

Life Insurance Corporation of India  
I.T. Department, Central Office, Mumbai  
Responses to pre-bid queries on RFP Points  
RFP Ref: LIC-CO/IT-BPR/NW/RFP/2017-18/01 Dated: 29/01/2018

| Sl. No | Page No. | RFP Document Reference(s)<br>(Section & Page Number) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Response                                                                                                  |
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| 1      | 6        | 4, Activity schedule                                 | EMD of 10 lakhs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Request LIC to consider the complete EMD of 10 lakhs in form of Bank Guarantee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Please be guided by the RFP                                                                               |
| 2      | 7        | 6, Brief on scope                                    | The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Request LIC to share us the existing details of network infra of Video Conference (like which all locations where existing Video conference is deployed). Where is centralized MCU? What is the existing centralized bandwidth at centralized location?                                                                                                                                                                                                                                                                                                                                                                                                                            | List of all locations provided for in the RFP . The other details will be provided to the winning bidder. |
| 3      | 7        | Section - B, Page No. 7                              | 6. The bidder should produce the validity of TRAI license with documentary proof. Copies of the license to be provided along with self-attestation by the authorized signatory with company seal/any other document supporting the condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Sify does not have document but TRAI website has M/s Sify name enrolled under respective capacity. TRAI website is the Only reference. Kindly consider an declaration with TRAI Registration No. mentions and snapshot of the TRAI website depicting enrollment of the company for that catogary.Please confir.                                                                                                                                                                                                                                                                                                                                                                    | Please refer to the revised eligiblity criteria                                                           |
| 4      | 7        | Section - B, Page No. 7,8                            | 8. Bidder must have installed , commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solutiion identified as leader in the Gartner"s magic quadrant (for Group Video) in any of the reports from 2013 onwards.<br>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in <b>different geographical locations</b> ). Out of these clients, at least 3 orders should be of values greater than INR 1 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders quadrants of Gartner (for Group Video) in any of the reports from 2013 onwards. | Bidder must have installed , commissioned maintained and supported at least 3 clients globally/India for Video Conferencing Solutions of OEMs dentified in the Gartner"s magic quadrant (for Group Video) in any of the reports from 2013 onwards.<br>Out of these three clients at least one order should be of providing video solutions for minimum <b>95 video enabled endpoints</b> and should be of value greater than INR 2 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Magic quadrant of Gartner (for Group Video) in any of the reports from 2013 onwards. | Please refer to the revised eligiblity criteria                                                           |
| 5      | 7        | Section B - page 7 point 2                           | The bidder should be in the business of providing managed video conferencing services since last 5 years preceding the date of this RFP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | This RFP limits participation from SI as the requirement states managed Video conferencing services from Telcom service provider.Request LIC to separate VC hardware as it will allow more participation from SI for healthy competition.                                                                                                                                                                                                                                                                                                                                                                                                                                          | Please refer to the revised eligiblity criteria                                                           |

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| 6      | 7        | Section B - page 7 point 6                           | The bidder should produce the validity of TRAI license with documentary proof.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | This RFP limits participation from SI as the requirement states managed Video conferencing services from Telcom service provider.Request LIC to separate VC hardware as it will allow more participation from SI for healthy competition. | Please refer to the revised eligibility criteria |
| 7      | 7        | Section B - page 7 point 7                           | The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide National Long Distance services in India.                                                                                                                                                                                                                                                                                                                                                                                                              | This RFP limits participation from SI as the requirement states managed Video conferencing services from Telcom service provider.Request LIC to separate VC hardware as it will allow more participation from SI for healthy competition. | Please refer to the revised eligibility criteria |
| 8      | 7        | Section B, Eligibility Criteria                      | The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.                                                                                                                                                                                                                                                                                                                                                                                                             | As per industry best practices, we may utilize our regional partners for scope like field support during installation or onsite support.                                                                                                  | Please refer to the revised eligibility criteria |
| 9      | 7        | Section B, Eligibility Criteria                      | Bidder must have installed , commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution identified as leader in the Gartner"s magic quadrant (for Group Video) in any of the reports from 2013 onwards.<br>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations).<br>Out of these clients, at least 3 orders should be of values greater than INR 1 Crore (either single or clubbed for the same customer) | Request LIC to consider 75 different sites instead of 125<br>Also, request LIC to consider order value of INR 50 Lacs instead of INR 1 Crore                                                                                              | Please refer to the revised eligibility criteria |
| 10     | 7        | SectionB Page7                                       | The bidder must be a Tier – I provider and Category-A (class-A from DoT, Government of India.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Request to allow consortium as overall projects involves expertise in three major area Video equipment,Bandwidth provider and managed services provider,where service provider scope estimated is less than 20% of cost.                  | Please refer to the revised eligibility criteria |
| 11     | 7        | sectionB page7                                       | The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide National Long Distance services in India.                                                                                                                                                                                                                                                                                                                                                                                                              | Request to allow consortium as overall projects involves expertise in three major area Video equipment,Bandwidth provider and managed services provider,where service provider scope estimated is less than 20% of cost.                  | Please refer to the revised eligibility criteria |

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| 12     | 7        | SectionB Page7                                       | Bidder must have installed , commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution identified as leader in the Gartner"s magic quadrant (for Group Video) in any of the reports from 2013 onwards. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 3 orders should be of values greater than INR 1 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders quadrants of Gartner (for Group Video) in any of the reports from 2013 onwards. | Request you to consider and allow other reputed oem who does not apper in Gartner Magic Qudrant for group video, This report is only applicable for Group video that is VC end point only verses the oveall scope in the project is for managed Services,HOSTED BRIDG OR MCU and end point.as per our estimate the overall cost of end point is less than 20% of the total estimate. | Please be guided by the RFP                      |
| 13     | 7        | Section-B: ELIGIBILITY CRITERIA<br>Page No.7         | Minimum Eligibility Criteria (MEC)<br>2. The bidder should be in the business of providing managed video conferencing services since last 5 years preceding the date of this RFP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | BSNL is the largest telecom PSU offering all types of Telecom services.Managed VC is part of ICT services.Experience of BSNL's OEM or its SI of providing Managed VC services since last 5 years may be accepted instead                                                                                                                                                             | Please refer to the revised eligiblity criteria  |
| 14     | 7        | Section-B: ELIGIBILITY CRITERIA<br>Page No.7         | 3.The bidder should have the necessary licenses as per the law for offering Managed video conferencing services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | There is no such license for offering Managed VC services.<br>Typically TSP has UASL, NLD,ISP licenses                                                                                                                                                                                                                                                                               | Please refer to the revised eligibility criteria |

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| 15     | 7        | Section-B: ELIGIBILITY CRITERIA<br>Page No.7         | 4.The bidder Must possess certification such as TL 9000/ISO 27001 or similar certification.                                                                                                                                                                                      | In this respect, kindly refer point no. 3 (iii) of the CVC guideline ltr no. – 12-02-1-CTE-6 dtd 17-12-2002(enclosed herewith) regarding prequalification criteria for tenders, wherein a PSU was disqualified due to non-profitability and unavailability of ISO certifications.There should not be any such clause in the Tender/RFP/EOI, which results in a pre-qualification criteria and makes the bid restrictive.<br><br>As such you are requested to not insist upon the submission of ISO certification, so that BSNL, a 100% Govt. owned PSU may be eligible in the RFP.                                                                                                                                                          | Please refer to the revised eligibility criteria |
| 16     | 7        | Section-B: ELIGIBILITY CRITERIA<br>Page No.7         | 8.Bidder must have installed , commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution identified.....involving OEMs figuring in Leaders quadrants of Gartner (for Group Video) in any of the reports from 2013 onwards. | Fullfilment of this clause/condition by BSNL's OEM or its SI may be accepted.<br>It is further suggested to kindly make changes as following: Bidder must have installed , commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution identified as leader in the Gartner"s magic quadrant (for Group Video) in any of the reports from 2013 onwards.Out of these clients, at least 2 orders should be of values greater than INR 1 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders quadrants of Gartner (for Group Video) in any of the reports from 2013 onwards. | Please refer to the revised eligibility criteria |
| 17     | 8        | Section - B, Page No. 8                              | 11. The bidder should have a dedicated Video NOC in operation for over 3 years.                                                                                                                                                                                                  | The bidder should have a NOC in operation for over 3 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Please be guided by the RFP                      |
| 18     | 8        | SectionB page8                                       | Bidder should have made profit (before tax) in any of the last three financial years preceding the date of this RFP.                                                                                                                                                             | Request You to allow consortium or positive networkth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Please refer to the revised eligibility criteria |
| 19     | 8        | SectionB page8                                       | The bidder should have a dedicated Video NOC in operation for over 3 years.                                                                                                                                                                                                      | Request you to allow NOC Instaed Video NOC,This is not going to effect SLA or scope                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Please be guided by the RFP                      |

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| 20     | 8        | SectionB page8                                       | The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.                                                                                                                                        | Request to allow consortium as overallall projects involves expertise in three major area VC OEM,Bandwidth provider and managed services provider                                                                                                                                      | Please refer to the revised eligiblity criteria |
| 21     | 8        | Section-B: ELIGIBILITY CRITERIA<br>Page No.8         | 10.Bidder should have made profit (before tax) in any of the last three financial years preceding the date of this RFP.                                                                                                                                                                        | BSNL may be exempted being 100% Government owned Central Public Sector Enterprise (CPSE) working under Administrative control of Department of Telecommunication.                                                                                                                      | Please be guided by the RFP                     |
| 22     | 8        | Section-B: ELIGIBILITY CRITERIA<br>Page No.8         | 11.The bidder should have a dedicated Video NOC in operation for over 3 years.                                                                                                                                                                                                                 | BSNL has its own dedicated MPLS NoC at Bangalore and DR NoC at Pune.<br>Video NoC facility provided through OEM or its SI/Technology partner of BSNL for this RFP may be accepted instead                                                                                              | Please refer to the revised eligiblity criteria |
| 23     | 8        | Section-B: ELIGIBILITY CRITERIA<br>Page No.8         | 12.The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.                                                                                                                                     | BSNL is the largest telecom PSU offering all types of Telecom services.Managed VC is part of ICT services.BSNL shall partner with OEM & or SI for providing end to end solution. BSNL will be front end to the customer.                                                               | Please refer to the revised eligiblity criteria |
| 24     | 8        | Section-B: ELIGIBILITY CRITERIA<br>Page No.8         | 13.The bidder should have direct support with the OEMs.<br>Bidder should not be a mere reseller but an end to end solution provider for managed video services. Bidder must have prime and direct (selling, support, upgrade and service) partnership with the solution / technology provider. | BSNL and or its SI shall have direct support aggrement with OEMs.However BSNL shall provide <b>end to end solution</b> to the LIC and <b>will be front end to the customer</b> .<br>Hence BSNL may be allowed to submit letter from OEMs provided to BSNL's SI in this case            | Please be guided by the RFP                     |
| 25     | 9        | k (pg 09)                                            | Documentary evidence like certificate from customers or copies of Purchase Orders etc. or certificate as per Annexure-V.                                                                                                                                                                       | Bidder can give self declaration to this affect that it has delivered services to its customers as per the criteria mentioned in this section.                                                                                                                                         | Please be guided by the RFP                     |
| 26     | 10       | Section-B: ELIGIBILITY CRITERIA<br>Page No.10        | Instructions for Bid Submission<br>a.The bidder should not respond to this RFP / quote for this requirement in consortium with any other partner.<br>All such consortium bids will be summarily rejected.                                                                                      | BSNL is largest telecom PSU providing all types of telecom services. Managed VC solution desired by LIC, requires collabaration with OEM as well as System Integrators for end to end delivery and managment of services.<br>Hence request LIC to allow consortium bid to be submitted | Please refer to the revised eligiblity criteria |

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| 27     | 10       | Section-C : INSTRUCTIONS TO BIDDERS<br>Page No.10    | Earnest Money Deposit                                                                                                                                                                                                                                                                                                                                                                                                                                             | Earnest Money Deposit of Rs.10,00,000/-(Rs.Ten Lakhs Only) may be waived off for BSNL,being 100% Government owned Central Public Sector Enterprise (CPSE) working under Administrative control of Department of Telecommunication.BSNL honors all its contractual obligations in letter & spirit. PBG may be provided if awarded work. Else,It is further suggested to consider single EMD of Rs.10,00,000/ in the form of BG. | Please be guided by the RFP                                          |
| 28     | 11       | 10 (b) (pg 11)                                       | Participation in this tender will mean that the bidder has accepted all terms and conditions and clauses of this RFP/tender and subsequent modification(s) to this tender, if any.                                                                                                                                                                                                                                                                                | What will happen where Bidder submits deviation to the RFP terms and conditions, how LIC will construe such submission.                                                                                                                                                                                                                                                                                                        | Please be guided by the RFP                                          |
| 29     | 12       | Commercial bid, 12                                   | Any other local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc. which may be payable if and wherever applicable at the place of delivery will be paid extra on actual basis by LIC, subject to production of original documents / receipt issued by appropriate authority. CST will not be paid – only sales tax / VAT will be reimbursed.                                                                                           | Request LIC to confirm for additional taxes like Road Permit where delivery of hardware is required? Road Permit is like Entry permit only. Request LIC to add the Road permit too in this clause.                                                                                                                                                                                                                             | Please be guided by the RFP                                          |
| 30     | 12       | Commercial bid, 12                                   | Additional clause to be added                                                                                                                                                                                                                                                                                                                                                                                                                                     | Any change in existing tax structure or introduction to new taxes by GOI will be extra on actuals. <del>Request LIC to add this clause in this bid.</del>                                                                                                                                                                                                                                                                      | Please be guided by the RFP                                          |
| 31     | 13       | Section C: 17. Bid Validity Period.<br>Pg. No.13     | Bids shall remain valid for 1 year from the date of publishing of this RFP. 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 for an extension of the period of validity any time before the expiry of validity period. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended. | Recommended to consider bid validity Period for 150 days from last date of bid submission.                                                                                                                                                                                                                                                                                                                                     | Bids shall remain valid for 180 days from the date of its submission |

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| 32     | 15       | Clause no 24, Online RA                                        | LIC shall conduct the "Online Reverse Auction Process" for the L1 Bid Price determination. During reverse auction, the participating bidders shall input only the total cost that they have to offer. This amount shall be arrived at by the bidders themselves off-line by using the formula mentioned at point 23 (f) above.                                                                                                                                                                                    | We understand evaluation is based on NPV. However request LIC to confirm whether bidder needs to enter the value in Online RA is after the calculation from NPV?   | NPV                         |
| 33     | 15       | Clause no 24, Online RA                                        | The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services /Professional Support/Training / OEM Services/Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC's decision in this matter shall be final and binding                       | Request LIC to delete this clause, as proportion of prices at the time of Indicative commercial will be different & at the time of Online RA it will be different. | Please be guided by the RFP |
| 34     | 15       | Clause no, g: Price Variation Factor and H1 Elimination clause | Price Variation Factor and H1 Elimination clause:<br>When the number of Technically Qualified Bidders are more than five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate. | Request LIC to delete this clause (Since evaluation is any way on Online RA).                                                                                      | Please be guided by the RFP |
| 35     | 16       | Page -16 Point 26-d)                                           | LIC can cancel procurement under this RFP at any time without assigning any reason.                                                                                                                                                                                                                                                                                                                                                                                                                               | This should be with prior notice.                                                                                                                                  | Please be guided by the RFP |

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| 36     | 17       | Bid Validity period, 17                              | Bid Validity Period<br>Bids shall remain valid for 1 year from the date of publishing of this RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Request LIC to consider the Bid validity period of 6 months                                                                                                                                                                                                                                  | Bids shall remain valid for 180 days from the date of its submission |
| 37     | 17       | Section - D, B-3, Page no. 17                        | The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 15% of the total Contract Value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | The clause be diluted as:<br>The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 10% of the total Contract Value. . Need clarity on this.                                                                               | Please be guided by the RFP                                          |
| 38     | 18       | 2 (pg 18)                                            | The successful bidder has to sign NDA as per Annexure-VII. Violation of NDA will lead to legal action, forfeiture of PBG and blacklisting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | On account of violation of NDA specific remedy in the form of injunctive relief is given. We request that forfeiture of PGB should not be exercised on this account since any breach of this condition will be adjudicated by the concerned authorities for evaluation of losses or damages. | Please be guided by the RFP                                          |
| 39     | 18       | 8 pg 18                                              | In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the | Does this amounts to termination for convenience since it doesn't entail anything regarding the reason for termination. Please confirm.                                                                                                                                                      | Please be guided by the RFP                                          |

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| 40     | 19       | 10 (pg 19)                                           | 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 or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of 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 Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. | We request LIC that there should be entire exclusion from the RFP for indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, irrespective of the events. Further the overall liability of Bidder shall in no event be more than the aggregate of twelve month of charges collected by Bidder under the order in which such liability has arisen.                                                                                                                                                                                                                                                                                                                                        | Please be guided by the RFP |
| 41     | 19       | 12 (pg 19)                                           | The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE.                                                                                                                                                            | We request LIC that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited. i.e. "To the extent authorized, Bidder will pass through to LIC any transferable indemnities provided to the Bidder by Bidder's vendors". As for the deliverables created by Bidder, Bidder's indemnity should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen. The Bidder will not be liable nor responsible for any infringement if such infringement is caused due to use of the product not intended by Bidder, modifications not made by Bidder, use of Bidder deliverable in conjunction with products not provided by Bidder, etc. | Please be guided by the RFP |
| 42     | 21       | General e) page 21                                   | Integration with the Video Bridge Solution provided by the vendor through the dedicated network laid out for it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Bidder request LIC to elaborate in details for integration part as bidder understand that end to end managed VC solution will be provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Please be guided by the RFP |

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|--------|----------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| 43     | 21       | General k) page 21                                   | The call control should integrate with corporate directory for user provisioning and directory access.                                                                                   | Please provide existing AD version details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | The details will be provided to the winning bidder                                                                |
| 44     | 21       | General, Scope of work                               | The entire managed VC solution, along with the links, endpoints, display units, cameras, links, network devices etc. will be owned by the bidder, will be provided to LIC on OPEX model  | Request LIC to provide the site readiness at each site as below:<br><br>Online UPS Power of 220 Volts, E-N Voltage < 2 volts, Air Conditioning inside server room, Rack Space of 4U to 6U inside Server room, Permission inside server room for installation of link, Modem & for router, Permission on rooftop for installation of RF antenna/RF Pole for RF link. LIC to take care of any rental to arrange such permission from landlord for installation of RF Pole/RF Antenna.<br><br>Request LIC to provide us the room infrastructure asthetics, light, furniture for Video conference setup. 3 nos. of UPS Power points etc. | Please be guided by the modifications issued with respect to the Site Not Ready Clause mentioned in this document |
| 45     | 21       | General, Scope of work                               | The entire managed VC solution, along with the links, endpoints, display units, cameras, links, network devices etc. will be owned by the bidder, will be provided to LIC on OPEX model. | Request LIC to consider the ordering of Hardware and Bandwidth Services should be allowed on two companies if one company is 100% subsidiary of another company. Request LIC to kindly consider this clause.<br><br>Bidder shall have the licenses / permissions / clearances from various regulatory authorities to offer MPLS services. All of the above with valid license should have been issued in the name of Lead Bidder only.                                                                                                                                                                                               | Please be guided by the RFP and the modifications mentioned in this document with respect to the clause .         |

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|--------|----------|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 46     | 21       | General, Scope of work, Point - i & j                | The vendor should provide unified call control for VC end points, IP phones, browser based and soft clients on PC & Mobile phone to provide ease of administration & seamless user experience.<br><br>Deployment of clients on laptop/desktop for senior executives (PRO licenses with adhoc/scheduled VC) to enable integration with the entire solution | Request LIC to confirm whether scope also includes for IP Phones & for installing the soft agents?<br><br>For installing the Soft agents - We request LIC to provide the AD access & access to laptop/desktop to push the soft client.                  | Please be guided by the RFP                        |
| 47     | 21       | Page 21, Section-E: SCOPE OF WORK                    | The bidders may leverage the same for the existing project.                                                                                                                                                                                                                                                                                               | It is requested LIC to clarify what this statement means: " Leverage the same for existing project"                                                                                                                                                     | Please be guided by the RFP                        |
| 48     | 21       | RFP Documet: Page 21                                 | Dedicated Resource (including L3 resource)                                                                                                                                                                                                                                                                                                                | Need clarity on scope of work for the resource expected by LIC                                                                                                                                                                                          | Please be guided by the RFP                        |
| 49     | 21       | Section - E, General -a), Page no. 21                | The entire managed VC solution, along with the links, endpoints, display units, cameras, links, network devices etc. will be owned by the bidder, will be provided to LIC on OPEX model.                                                                                                                                                                  | Existing displays warranty period details required. Can be used, if support extended by OEM.                                                                                                                                                            | The details will be provided to the winning bidder |
| 50     | 21       | Section - E, General -I), Page no. 21                | Provide 24x7x365 basis post implementation comprehensive support.                                                                                                                                                                                                                                                                                         | Pls confirm, whether onsite support required.                                                                                                                                                                                                           | Please be guided by the RFP                        |
| 51     | 21       | Section E- Page 21                                   | The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing.                                                                                                                                                                                                      | Bidder want to know existing LIC MPLS links are dedicatedly used for VC solution or not?, if yes then please provide list of those locations                                                                                                            | Not used dedicatedly                               |
| 52     | 21       | Section E, Scope of work                             | The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work .The vendor should provide the architecture for implementing the VC solution on existing as well as the new dedicated network for Video Conferencing.                                                                         | Request LIC to share us the existing details of network infra of Video Conference (like which all locations where existing Video conference is deployed). Where is centralized MCU? What is the existing centralized bandwidth at centralized location? | The details will be provided to the winning bidder |

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|--------|----------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 53     | 21       | Section E, Scope of work                                                              | Supply, install and commission the various components required for Video conferencing services at the various sites in LIC                                                                        | Request LIC to share us the site contact person details at each location to check the feasibility.                                                                                                                                                                                                                                                                                                                                                                  | Refer Revised Annexure XIII (List of Locations)     |
| 54     | 21       | Section-E: SCOPE OF WORK, (General, Pg 21)                                            | f) Dedicated NTP services for LIC.                                                                                                                                                                | Tata has its own NTP server and services which is synched. Or we can we use LIC internal server for NTP. Please clarify                                                                                                                                                                                                                                                                                                                                             | NTP services for LIC.                               |
| 55     | 21       | Section-E: SCOPE OF WORK, (General, Pg 21)                                            | i) The vendor should provide unified call control for VC end points, IP phones, browser based and soft clients on PC & Mobile phone to provide ease of administration & seamless user experience. | Since IP phones are not a part of this VC setup we would like to understand what kind of integration should be taken place? What are the protocols being used? Please provide IP Phone make, model & count details.                                                                                                                                                                                                                                                 | Please be guided by the RFP                         |
| 56     | 22       | Installation,-Commissioning-and-Maintenance-of-Man.pdf, Page 22, 1.1. Details of Work | Bidder needs to study existing deployment of LAN & WAN network environment of LIC and provide for deployment of the proposed solution.                                                            | Need clarity on the "LAN" part. Does this refer only to the LAN for video conferencing or LAN for the whole location including PCs, Laptops & peripherals? If this clause includes PCs, Laptops & peripherals, request to share the details of location-wise asset count for sizing the LAN. Clarification required since "1.4. Basic Installation of Links, Network Components, Hardware and Software" mentions about "Soft Clients and IP Phone / IP Video Phone" | LAN for Video Conferencing                          |
| 57     | 22       | Section-E: SCOPE OF WORK (1.1. Details of Work, Pg 22)                                | Total solution will cover commissioning of links, supply of network equipments (including active components such as managed switches or passive components such as cables, connectors etc.)       | We would like to know the COS mix for the network links. We would also like to know if there is QOS deployed on the LAN side also provide these details as well                                                                                                                                                                                                                                                                                                     | Please be guided by the RFP                         |
| 58     | 22       | Section-E: SCOPE OF WORK (1.1. Details of Work, Pg 22)                                | Bidder needs to study existing deployment of LAN & WAN network environment of LIC and provide for deployment of the proposed solution.                                                            | When will these details be provided ? Bidder recommends LIC to keep dedicated network for VC solution & use dedicated VRF over MPLS for better video quality over Internet                                                                                                                                                                                                                                                                                          | The details will be provided to the winning bidder. |

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| 59     | 22       | Section-E: SCOPE OF WORK (1.2. Design and Architecture, Pg 22)                                                | The solution will have users who might be on the network provided by the vendor and integrated to its video bridge, within LICs internal network accessing the video bridge through LIC"s Internet Leased Links, within LICs internal network or completely on a separate network over the internet and PSTN for audio calling. The vendor has to understand the complete environment in terms of various locations that might have to be connected using the Video Conferencing Solution. | Need details about the environment                                                                                                                                                                                                                                                                                                                     | The details will be provided to the winning bidder |
| 60     | 22       | Section-E: SCOPE OF WORK (1.2. Design and Architecture, Pg 22)                                                | Study of our existing Video Conferencing architecture.                                                                                                                                                                                                                                                                                                                                                                                                                                     | When will the architecture be provided ? We would also like to have a inventory of the LAN termination devices where the existing VC is also deployed.                                                                                                                                                                                                 | The details will be provided to the winning bidder |
| 61     | 23       | 1.4 Page 23                                                                                                   | Installation of all network components (both active and passive) to commission and sustain the VC solution as per the technical specifications. Any cabling and its maintenance required for the purpose shall be done by the vendor.                                                                                                                                                                                                                                                      | MPLS links with Dual LM, Dual PoP/PE, Dual CPE in active-passive architecture required or single LM, Single PoP, single CPE please confirm.                                                                                                                                                                                                            | Please be guided by the RFP                        |
| 62     | 23       | RFP Page 23. 1.4. Basic Installation of Links, Network Components, Hardware and Software                      | Commissioning of the links at all locations as per the technical specifications. All aspects related to the successful commissioning of links has to be taken care by the bidder.                                                                                                                                                                                                                                                                                                          | All clearances, wherever required, in respect of the mast/pole/antenna at branch, from any government/local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the customer. Further, the rooftop rights, permissions, rentals & any other miscellaneous charges are the responsibility of the customer. | Please be guided by the RFP                        |
| 63     | 23       | Section-E: SCOPE OF WORK (1.4. Basic Installation of Links, Network Components, Hardware and Software, Pg 23) | Commissioning of the links at all locations as per the technical specifications. All aspects related to the successful commissioning of links has to be taken care by the bidder .(The list of locations where links are to be provided enclosed as Annexure-XIII)                                                                                                                                                                                                                         | Does the bidder have to provide the links only or links along with routers for the setup                                                                                                                                                                                                                                                               | Please be guided by the RFP .                      |

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|--------|----------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 64     | 23       | Section-E: SCOPE OF WORK (1.4. Basic Installation of Links, Network Components, Hardware and Software, Pg 23) | Certain locations (within) the same building have multiple end points (Video Conferencing Units). In such cases the vendor has to ensure that all network components such as switches, cables etc. are installed to provide connectivity to the Video Conferencing end points. The vendor shall be responsible for maintenance of all such network components.                                                       | The internal cabling to be handled by LIC since this is well aware by the customer.                                                                                                                     | Please be guided by the RFP                                                                                          |
| 65     | 24       | Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components, Clause no 1.5 | In case of breakdown of any component of the VC Solution the vendor has to rectify the same as per time frame laid out in the SLA, failing which penalty would be applicable.<br>If, the breakdown is due to any of the exclusions mentioned in the SLA, the vendor has to provide a functional standby of equivalent or higher configuration, failing which penalties as stipulated in the SLA would be applicable. | Request LIC to exclude the below from this list, as same is not covered under Warranty.<br><br>Hardware getting damaged due to site related issue (like burnt, physical damaged etc) & to due to theft. | Please refer to the revised SLAs                                                                                     |
| 66     | 24       | Section-E: SCOPE OF WORK (1.4. Basic Installation of Links, Network Components, Hardware and Software, Pg 24) | Check L2 switch& L3 switch connectivity on network using "ping & trace route" commands                                                                                                                                                                                                                                                                                                                               | Will the bidder be provided access to the network components to troubleshoot the devices ? Is there a specific tool used to access/monitor these devices ?                                              | This refers to the dedicated network laid out for VC Solution by the bidder .This will be under the bidders control. |
| 67     | 25       | Acceptance Criteria                                                                                           | A comprehensive "Acceptance Test Plan" document, containing various aspects of the „Acceptance Test“ to demonstrate all the features of the proposed Solution, shall be submitted by the bidder. The same shall be discussed with LICs representatives and modified suitably (if required) in the form of a User Acceptance Test (UAT).                                                                              | To be discussed and mutually agreed at later stage                                                                                                                                                      | Please be guided by the RFP                                                                                          |

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| 68     | 26       | Continuity (pg 26)                                   | In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source. | For any service failure penalties are charged by LIC therefore, any such excess cost for replacement services (as mentioned in other parts of RFP as well) are not acceptable to Bidder and should be omitted.                                                                   | Please be guided by the RFP |
| 69     | 28       | RFP Document Page 28                                 | L1 & L2 Onsite Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Need clarification on whether these resources would be required 24*7 or for business hours. TCL requests to change the condition on candidate onboarding within 2 weeks once shortlisted as experience candidates would have minimum notice period of 3 months                   | Please be guided by the RFP |
| 70     | 29       | Section F (pg 29)                                    | Payment Terms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Bidder request to change the payment terms to monthly in advance.                                                                                                                                                                                                                | Please be guided by the RFP |
| 71     | 29       | Section F : Payment Term, Pg No - 29                 | Quarterly Payment at the end of each quarter, subject to satisfactory services as per scope of work                                                                                                                                                                                                                                                                                                                                                                                                                                  | TCL would request LIC to Change the payment term to Quarterly in advance at the beginning of each quarter.                                                                                                                                                                       | Please be guided by the RFP |
| 72     | 29       | Section F Payment Terms                              | Documents to be produced for release of payment during the 1st payment:<br>Satisfactory proof of installation and commissioning of the managed VC solution.<br><br>Payment for the Onsite Services will be done on quarterly basis                                                                                                                                                                                                                                                                                                   | Request modification:<br>75% payment on HW delivery, site wise<br>20% payment on Installation & Commissioning of each equipment site wise<br>5% payment on Commissioning of the VC solution.<br>Services- Quarterly in arrears.<br><br>Request payment to be released site wise. | Please be guided by the RFP |

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|--------|----------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 73     | 29       | SectionF page29                                      | No advance payment will be made by LIC. The Central Office of LIC at Mumbai will place orders for the equipments/components for all its offices spread across the country. However, Payments will be made by the Central Office for the orders placed for the Central Office and by the respective Zonal offices for the orders placed for it and the offices under their jurisdiction. Quarterly payment at the end of each quarter, subject to satisfactory services as per the scope of work. TDS will be deducted at source for any payment made by LIC, as per prevailing rules. | Request to consider payment from Head office as complete monitoring will happen from central site and consolidated realtime reports will be available at head office | Please be guided by the RP                                                                                                                                                                                                                                             |
| 74     | 29       | Section-F: Payment Terms<br>Page No.29               | a.No advance payment will be made by LIC. The Central Office o.....However, Payments will be made by the Central Office for the orders placed for the Central Office and by the respective Zonal offices for the orders placed for it and the offices under their jurisdiction.                                                                                                                                                                                                                                                                                                       | It is requested to release all the payments related to this RFP from Central Office, Mumbai of LIC of India within 15 days from date of submission of invoices       | The charges towards all items are payable within 30 days from the date of receipt of invoice, provided no requirements are pending from the bidder. All invoice raised should carry the site name along with site address with relevant details to facilitate payment. |
| 75     | 30       | Section - F, Point E, Page 30                        | Lifting of buy-back items. Payment will be subject to deduction of buyback price etc. LIC at its discretion may temporarily withhold the buy-back component. In that case, payment to vendor will not be withheld however; deduction of the buy-back amount will be made immediately from the respective PO payments.                                                                                                                                                                                                                                                                 | Storage for the same to be provided by LIC.                                                                                                                          | Please be guided by the RFP                                                                                                                                                                                                                                            |
| 76     | 30       | Section F (pg 30)                                    | (i) LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Would there be thirty (30) days advance defect cure period notice in writing from LIC prior any such termination.                                                    | Please be guided by the RFP                                                                                                                                                                                                                                            |
| 77     | 30       | Section F : Payment Term, Pg No - 30                 | Payment againsts onsite services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TCL would request LIC to Change the payment term to Quarterly in advance at the beginning of each quarter.                                                           | Please be guided by the RFP                                                                                                                                                                                                                                            |

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| 78     | 30       | TIME SCHEDULE FOR DELIVERY AND INSTALLATION          | Installation, commissioning and implementation - 16 weeks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Request LIC to consider the time lines for Delivery, Installation, commissioning and implementation to be 20 weeks from date of PO                                                                                   | Please be guided by the RFP                       |
| 79     | 31       | Annexure IV (pg 31)                                  | Declaration regarding non-blacklisting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Can this decalartaion be given to the best knowledge and belief of Bidder.                                                                                                                                           | Please be guided by the RFP                       |
| 80     | 31       | Page -31 SLA                                         | Uptime calculation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Uptime calculation basis working hours or total time                                                                                                                                                                 | Please refer to the revised SLAs                  |
| 81     | 31       | Section - G, Page no.31                              | Penalties for down time of sites                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Request to revise the same with mutual agreed discussion.                                                                                                                                                            | Please refer to the revised SLAs                  |
| 82     | 31       | Section G                                            | SLA up time of 99.90%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Request LIC to consider the SLA up time of 99.00% measured on quarterly basis (This will include the Network up time and VC bridge services)                                                                         | Please refer to the revised SLAs                  |
| 83     | 31       | Section G                                            | Level of Video uptime per month Downtime Penalty<br>Committed SLA>=99.90 % -NIL-<br>>=99.40% but <99.90% 7.5% of Quarterly Charges for the site<br>>=98.90% but <99.40% 15 % of Quarterly Charges for the site<br>>=98.40% but <98.90% 20% of Quarterly Charges for the site<br>>=97.90% but <98.40% 25 % of Quarterly Charges for the site<br><97.90 % 30 % of Quarterly charges for the site and LIC also reserves the right to terminate the contract.<br>Further if the number of time the site is down during a month exceeds 3, LIC reserves the right to terminate the link<br>PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter.<br>Rs. 1000.00 per event in business hours ( 8AM to 8 PM)<br>For | Request to consider slabs of 1%, 2%, 3%, 4% and 5% Quarterly charges if quarterly uptime falls below committed 99.00% (eg. 98.80% to 98.50% - 1% of Quarterly charges). Capped at 10% or Quarterly recurring charges | Please refer to the revised SLAs                  |
| 84     | 31       | Section G- Page 31                                   | SLA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Bidder request LIC to relax the SLA for remote locations where wireless connectivity will be feasible post site survey.                                                                                              | Wireless links have not been asked for in the RFP |

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| 85     | 31       | Section G- Page 31                                   | SLA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | We recommend LIC to restrict the SLA only for wireline sites only. No SLA for wireless locations                                                                                                                                                                                                                                                                                                                                     | Wireless links have not been asked for in the RFP |
| 86     | 31       | Section-G: Service Level Agreement (SLA). Pg. No.31  | Level of Video uptime per month Downtime Penalty<br>Committed SLA>=99.90 % -NIL-<br>>=99.40% but <99.90% 7.5% of Quarterly Charges for the site<br>>=98.90% but <99.40% 15 % of Quarterly Charges for the site<br>>=98.40% but <98.90% 20% of Quarterly Charges for the site<br>>=97.90% but <98.40% 25 % of Quarterly Charges for the site<br><97.90 % 30 % of Quarterly charges for the site and LIC also reserves the right to terminate the contract.<br>Further if the number of time the site is down during a month exceeds 3, LIC reserves the right to terminate the link<br>PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter.<br>Rs. 1000.00 per event in business hours ( 8AM to 8 PM)<br>F | Recommended to consider changes as under :<br>Level of Video uptime per month Downtime Penalty<br>Committed SLA>=99.90 % -NIL-<br>>=99.40% but <99.90% 2% of Quarterly Charges for the site<br>>=98.90% but <99.40% 4% of Quarterly Charges for the site<br>>=98.40% but <98.90% 6% of Quarterly Charges for the site<br>>=97.90% but <98.40% 8% of Quarterly Charges for the site<br><97.90 % 10% of Quarterly charges for the site | Please refer to the revised SLAs                  |
| 87     | 32       | Delay in delivery of services                        | Delivery time lines for links - 12 weeks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Request LIC to consider the Delivery time lines of links to be 16 weeks from date of PO.                                                                                                                                                                                                                                                                                                                                             | Please be guided by the RFP                       |
| 88     | 32       | Delay in delivery of services                        | Delay in delivery of services:<br><br>Delay in request for details of information from LIC beyond 1 week from the date of receipt of LIC's letter about bidder's selection as successful bidder.<br><br>Delay in submission of HLD and LLD beyond 3 weeks from the date of acceptance of the purchase order                                                                                                                                                                                                                                                                                                                                                                                                                                    | We request LIC to delete these type of penalties.                                                                                                                                                                                                                                                                                                                                                                                    | Please be guided by the RFP                       |

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| 89     | 32       | Delay in delivery of services                        | Delay in installing, commissioning, redeployment of the managed VC solution, as per the specification, beyond 16 weeks.                                                                                                                                                                                                                                     | Request LIC to consider the time lines for Delivery, Installation, commissioning and implementation to be 20 weeks from date of PO                                                                                     | Please be guided by the RFP      |
| 90     | 32       | Delay in delivery of services                        | 72 hour standard change time from verifying receipt of all necessary change information to complete the change requested                                                                                                                                                                                                                                    | Request LIC to provide more details for this clause.<br><br>INR 500 per hour penalty is very harsh.                                                                                                                    | Please be guided by the RFP      |
| 91     | 32       | Delay in delivery of services                        | The bidder is expected to continuously monitor the endpoint availability. In case of a breakdown of any part of the entire solution/complete breakdown at Category-A sites, the relevant defect should be attended immediately and rectified within 2 hours of the receipt/notice/identification of the complaint/identification of the fault through VNOC. | Request LIC to consider the Penalty of INR 100 per hour beyond 4 hours of resolution time period for Category A sites & to be capped at INR 500.                                                                       | Please refer to the revised SLAs |
| 92     | 32       | Delay in delivery of services                        | The bidder is expected to continuously monitor the endpoint availability. In case of a breakdown of any part of the entire solution/complete breakdown at Category-A sites, the relevant defect should be attended immediately and rectified within 2 hours of the receipt/notice/identification of the complaint/identification of the fault through VNOC. | Request LIC to consider the Resolution time period of 8 hours for Category A sites.<br>In Case of replacement of hardware is required below are the timelines -<br>Class A /2Days<br>Class B /4Days<br>Class C /6Days  | Please refer to the revised SLAs |
| 93     | 32       | Delay in delivery of services                        | In case of a malfunctioning of the video solution/performance issues at Category-B sites the relevant defect should be attended immediately and rectified within 4 hours of the receipt/notice of the complaint.                                                                                                                                            | Request LIC to consider the Resolution time period of 12 hours for Category B sites.<br>In Case of replacement of hardware is required below are the timelines -<br>Class A /2Days<br>Class B /4Days<br>Class C /6Days | Please refer to the revised SLAs |

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| 94     | 32       | Delay in delivery of services                        | In case of a malfunctioning of the video solution/performance issues at Category-B sites the relevant defect should be attended immediately and rectified within 4 hours of the receipt/notice of the complaint.                                                                                                        | Request LIC to consider the Penalty of INR 100 per hour beyond 12 hours of resolution time period for Category B sites & to be capped at INR 500.                                                                                          | Please refer to the revised SLAs |
| 95     | 32       | Delay in delivery of services                        | For all video solution other than room based solution and desktop solution for which the hardware has been provided by the bidder, the relevant defect has to be attended by the bidder and rectified within 48 hours of receipt of notice/complaint. -- Rs. 1000 for every 24 hours of delay or part thereof.          | Request LIC to consider the Penalty of INR 100/- for every 24 hours post permissible time period & to be capped at INR 500/-                                                                                                               | Please be guided by the RFP      |
| 96     | 32       | Delay in delivery of services                        | For all video solution other than room based solution and desktop solution for which the software/licenses have been provided by the bidder, the relevant defect has to be attended by the bidder and rectified within 48 hours of receipt of notice/complaint --> Rs. 1000 for every 72 hours of delay or part thereof | Request LIC to consider the Penalty of INR 100/- for every 72 hours & to be capped at INR 500/-                                                                                                                                            | Please be guided by the RFP      |
| 97     | 32       | Delay in delivery of services                        | The details of Project Manager/SDM are not communicated to LIC within 2 weeks of receipt of PO --> Rs.500/- per day.                                                                                                                                                                                                    | Request LIC to confirm whether they are looking for Dedicated Project Manager/SDM for this project?                                                                                                                                        | Please be guided by the RFP      |
| 98     | 32       | Delay in delivery of services                        | The details of Project Manager/SDM are not communicated to LIC within 2 weeks of receipt of PO --> Rs.500/- per day.                                                                                                                                                                                                    | Request LIC to delete this clause.                                                                                                                                                                                                         | Please be guided by the RFP      |
| 99     | 32       | Delay in delivery of services                        | Delay in posting of on-site support Personnel beyond 10 weeks from the date of issue of purchase order for onsite support.                                                                                                                                                                                              | Request LIC to consider the Late delivery for not placing of Onsite support resourced within 10 weeks as --> Penalty to be applicable as 1% of QRC for Onsite support charges with maximum cap up to 10% of QRC for onsite support charges | Please be guided by the RFP      |

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| 100    | 32       | Delay in delivery of services                        | If structured weekly meetings are not held (by the Service Delivery Manager) with ED (IT)/Secy (IT)/ Dy. Secy (IT)/ Asst. Secy.(IT), Network Section, CO, Mumbai.                                                                                                                  | Request LIC to delete this clause.                                                                                                     | Please be guided by the RFP |
| 101    | 32       | Delay in delivery of services                        | If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted. --> Rs. 500/- per day per Zonal Office or Central Office for the delayed part                                       | Request LIC to delete this clause.                                                                                                     | Please be guided by the RFP |
| 102    | 32       | Delay in delivery of services                        | If structured quarterly meetings are not held and latest contact details of service engineers, SPOCs and escalation matrix not submitted on quarterly basis to the RM(IT)s, and Central Office, Mumbai --> Rs.500/- for default for per quarter per Zonal Office.                  | Request LIC to delete this clause.                                                                                                     | Please be guided by the RFP |
| 103    | 32       | Delay in delivery of services                        | Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO                                                                                                                                                                          | Request LIC to consider the Penalty to be applicable beyond 4 weeks as Penalty of INR 100/- per day with a maximum cap up to INR 500/- | Please be guided by the RFP |
| 104    | 32       | Delay in delivery of services                        | Delay in installation of patches --> If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the quarterly charges for each week of delay or part thereof. | Request LIC to delete this clause.                                                                                                     | Please refer revised SLAs   |
| 105    | 32       | Delay in delivery of services                        | Delay in providing training to 2 LIC officials by OEM certified trainer in Mumbai, beyond three months of successful implementation of the solution --> Rs. 1000/- per day subject to maximum penalty of Rs. 100000/-.                                                             | Request LIC to consider this penalty as INR 500/-per week of delay with a maximum cap up to INR 5000/-.                                | Please be guided by the RFP |

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| 106    | 32       | Penalty caps                                                                            | Penalty caps:<br>Delay in installing, commissioning, redeployment of the managed VC solution, as per the specification, beyond 16 weeks.<br>☐ The total penalty for installation and commissioning of the managed VC solution shall not exceed 10% of the total annual charges for that location.<br>☐ The total penalty for quarterly payments for the managed VC solution shall not exceed 50% of the quarterly charges.<br>☐ The total penalty for onsite support shall not exceed 10 % of the quarterly onsite support charges | Request modification:<br><br>Penalty caps:<br>Delay in installing, commissioning, redeployment of the managed VC solution, as per the specification, beyond 20 weeks.<br>☐ The total penalty for installation and commissioning of the managed VC solution shall not exceed 10% of the total annual charges for that location.<br>☐ The total penalty for quarterly payments for the managed VC solution shall not exceed 10% of the quarterly charges.<br>☐ The total penalty for onsite support shall not exceed 10 % of the quarterly onsite support charges | Please be guided by the RFP |
| 107    | 32       | Penlaty for delay in services                                                           | Penlaty for delay in services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Request overall penalties to be capped. In no event, total penalties for a quarter shall exceed maximum 10% of the Quarterly recurring charges.                                                                                                                                                                                                                                                                                                                                                                                                                 | Please be guided by the RFP |
| 108    | 32       | Section-G: Service Level Agreement (SLA). Pg. No.32                                     | Delay in delivery of services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Recommended to keep cap of maximum penalty up to 5% of Monthly / quarterly billing / payment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Please be guided by the RFP |
| 109    | 42       | Annexure VII (pg42)                                                                     | NDA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | When appropriate remedy in the form of injunctive relief is given than why indemnity has been claimed from the Bidder. Bidder request that such indemnity should be removed from the NDA.                                                                                                                                                                                                                                                                                                                                                                       | Please be guided by the RFP |
| 110    | G        | Additional clause regarding Network equipments like Switches, routers and Access Points | The RFP does not mention any specifications about Network equipments. There are multiple makes available in the market today, and they have various models. The prices vary depending on which model you choose. We request you to standardise this requirement.                                                                                                                                                                                                                                                                   | We recommend you to add the clause : "The switches, routers and Access Points should be quoted from Gartner's Leaders quadrant for Wired & Wireless LAN Access Infrastructure".                                                                                                                                                                                                                                                                                                                                                                                 | Please be guided by the RFP |
| 111    | G        | Additional Point                                                                        | Additional Point                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Request LIC to consider the Acceptance & Payment to be site wise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Please be guided by the RFP |

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| 112    | G        | Additional Point                                     | Additional Point - Deemed Installation for Site not ready sites | Request LIC India to add below clause.<br>Site not ready (i.e. Video Conference room not ready, Un availability of UPS Power, Air Conditioning, Un availability of earthing - E-N voltage <= 2 volts).<br><br>LIC India to provide the acceptance within 15 days, once the hardware is delivered but unable to install or integrate due to above site related issues from LIC India end or due to unavailability of hardware from LIC India site. LIC to start the billing for Hardware. | Please be guided by the modifications issued with respect to the Site Not Ready Clause mentioned in this document                                        |
| 113    | G        | Additional Point                                     | Additional Point                                                | Request LIC to share us the site contact details & intimate the respective site contact details to take the delivery of hardware & keep it in safe custody & to handover the same to Airtel representative at the time of installation of link & for Video conference infra solution.                                                                                                                                                                                                    | Refer Revised Annexure XIII (List of Locations)                                                                                                          |
| 114    | G        | Additional Point                                     | Exclusion from AMC & from Insurance                             | Request LIC India to exclude the AMC & Insurance of hardware at below condition<br><br>Force Majeure, Hardware failure due to voltage fluctuations or due to site related condition, Act of God, Flooding, Earth Quake.<br><br>Insurance of hardware will be till delivery of hardware. Ownership will be transferred to LIC India once the same is delivered at LIC India location.                                                                                                     | Please be guided by the RFP                                                                                                                              |
| 115    | G        | General                                              | General                                                         | Please confirm VC scheduling & booking will be required via Outlook or via Enterprice portal or both options                                                                                                                                                                                                                                                                                                                                                                             | Please be guided by the RFP                                                                                                                              |
| 116    | G        | General                                              | General                                                         | Please confirm no of concurrent VC sessions will required                                                                                                                                                                                                                                                                                                                                                                                                                                | Please be guided by the RFP and the modifications mentioned in the corrigendum with respect to the requirement . Please refer to the revised commercials |
| 117    | G        | General                                              | General                                                         | Network parameters like latency, jitter will vary location & reachbiltywise (like metro city, remote location)                                                                                                                                                                                                                                                                                                                                                                           | Please refer to the revised technical specifications of links .                                                                                          |

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| 118    | G        | General                                              | General                                             | 1080p60 resolution & encryption would require more bandwidth than 2 Mbps for each VC device at each location so feasibility will be done accordingly                                                                                                                  | Please refer to the revised technical specifications of links .                                                   |
| 119    | G        | General                                              | General                                             | Please share VC room capacity details per location wise to propose appropriate VC end point                                                                                                                                                                           | The details will be provided to the winning bidder                                                                |
| 120    | G        | General Query                                        | Site readiness - Hygiene factors                    | Basic Hygiene Factor such as UPS Power, earthing with E/N Voltage Less than 2 V, dust free enviroment, and Air Conditioner to be provided by customer.                                                                                                                | Please be guided by the modifications issued with respect to the Site Not Ready Clause mentioned in this document |
| 121    | G        | General Query                                        | In-building cabling                                 | In building cabling to be in Scope of Customer, Bidder will do the cabling upto CE router except through false ceiling and areas where there are chances of damage to customer infrastructure / choked ducts.                                                         | Please be guided by the RFP                                                                                       |
| 122    | G        | Wireless                                             | Additional Points                                   | The video endpoints do offer wireless presentation funtionality with Wi-Fi network. Do we need to consider Wireless solution as part of end to end solution.                                                                                                          | Please be guided by the RFP                                                                                       |
| 123    | 29       | Payment Terms                                        | Additional Point                                    | The charges towards all items are payable within 30 days from the date of receipt of invoice, provided no requirements are pending from the bidder. All invoice raised should carry the site name along with site address with relvant details to facilitate payment. | Additional Point                                                                                                  |
| 124    | 31       | SLA                                                  | Additonal Points                                    | Please refer revised SLAs                                                                                                                                                                                                                                             | Additional Point                                                                                                  |
| 125    |          | <b>"Party" and "Parties"</b>                         | Additional Point                                    | Each of the parties i.e. LIC and Selected bidder are collectively referred to as the 'Parties' and individually as a 'Party'.                                                                                                                                         | Additional Point                                                                                                  |
| 126    |          | <b>Law</b>                                           | Additional Point                                    | Shall mean any Act, notification, byelaw, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or regulatory authority. | Additional Point                                                                                                  |
| 127    |          | <b>Timelines</b>                                     | Additional Point                                    | Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.                                                                                                                                        | Additional Point                                                                                                  |
| 128    | 6        | <b>Invitation to Bid</b>                             | Additional Point                                    | This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the bidder                                 | Additional Point                                                                                                  |

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| 129    | 9        | <b>Earnest Money Deposit</b>                         | Additional Point                                    | <p>a) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, if:</p> <p>i. The successful bidder backs out after declaration of the result of the RFP.</p> <ul style="list-style-type: none"> <li>• To sign the Contract; or</li> <li>• To furnish Bank Guarantee towards the Performance Guarantee as mentioned in this RFP.</li> <li>• To furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure – IV)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Additional Point |
| 130    |          | <b>Exceptions to obligations</b>                     | Additional Point                                    | <p>The obligations on the parties under this clause will not be taken to have been breached to the extent that Confidential Information:</p> <p>i. is disclosed by a party to its Advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract</p> <p>ii. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;</p> <p>iii. is disclosed by LIC;</p> <p>iv. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly;</p> <p>v. is shared by LIC within LIC's organization, or with another Agency, where this serves legitimate interests;</p> <p>vi. is authorized or required by law, including under the contract, to be disclosed;</p> <p>vii. is in the public domain otherwise than due to a breach of this clause ----;</p> <p>viii. Is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or</p> <p>ix. Is independently developed by the recipient without use or reference to such Confidential Information.</p> | Additional Point |

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| 131    |          | Obligations on disclosure                            | Additional Point                                    | Where a party discloses Confidential Information to another person:<br>i. Pursuant to clauses i, ii or v of Clause 2 above, the disclosing party must notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential;<br>ii. Pursuant to clauses iii and iv of Clause 2 above, the disclosing party must notify the receiving party that the information is Confidential Information.            | Additional Point |
| 132    |          | Additional confidential information                  | Additional Point                                    | i. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract.<br>ii. Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation | Additional Point |
| 133    |          | Period of confidentiality                            | Additional Point                                    | The obligations under this clause continue, notwithstanding the expiry or termination of the contract:<br>i. Any item of information, for the contract period and one year thereafter; and<br>ii. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.                                                          | Additional Point |

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| 134    | 20       | Conflict of Interest                                 | Additional Point                                    | a) Bidder shall not have a conflict of interest that may affect the Selection Process. Any bidder found to have a conflict of Interest shall be disqualified. In the event of disqualification, LIC shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, the time, cost and effort of LIC including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may be available to LIC hereunder or otherwise. | Additional Point |
| 135    | 20       | Conflict of Interest                                 | Additional Point                                    | 1. LIC requires that the Bidder provides professional, objective, and impartial advice and at all times hold LIC's interests paramount, avoid conflict with other assignments or its own interests, and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other projects or contracts, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.                      | Additional Point |

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| 136    | 20       | Conflict of Interest                                 | Additional Point                                    | <p>c) Without limiting the generality of the above, bidder shall be deemed to have a conflict of Interest affecting the Selection Process, if:</p> <p>i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate(or any constituent thereof) have common controlling shareholders or other ownership interest;</p> <p>ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or</p> <p>iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the bid of either or each of the other Bidder; or there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment.</p> | Additional Point |

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|--------|----------|------------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 137    | 20       | Conflict of Interest                                 | Additional Point                                    | <p>1) Warranty that there is no conflict of interest</p> <p>The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.</p> <p>A Vendor will not have a conflict of interest that may affect the Services.</p> <p>2) Notification of a conflict of interest</p> <p>The Vendor shall make a disclosure to LIC as soon as any potential conflict comes to its notice but in no case later than 45 days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC shall, upon being notified by the Vendor under this Clause, decide whether it wishes to terminate his Services or otherwise, and convey its decision to the Vendor within a period not exceeding 45 days.</p> | Additional Point |

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| Sl. No | Page No. | RFP Document Reference(s)<br>(Section & Page Number) | Clause (in brief) of RFP requiring clarification(s) | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Response         |
|--------|----------|------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 138    | 20       | <b>Conflict of Interest</b>                          | Additional Point                                    | <p>2) Conflict of interest:<br/>The Vendor shall disclose to LIC in writing, all actual and potential conflicts of interest that exists, arises or may arise in the course of performing the obligation(s) as soon as it becomes aware of that conflict.</p> <p>Consequences of Termination of Selected Bidder:<br/>In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.</p> <p>The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by</p> | Additional Point |
| 139    | 19       | <b>Patent Rights and other litigation cases</b>      | Additional Point                                    | If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Additional Point |
| 140    |          | Site not ready (SNR) cases                           | Additional Point                                    | In case the site is not found ready for installation upon the engineers visit, due to any reason(s) attributable to LIC, then the engineer will undertake following activities:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Additional Point |
| 141    |          | Site not ready (SNR) cases                           | Additional Point                                    | (a) Open the consignment boxes and verify the deliverables as per Purchase order.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Additional Point |

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|--------|----------|------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 142    |          | Site not ready (SNR) cases                           | Additional Point                                    | (b) In case of complete delivery ( <i>i.e. no short shipment of any component</i> ), conduct Power-On Self-Test (POST) and see the equipments are working properly.                                                                                                                                                                                                                                                                                                                                                                               | Additional Point |
| 143    |          | Site not ready (SNR) cases                           | Additional Point                                    | (c) After POST, seal the boxes again in presence of LIC officials who will sign the SNR.                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Additional Point |
| 144    |          | Site not ready (SNR) cases                           | Additional Point                                    | (d) Obtain a SNR certificate ( <i>as per the format attached herewith as Annexure-XIV</i> ) from the LIC office within the delivery and installation period else penalty defined as per SLA above will be applicable.                                                                                                                                                                                                                                                                                                                             | Additional Point |
| 145    |          | Site not ready (SNR) cases                           | Additional Point                                    | (e) In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipments will be installed by the vendor within 15 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 15 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 16th day onwards, subject to a maximum of 10% of the cost of that item(s). | Additional Point |
| 146    |          | Site not ready (SNR) cases                           | Additional Point                                    | In case of any short shipment/equipment not functioning, LIC will not issue Site Not Ready (SNR) certificate but only Short Shipment Form (SSF) as per Annexure-XV will be issued. Vendor should arrange the delivery of the short shipment/faulty equipment within the delivery and installation period else, penalty defined as per SLA will be applicable                                                                                                                                                                                      | Additional Point |
| 147    |          | Installation of the equipments                       | Additional Point                                    | It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements <i>i.e.</i> adequate Space, UPS/Power, Earthing, Air Conditioning etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.                                                                                                                       | Additional Point |
| 148    | 29       | Section F , Payment Terms, Page 31 . Point (i)       | Additional Point                                    | In case of SNR cases, Site Not Ready Report as per Annexure-XIV.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Additional Point |
| 149    | 29       | Section F , Payment Terms, Page 31 . Point (i)       | Additional Point                                    | Certificate regarding removal of buy-back items, if applicable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Additional Point |

Date:

Executive Director (IT/BPR)