

**Response to prebid queries :- Supply, Installation, Integration and Support of Network Modems etc. for LIC of India**

**Ref.No: CO/IT-BPR/NW/RFP/2019-20/01 dated: 30th May 2019**

| S. No | RFP Ref Page no | RFP Clause no / Section                                       | Existing clause Details                                                                                                                                                                                                                                                                                                                                             | Clarification Sought                                                                                                                                                                                                                                                                                                                                       | Response To Pre-Bid Query                                                                                                                                                                                                                                                                                                                             |
|-------|-----------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | 8               | Section B : Minimum Eligibility Criteria Point 4              | <b>Experience</b><br>4. The Bidder should have executed at least one order of Rs. Ten Lakhs in any two of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. In case the order is for multiple items/equipments the value of order for modems should explicitly be Rs. Ten lakhs. | <b>Experience</b><br>4. The Bidder should have executed order of Rs. Eight Lakhs in any two of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. In case the order is for multiple items/equipments the value of order for modems should explicitly be Rs. Eight lakhs. | Please refer to revised Eligibility Criteria                                                                                                                                                                                                                                                                                                          |
| 2     | 8               | Section B Minimum Eligibility Criteria - (Experience) Point 4 | The Bidder should have executed at least one order of Rs. Ten Lakhs in any two of the last three financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India. In case the order is for multiple items/equipments the value of order for modems should explicitly be Rs. Ten lakhs.                         | Bidder requests LIC in lieu of Modems to mention Networking Equipments                                                                                                                                                                                                                                                                                     | Please refer to revised Eligibility Criteria                                                                                                                                                                                                                                                                                                          |
| 3     | 8               | Section B Experience Point 5                                  | Bidder should have successfully implemented one similar project in at least 50 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/ Insurance/BFSI/Financial institution/TSP/Government Departments (taken together) in India within the last three financial years immediately preceding the date of this RFP.                              | Bidder requests LIC to add enterprise and SME customers with a location of 15 count                                                                                                                                                                                                                                                                        | Please refer to revised Eligibility Criteria                                                                                                                                                                                                                                                                                                          |
| 4     | 10              | 9                                                             | <b>Earnest Money Deposit (EMD):</b><br>☐ By way of DD : Rs. 2,00,000 (Rupees Two Lakhs)<br>☐ By way of BG : Rs. 8,00,000 (Rupees Eight Lakhs)<br>☐ Total EMD : Rs. 10,00,000 (Rupees Ten Lakhs)                                                                                                                                                                     | EMD exemption against MSME Certificate                                                                                                                                                                                                                                                                                                                     | EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate in the envelope as mentioned at 10 (i) in the RFP document . |
| 5     | 16              | 26. Right to terminate the Process:                           | LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.                                                                                                                                                          | We request to delete this clause                                                                                                                                                                                                                                                                                                                           | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                           |
| 6     | 16              | 26. Right to terminate the Process:                           | LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.                                                                                                                                                                                                                   | We request to delete this clause                                                                                                                                                                                                                                                                                                                           | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                           |

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|-------|-----------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7     | 18              | Point no 3 , Clause no (e)                                                       | <b>Intallation Time period:</b> The said equipments will be installed by the vendor within 7 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 7 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 8th day onwards, subject to a maximum of 10% of the cost of that item(s). | the said equipments will be installed by the vendor <b>within 15 days</b> of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 15 days, penalty of 0.1% of the total cost of the item(s) per day will be applicable from the 8th day onwards, subject to a maximum of 5% of the cost of that item(s). | 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 14 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 8th day onwards, subject to a maximum of 10% of the cost of that item(s). Please refer revised SLAs. |
| 8     | 18              | 2) Delivery & Installation schedule and Penalty applicable (in case of a delay): | Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.                                                                                                                                                                                                             | We request to change the timelines as follows:<br>- Delivery: 50% in 8 weeks, rest 50% in 10 weeks<br>- Installation and Integration to be done 3 weeks after delivery                                                                                                                                                                                      | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9     | 18              | 2) Delivery & Installation schedule and Penalty applicable (in case of a delay): | The installation/integration will be deemed as incomplete for a site if any component is not delivered/ installed/integrated or is not as per the specifications and hence not acceptable to LIC.                                                                                                                                                                                   | Please elaborate the acceptance criteria                                                                                                                                                                                                                                                                                                                    | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10    | 18              | 2) Delivery & Installation schedule and Penalty applicable (in case of a delay): | Delay in delivery, installation and integration beyond 56 days will attract a penalty 1 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.                                                                        | We request to extend the delivery timelines as requested above in SNo. 3                                                                                                                                                                                                                                                                                    | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 11    | 26              | 1                                                                                | <b>Modem Qty</b><br>V.35 and G.703 Modem pair as per technical specifications Qty 1000                                                                                                                                                                                                                                                                                              | <b>Modem Qty</b><br>Are you looking for 1000 Pair i.e V.35 Modem 1000 & G.703 Modem 1000 OR<br>Are you looking for total 1000 modem i.e. V.35 Modem 500 nos.& G.703 Modem 500 nos.                                                                                                                                                                          | Quantity is 1000 pairs i.e. 1000 Qty of V.35 Modem & 1000 Qty of G.703 Modem.                                                                                                                                                                                                                                                                                                                                                                                         |
| 12    | 26              | a                                                                                | <b>Payment Term:</b><br>For 80% Payment against delivery<br>Balance 20% payment will be made in five installments each of 4% at the end of every year from the date of issue of purchase order.                                                                                                                                                                                     | <b>Payment Term:</b><br>For <b>90% Payment</b> against delivery<br>Balance <b>10% payment</b> will be made in five installments each of <b>2%</b> at the end of every year from the date of issue of purchase order.                                                                                                                                        | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| 13    | 26                           | Section-F: Payment Terms                   | (d) Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted.<br>(ii) 80% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan and Octroi receipt (if any) etc.<br>Delivery Report (DR) and Installation Report<br>(iii)Balance 20% payment will be made in five installments each of 4% at the end of every year from the date of issue of purchase order. | Please change the payment terms as follows:<br>1. 80% on delivery<br>2. 10% onm installation and integration<br>3. 10% against PBG                                                                                                                                                                                                                                                             | Please be guided by the RFP                     |
| 14    | 27                           | Section-G: Service Level Agreement (SLA)   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The penalty to be 1% per week and Please cap the penalty to 10% of the effected sites only                                                                                                                                                                                                                                                                                                     | Please be guided by the RFP                     |
| 15    | 27                           | Section-G: Service Level Agreement (SLA)   | In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments.                                                                                                                                                                                                                                                                                                                                                                                                                                    | Please change as follows: In case a call remains unresolved more than 7 working days then LIC reserves the right to get it repaired or hire such equipments.                                                                                                                                                                                                                                   | Please refer to revised SLA                     |
| 16    | 27                           | Section-G: Service Level Agreement (SLA)   | In case of SNR cases if installation is not done within the stipulated time-frame of 7 days of being intimated that the site is ready.                                                                                                                                                                                                                                                                                                                                                                                                                        | We request installation timeline to be 3 weeks after delivery acceptance.                                                                                                                                                                                                                                                                                                                      | Please refer to the corrigendum and revised SLA |
| 17    | 27                           | Section-G: Service Level Agreement (SLA)   | In case of a breakdown/malfunctioning of appliance/equipment the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint<br>1% of the cost of all items ordered for that location per each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.                                                                                                                                                                   | In case of a breakdown/malfunctioning of appliance/equipment the relevant defect should be attended immediately and rectified/replaced within 8 16 working hours of the receipt/notice of the complaint<br>1% of the cost of all items ordered for that location per each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO. | Please be guided by the RFP                     |
| 18    | 27                           | Section-G: Service Level Agreement (SLA)   | Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint<br>1 % of the cost of all items ordered for that location per each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.                                                                                                                                                                                                                                | Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 12 working hours of receipt/notice of complaint<br>1 % of the cost of all items ordered for that location per each hour of delay or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.                                                              | Please be guided by the RFP                     |
| 19    | 27                           | Section-G: Service Level Agreement (SLA)   | In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with a equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.                                                                                                                                                                                                                                                                             | Airtel requests to provide relaxation in this clause please                                                                                                                                                                                                                                                                                                                                    | Please be guided by the RFP                     |
| 20    | Spec document Page-1 Point 3 | Modem specification, Technical requirement | 2Mbps E1 Modem (2/4) wire) and 2Mbps V.35 Modem (2wire) pairs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | BSNL is providing 2-Wire LL (Underground Copper Cable). Please clarify whether you require 2 Wire or 4-Wire                                                                                                                                                                                                                                                                                    | Please be guided by the RFP                     |

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| 21    | Spec document Page-1 Point 4.2 | Modem specification, Technical requirement | 2048 Kbps structured with Nx64 Kbps (N=1 to 30) as per ITU-T Rec. G.703/704 with 120 ohms balanced having following minimum characteristics. | Also mention - Un-Structured 2048 Kbps (N=1 to 32) as only structured is mentioned. Include " Programmable Time Slot selection" as 'point - h'                                                                            | Please refer to revised Technical Specifications |
| 22    | Suggestion                     |                                            |                                                                                                                                              | Location details required for Service Support cost calculations                                                                                                                                                           | Will be provided to the winning bidder           |
| 23    |                                | Site Acceptance                            | General                                                                                                                                      | SI/NI from LIC to check the delivered and installed equipment and provide feedback within 1-2 hours. The testing can also be done through Remote access.                                                                  | Please be guided by the RFP                      |
| 24    |                                | Testing Criteria                           |                                                                                                                                              | Please define the testing criteria in detail                                                                                                                                                                              | Please be guided by the RFP                      |
| 25    |                                | Site readiness                             | General                                                                                                                                      | Phase, Earthing, UPS and cooling to be managed by LIC and to be ready before installation plan.                                                                                                                           | Please be guided by the RFP                      |
| 26    |                                | General                                    | General                                                                                                                                      | Required settings for modem configuration need to be given by LIC in advance                                                                                                                                              | Please be guided by the RFP                      |
| 27    | Addition                       |                                            | The provisions PPP-MII Orders issued by the Government of India, and modified from time to time shall apply to this RFP                      |                                                                                                                                                                                                                           |                                                  |
| 28    | 6                              | Modem specification, Technical requirement | Tests and Loop-back Facilities:                                                                                                              |                                                                                                                                                                                                                           | Please be guided by the RFP                      |
| 29    | Spec document Page-2 Point 6.2 | Modem specification, Technical requirement | The modem shall be able to activate loopback diagnostics as per ITU-T V.54 standard as given below                                           | Only Local Loopback(LL) and Remote Digital Loopback (RL) is mentioned. Please add Digital Loopback (DL) also                                                                                                              | Please refer to revised Technical Specifications |
| 30    | Spec document Page-2 Point 5e  | Modem specification, Technical requirement | The protection measures against over voltages and over currents as specified in ITU-T recommendation shall be provided on line interface     | Suggest to modify as - Should comply to ITU K.20/K.21 using a combination of PTC, GDT & Sidactor. It should be Module based and should not be "On- Board"                                                                 | Please be guided by the RFP                      |
| 31    | Spec document Page-2 Point 9b  | Modem specification, Technical requirement | b) System status, configuration, diagnostics using console login                                                                             | Configuration and Management Via Built-in Ethernet Port with Telnet & HTTP. Monitoring through ICMP Ping.                                                                                                                 | Please be guided by the RFP                      |
| 32    | Suggestion                     |                                            |                                                                                                                                              | The TEC certificate should clearly specify approval for both single and double pair operation as well as the Range of the modem and also the supported interfaces (E1, V.35 , Ethernet etc,.) in the single TEC document. | Please be guided by the RFP                      |