing AD for manage it's Windows Desktop and policies?	Bidder is required to upgrade and maintain the On - premises Active Directory ,Desktop Domain Join and GPO policies . IF the Directory Services proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
360	Page 33, point 2.4	Annexure XI - Functional Requirements	Query: What is current Antivirus/Antispam OEM and Version? Is that under support, do LIC Wants bidder to provide new Solution or LIC Will continue existing one.	The current AntiVirus is under support .LIC does not want new solution for On-premise solution
361	Page 33, point 2.6	Annexure XI - Functional Requirements	Query: What is current backup solution, does LIC needs bidder to quote new backup solution?	Yes for On-premise solution
362	Page 36 , point 10.3	Annexure XI - Functional Requirements	Query: What is current Mail Traffic volume, and what is the expected growth	Pl refer Pg 71 Message System statistics
363	Page 39 , point 17.2	Annexure XI - Functional Requirements	Query: Based on current data 65TB, it may take more time, is there any penalty clause on migration?	Pl refer Pg 71 Message System statistics , Existing Exchange DB size used --12377 GB Existing Exchange DB size allocated-- 13254 GB

364	Page No 93, point 2	Project Timelines	1) Implementation, Migration , Project completion period - should be 24 weeks	RFP conditions are modified .Please refer corrigendum
365	Page No 30, point 3	Eligibility Criteria	Change to Bidder /OEM or 30,000 and more mailboxes in at least 3 organisations2) Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, Change to Bidder /OEM or 30,000 and more mailboxes in at least 3 organisations	RFP conditions are modified .Please refer corrigendum
366	Page No 30 , point 4	Eligibility Criteria	The proposed Mail Messaging Solution should be have been implemented and be live with 50,000 or more mailboxes in at least one organisation Change to 15,000	RFP conditions stand
367	Page No 32, point 16	Eligibility Criteria	Meity empanelment and STQC audit compliance certificate - please remove	RFP conditions stand
368	Page 15, Point 3	Annexure – IX : Conformity with Eligibility Criteria	Can OEM give the references on behalf of Bidder, also will only PO will be given. Can minimum deployment be shown as 50000 combining three references.?	RFP conditions are modified .Please refer corrigendum
369	Page 17, Point 14	Annexure – IX : Conformity with Eligibility Criteria	How this clause can be relaxed ? Like Bidder under process of certification or have applied etc?	RFP conditions are modified .Please refer corrigendum
370	Page 33, Point 1.15	Annexure XI - Functional Requirements	Query: Clarification, can existing Active Directory be used or LIC will continue to use existing AD for manage it's Windows Desktop and policies?	Bidder is required to upgrade and maintain the On - premises Active Directory ,Desktop Domain Join and GPO policies . IF the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
371	Page 33 , Point 2.4	Annexure XI - Functional Requirements	Query: What is current Antivirus/Antispam OEM and Version? Is that under support, do LIC Wants bidder to provide new Solution or LIC Will continue existing one.	The current AntiVirus is Trend Micro under support .LIC does not want new solution for On-premise solution
372	Page 33 , Point 2.6	Annexure XI - Functional Requirements	Query: What is current backup solution, does LIC needs bidder to quote new backup solution?	Current backup solution is Netvault .LIC requires bidders to quote new backup solution for On-premise solution
373	Page 36 , Point 10.3	Annexure XI - Functional Requirements	Query: What is current Mail Traffic volume, and what is the expected growth	Pl refer Pg 71 Message System statistics
374	Page 39 , Point 17.2	Annexure XI - Functional Requirements	Query: Based on current data 65TB, it may take more time, is there any penalty clause on migration?	Pl refer Pg 71 Message System statistics , Existing Exchange DB size used --12377 GB Existing Exchange DB size allocated-- 13254 GB
375	Page No 93 , Point 2	Project Timelines	1) Implementation, Migration , Project completion period - should be 24 weeks	RFP conditions are modified .Please refer corrigendum

376	Page No 30 , Point 3	Eligibility Criteria	Change to Bidder /OEM or 30,000 and more mailboxes in at least 3 organisations2) Bidder should demonstrate experience of supply, implementation and maintenance of Email Solutions to enterprises in India and should have supplied, implemented and maintained E-Mail Messaging Solution comprising 50,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, Change to Bidder /OEM or 30,000 and more mailboxes in at least 3 organisations	RFP conditions are modified .Please refer corrigendum
377	Page No 30, Point 4	Eligibility Criteria	The proposed Mail Messaging Solution should be have been implemented and be live with 50,000 or more mailboxes in at least one organisation Change to 15,000	RFP conditions stand
378	Page No 32, Point 16	Eligibility Criteria	Meity empanelment and STQC audit compliance certificate - please remove	RFP conditions stand
379	Page 30, Point 3	3 Eligibility Criteria Point 3	Can OEM give the references on behalf of Bidder, also will only PO will be given. Can minimum deployment be shown as 50000 combining three references.? Or change it to 20000	RFP conditions are modified .Please refer corrigendum
380	Page 32, Point 14	3 Eligibility Criteria Point 14	How this clause can be relaxed ? Like Bidder under process of certification or have applied etc?	RFP conditions are modified .Please refer corrigendum
381	Page 32, Point 15	3 Eligibility Criteria Point 15	Please change it to OEM / Data center provider	RFP conditions stand
382	Page 32, Point 16	3 Eligibility Criteria	Please change it to OEM offering / Data center provider	RFP conditions stand
383	Page 78, Point 9a	5.3.3 Supply and Installation of Software and software licenses for the Mail Messaging Solution	Apart from 48315 WIN server cals, Bider should quote require CAL license also Is LIC ready to deploye Windows 2012 R2	Active Directory should be proposed for version 2016 but can be downgraded to 2012 ,so that we can reuse Windows Server Std 2012 device CALs already purchased by LIC
384	Page 33, Point 1.15	Annexure XI - Functional Requirements	Query: Clarification, can existing Active Directory be used or LIC will continue to use existing AD for manage it's Windows Desktop and policies?	Bidder is required to upgrade and maintain the On - premises Active Directory ,Desktop Domain Join and GPO policies . IF the Directory Servcies proposed with proposed mail messaging Solution does not support domain joining and Group policy application for Windows desktops and also If the Mail Messaging Solution proposed is not compatible with Active Directory , then the bidder may propose , quote and maintain separate Directory Services and Software to bridge with Active Directory which bidder has to upgrade and maintain.
385	Page 33, Point 2.4	Annexure XI - Functional Requirements	Query: What is current Antivirus/Antispam OEM and Version? Is that under support, do LIC Wants bidder to provide new Solution or LIC Will continue existing one.	The current AntiVirus is Trend Micro under support .LIC does not want new solution for On-premise solution
386	Page 33 , Point 2.6	Annexure XI - Functional Requirements	Query: What is current backup solution, does LIC needs bidder to quote new backup solution?	Current backup solution is Netvault .LIC requires bidders to quote new backup solution for On-premise solution
387	Page 36 , Point 10.3	Annexure XI - Functional Requirements	Query: What is current Mail Traffic volume, and what is the expected growth	Pl refer Pg 71 Message System statistics
388	Page 39 , Point 17.2	Annexure XI - Functional Requirements	Query: Based on current data 65TB, it may take more time, is there any penalty clause on migration?	Pl refer Pg 71 Message System statistics , Existing Exchange DB size used --12377 GB Existing Exchange DB size allocated-- 13254 GB

389	Page 93 , Point 2	6 Project Timelines	Implementation, Migration , Project completion period - should be 24 weeks	RFP conditions are modified .Please refer corrigendum
390	Page 30 , Point 3	3 Eligibility Criteria	Change to Bidder /OEM or 30,000 and more mailboxes in at least 3 organisations with same solution	RFP conditions are modified .Please refer corrigendum

391	Page 40 , Point 4.14	Terms of Payment to vendor	Software License : 100% on delivery . Implementation : 25% Advance and 75% on Successful Completion .	RFP conditions are modified .Please refer corrigendum
392		The proposed cloud based solution should support creation of highly formatted message like Rich Text, Unicode HTML, etc	· As you have mentioned that solution should support in at least languages specially Hindi or other regional languages, so are you looking for sending and receiving emails from Hindi or other regional languages email address like मेल@महाराष्ट्र.सरकार.भारत, मेल@भारतसरकार.भारत etc.	RFP conditions stand
393			· Do you want that email solution must support with necessary ICANN recommendations and compliance towards EAI (email address internationalization) so that you also create email address on your own IDN domain in Marathi currently offered by IN Registry on .भारत extension (Attached ICANN Guide)	RFP conditions stand
394			Universal Acceptance Compliance of Supplied Product: - All Supplied Software Should be UA complied which means all valid domain names and email address are accepted, validated, stored, processed and displayed correctly and consistently by systems. To the extent the Services and/ or Deliverables include development or provision of software and/ or devices that support network or internet connectivity of any kind, Supplier warrants and represents that all such Services and Deliverables will be fully complaint with the following provision: In whatever manner a Service/Deliverable handles a domain name, the Service/Deliverable shall do so consistently for all standards complaint names in all top-level domains listed in IANS's Root Zone Database (accessible via https://www.iana.org/domains/root/db) at the time of delivery and guarantees consistency for the three years. (ICANN recommendation Attached)	RFP conditions stand

395	Eligibility Criteria page no 30 , point 5	The proposed Mail Messaging Solution should be enterprise Grade and be present either in Leaders or challengers quadrants of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	We believe it should not be mandatory as it's not a part of eligibility.	RFP conditions are modified .Please refer corrigendum
396	Eligibility Criteria page no 30 Point 15 (ISO 27001..... to cloud services)	Copy of ISO certificate, valid as on the date of bid submission	We have ISO 27001:2013. It is mandatory to have all the 27000 series ISO's.	RFP conditions modified.Please refer corrigendum
397	Eligibility Criteria page no 32 Point 16 (if public cloud solution (complete/hybrid) is proposed..... when Meity takes it up for empanelment	Copy of Meity empanelment and STQC audit compliance certificate	?	RFP conditions stand
398	Section C: WEB INTERFACE30	The messaging solution Should allow the user to open any major functional area— mail, calendar, to-do list, contact list or notebook—in a new window.	Need Clarification for New Window, as currently we open this in same window.	RFP conditions are modified .Please refer corrigendum
399	Section D:CALENDARING 30	When user copies a contact from Corporate Address book to their local contact store in email client, then any critical changes (like address, phone number etc.) to the contact at Corporate address book level, it should automatically get updated to user's copy of the contact in their Personal Address Book.	It Needs Xgen utility, then only automatic updates will be there.	RFP conditions stand
400	SECTION E: MOBILE ACCESS8	Search capability to query all directory objects.	Needs clarification for all directory objects. It is not clear that which kind of directory objects they are asking for.	Please refer Pt 6 Section E -Mobile Access The users should be able to search the corporate contacts directory from their mobile devices
401	Eligibility Criteria Page 30 Point 5	The proposed Mail Messaging Solution should be Enterprise Grade and be present either in Leaders or Challengers quadrants of Gartner's Magic Quadrant for Social Software in the Workplace 2015 or 2016 or 2017	We would like to high light In addition to vendors in Gartner Report , Top / Mature Players in Radicati Group report should be allowed to bid . The Radicati Group, the specialist research and analysis firm that focuses on email, security and messaging this report is more relevant to your tender considering the Scale	RFP conditions are modified .Please refer corrigendum

Date: 9 th April
2018

EXECUTIVE DIRECTOR (IT/BPR)