

Response - RFP for Supply, Installation, Integration and Support of Network Routers etc. for LIC of India

Ref: CO/IT-BPR/NW/RFP/2020-21/01 Dated: 5th September 2020

Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
1	1	Section A - EMD	By way of BG : Rs. 35,00,000 (Rupees Thirty Five Lakhs only) Total EMD : Rs. 35,00,000 (Rupees Thirty Five Lakhs only)	Please consider EMD amount of 15,00,000/-	Please be guided by the RFP
2	2	Section F : payment Terms : Page 48	90% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR)and Installation Report (f) Balance 10% payment will be made in five installments, each of 2%at the end of every year from the date of issue of purchase order.	Plase modify payment terms of 80% after delivery and 20% on instalaltion ,iteration and acceptance of scope of work	Please be guided by the RFP
3	3	Section F : Delivery : Page 49	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. : 9 weeks	Please modify Delivery time line : 8 Weeks and Installation: 4 Weeks	Please be guided by the RFP
4	4	Section D: Installation Of Equipments	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.e. 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.	Here is more than 100 Location so it virtually impossible to do the survey at each location even if we decide to do a survey at each location one it will delay the project and next increase the price so request to lic provide the details of site ready readiness	Please be guided by the RFP

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5	9	5) Activity Schedule	Bid Processing Fee: Non-refundable Rs.10,000/- (Rupees Ten Thousand Only) by way of Demand Draft drawn on any nationalized Bank/scheduled bank, in favour of "Life Insurance Corporation of India", payable at Mumbai.	As per MSME rules and MSME exemptions granted NSIC, MSME/start up are exempted from Bid Processing Fee	Bid processing fee 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 Organization or the concerned Ministry or Department. Bidders should submit relevant valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP
6	9	5) Activity Schedule	Earnest Money Deposit (EMD): By way of BG : Rs. 35,00,000 (Rupees Thirty Five Lakhs only) Total EMD : Rs. 35,00,000 (Rupees Thirty Five Lakhs only)	As per MSME rules and MSME exemptions granted NSIC, MSME/start up are exempted from Bid Processing Fee	Please be guided by the RFP
7	11	7) Brief on the Scope of Work:	The network appliance and support procured through this RFP will be in addition to the existing management of network infrastructure provided by the existing vendor.	Need clarity on the scope of existing appliances provided by existing vendor	Please be guided by the RFP
8	12	1) Minimum Eligibility Criteria (MEC): 6)	Bidder should have minimum annual turnover of Rs.10 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	As per MSME rules and MSME exemptions granted for NSIC, MSME/start up are exempted from Turnover criteria. Please find the attached Relax norms	Please be guided by the RFP

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9	12	Section-B: ELIGIBILITY CRITERIA (1) Minimum Eligibility Criteria (MEC): 5)	Bidder should have successfully implemented delivery and installation of Routers / Switches/ Network Equipments in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial years immediately preceding the date of this RFP.	As per MSME rules and MSME exemptions granted for NSIC, MSME/start up are exempted from any prior experiences. Please find the attached Relax norms	Please be guided by the RFP
10	12	Section-B: ELIGIBILITY CRITERIA (1) Minimum Eligibility Criteria (MEC): 4)	The Bidder should have executed at least one single order of Rs.1 crore each, in any two of the last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of Routers / Switches/ Network Equipments or The Bidder should have executed at least one single order of Rs.2 crores, in last five financial years for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP/Government Departments in India for supply and installation of Routers/Switches.	As per MSME rules and MSME exemptions granted NSIC, MSME/start up are exempted from any prior experiences. Please find the attached Relax norms	Please be guided by the RFP

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11	12	Section-B: ELIGIBILITY CRITERIA, Experience , sr. No 5	5.Bidder should have successfully implemented delivery and installation of Routers / Switches/ Network Equipments in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial years immediately preceding the date of this RFP	Request for amend this clause as "Bidder/OEM should have successfully implemented delivery and installation of Routers / Switches/ Network Equipments in at least 500 locations (excluding the ATM kind of deployments) in any PSU /Private Bank/Insurance/ BFSI/ Financial institution/ TSP/Government Departments (taken together) in India during the past five financial years immediately preceding the date of this RFP" so that Bid to be more competitive by allowing More System integrator participation	Please be guided by the RFP
12	17	13) Instructions for Bid Submission	Eligibility and Technical bid documents should be submitted in a separate envelope (along with CD/DVD for technical bid) which should be sealed and super-scribed as "ELIGIBILITY& TECHNICAL BID for Supply, Installation, Integration and Support of Network Routers etc. for LIC of India Ref : CO/IT-BPR/NW/RFP/2020-21/01 dated 05.09.2020".	Request LIC to enable online submission of the RFP as well as accept the digitally signed documents from the authorized signatory through the digital signature certificate issued by National Informatics Center (NIC),IDRBT Certifying Authority ,SafeScript CA Services, Sify Communications Ltd ,(n) Code Solutions CA and E-MUDHRA etc	Please be guided by the RFP
13	19	n) Prices	a. Prices payable to the vendor will be fixed as derived from the Final L1 quote after Online Reverse Auction and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period.	Request LIC to reduce the repeat order validity. Same should be applicable maximum for a period of 120 days from the price discovery date only.	Please be guided by the RFP

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14	20	15) Commercial Bid (Indicative Price) , j.	The Bidder should have the capability to implement and maintain the project during the contract period of 5 years. The vendor should also be able to carry out any changes, if necessitated by LIC during the contract period of 5years.	Any change in scope of work will have proposional change in commercials . Same need to be mutually agreed by both the parties. Request LIC confirmation on this.	Changes if any , will pertain to services aspect.
15	21	20) Bid Validity Period	Bids shall remain valid for one year from the date of Online Reverse Auction.	Request LIC to reduce the bid validity period maximum for 120 days from the price discovery date only.	Please be guided by the RFP
16	21	20	Bids shall remain valid for one year from the date of Online Reverse Auction. LIC shall reject a bid as non- responsive if the bid is submitted with a shorter validity period.	Request to modify the validity to 90 days from the date of RA due to frequent fluctuation in Dollar prices as components are imported.	Please be guided by the RFP
17	27	2) Placing of Orders and making payments:	Note :- Purchase order for the equipments may be issued by LIC in a staggered manner. The quantities mentioned under the “Estimated quantity” column of Technical/ Commercial Bid is indicative only and will be used to arrive at the L1 vendor. However, the actual quantities may differ at the time of issuing Purchase Order/s, depending on the actual requirements, circumstances prevailing at that time.	Request LIC to release the payment and document submission also from the central location only.	Please be guided by the RFP

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18	27	D.A.2	The Central Office of LIC at Mumbai will place orders for the equipments/components for all its offices spread across the country. However, in view of the GST rules, the payments will be made by the Central Office for the orders placed in the state of Maharashtra and the remaining payments shall be made by nodal Divisional Offices of LIC for respective states for where the services are being provided.	Request you to please modify as site wise billing and centralized collection of payments	Please be guided by the RFP
19	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(a) Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 63 days from the date of issue of Purchase order.	Please revise the clause as: a) Delivery, installation and integration(with the current setup) of the ordered equipments should be completed within 90 days from the date of issue of Purchase order. We want you to consider the current pandemic scenario as it will affect the delivery timeline as OEM supply chain is impacted. Also the implementation activity might take a hit due to some unforeseen issues in this COVID phase.	Please be guided by the RFP

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20	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(a) Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	The bidder should ensure to maintain the standby networking devices as part of the Business Continuity plan for minimum of 100 critical branches for which LIC may ask to deliver and implement the standby within 12 to 15 days from the date of issued purchase order and critical branch details provided by LIC officials. Extension for the installation and integration to be increase to 90 days from the date of purchase order. If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.	Please be guided by the RFP
21	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(c) Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.	Date of installation of the last component under a particular Purchase order will be taken as the date of delivery -How the date of installation is considered the date of delivery as the payment is 80% on delivery. If there is Operational dependancy from LIC side/ branch for delivery an installation then should not be penalised.	Please be guided by the RFP

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22	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(d) Delay in delivery, installation and integration beyond 63 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 64th 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.	Penalty on delivery and the installation to be separately considered and extension of 90 days to be provided. If there is Operational dependency from LIC side/ branch for delivery an installation then should not be penalised.	Please be guided by the RFP
23	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	(e) However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:-	If there is Operational dependency from LIC side/ branch for delivery an installation then should not be penalised.	Please refer to the SNR Clause
24	28	3) Delivery & Installation schedule and Penalty applicable (in case of a delay):	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO.	Please be guided by the RFP
25	28	5) Installation of the equipments:	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.e. 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.	Instead of vendor LIC concerned team should provide the site ready status to vendor to start the implementation, as per the prerequisite checklist provided by the vendor which includes adequate Space, UPS/Power, Earthing, Air Conditioning, rack space, Power sockets, etc.	Please be guided by the RFP

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26	28	New Recommendation	The DO router should connect minimum two physical routers through physical ports to achieve Active-active HA resiliency on day 1	This will allow LIC to achieve high resiliency and increased system expandability while having simplified configuration management for two routers in HA. This is highly recommended feature for DO and DC location (critical locations) for having best in class HA and uptime.	Please be guided by the RFP
27	28	3.d	Delay in delivery, installation and integration beyond 63 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 64th 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.	Please amend as "Delay in delivery, installation and integration beyond 84 days will attract a penalty 0.1 % of the cost of all the items ordered for that location, per day from the 85th day till the date of installation/integration subject to a maximum of 5% of the total cost of items for that location under the PO."	Please be guided by the RFP
28	28	3.A Delivery & Installation schedule and Penalty applicable (in case of a delay):	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 63 days from the date of issue of Purchase order.	Request you to amend the clause as mentioned below: Delivery within 72 days, installation and integration(with the current setup) of the ordered equipment's should be completed within 84 days from the date of issue of Purchase order.	Please be guided by the RFP

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29	28	4.E Site not ready (SNR) cases:	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 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)	Request you to amend the clause as mentioned below: 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 equipment's 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 0.1% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 5% of the cost of that item(s)	Please be guided by the RFP
30	28	Delivery & Installation schedule and Penalty applicable	Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.	Request you to amend the clause as mentioned below: Date of installation of the each component will be taken as installation for the particular component for the payment.	Please be guided by the RFP

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31	28	Delivery & Installation schedule and Penalty applicable	Delay in delivery, installation and integration beyond 63 days will attract a penalty 0.2 % of the cost of all the items ordered for that location, per day from the 64th 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.	Request you to amend the clause as mentioned below: Delay in delivery, installation and integration beyond 94 days will attract a penalty 0.1 % of the cost the items ordered , per day from the 95th day till the date of installation/integration subject to a maximum of 5% of the cost of items	Please be guided by the RFP

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32	28	Delivery & Installation schedule and Penalty applicable	However, equipment's/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:- i. LIC may cancel the purchase order placed which will be conveyed to the vendor in writing. ii. The penalty clause as mentioned in point no.-(d) above will be applicable. iii. Deductions of penalty will be made from any amount payable to the vendor by LIC. iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid. v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai. vi. Termination of contract and black listing.	Request you to please remove this clause	Please be guided by the RFP

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33	28	Installation of the equipment's	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.e. 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.	If any delay from the LIC end should not be consider in the LD penalty calculation	Please be guided by the RFP
34	29	7) End-of-Support / Life case (EoL) items:	LIC may place repeat orders for additional hardware/components as and when required by LIC as per the rates available in the "Contract/Rate-contract" and approved by LIC.	Request LIC to reduce the repeat order validity. Same should be applicable maximum for a period of 120 days from the price discovery date only.	Please be guided by the RFP

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35	29	7) End-of-Support / Life case (EoL) items:	LIC may place repeat orders for additional hardware/components as and when required by LIC as per the rates available in the "Contract/Rate-contract" and approved by LIC. With respect to such orders, if any equipment/component, quoted by vendor in the technical/commercial bid, is declared as End-of-Sale (EoS)/Life (EoL) by the OEMs, vendor has to supply a suitable substitute of the equivalent/component with similar or higher specifications supporting all the required interfaces and feature sets at the same cost to LIC in place of the original product given in the bid document submitted by the vendor. The replacement model specifications have to be validated by OEM as the same or higher in writing. Such replacement equipments should support all the cards/modules etc. and should not have any adverse effect on functioning/functionalities/features on the LIC's Network.	Request LIC to confirm maximum timeline when can they place the last repeat order. We request LIC to restrict the timeline for 1 year from the date first purchase order placed.	Please be guided by the RFP

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36	29	7) End-of-Support / Life case (EoL) items:	LIC may place repeat orders for additional hardware/components as and when required by LIC as per the rates available in the "Contract/Rate-contract" and approved by LIC. With respect to such orders, if any equipment/component, quoted by vendor in the technical/commercial bid, is declared as End-of-Sale (EoS)/Life (EoL) by the OEMs, vendor has to supply a suitable substitute of the equivalent/component with similar or higher specifications supporting all the required interfaces and feature sets at the same cost to LIC in place of the original product given in the bid document submitted by the vendor.	End of sale period will not be applicable through out the contract period. End of support / End of Life period will be applicable for the product for the contract period. Request LIC to do the changes accordingly	Page 29 , End-of-Support / Life case (EoL) items Clause Deleted
37	30	New Recommendation	DCDR-Router	The DC/DR router should connect minimum two physical routers through physical ports to achieve Active-active HA resiliency on day 1	Please be guided by the RFP

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38	33	16 (1)	Subject to Clause 2 below, Vendor will undertake to indemnify LIC from and against all Losses on account of bodily injury, death or damage to tangible personal property of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or willful default in performance or non-performance under the contract. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, Patent or trade secret of any third party, the Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.	Airtel shall not be liable for any cost to the customer in any manner whatsoever for any loss of profits, goodwill, consequential losses (including any actions brought by a third party), whether direct or indirect.	Please be guided by the RFP
39	35	25.1 Variations proposed by LIC	LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 10% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 10% will be informed to the vendor in writing. If LIC wants to vary the Services:	Any change in scope of work will have propositional change in commercials . Same need to be mutually agreed by both the parties. Request LIC confirmation on this.	Changes if any , will pertain to services aspect.
40	35	Point 23 Subcontracting	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	Request you remove this clause	Please be guided by the RFP

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41	38	31	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	The exception of "limitation shall not apply to the cost of repairing or replacing defective equipment" should be removed, since in any case the liability shall not exceed the total fees paid to the bidder by customer in the twelve months immediately preceding the date of the claim	Please be guided by the RFP

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42	40	37	Right to terminate If Vendor fails to comply with the clause 4.8 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days. 37.2 Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services	No Termination for convenience: Customer cannot exit from the contract for convenience or Business reason during the service order term. In all such cases, Exit penalty of the amount equal to remaining term of the order will be payable in case of early exit - this needs to be clearly included.	Please be guided by the RFP
43	43	scope of work 1) 7)	If required by LIC, the vendor may have to migrate the routing protocol from EIGRP to some open standard routing protocol and retain all existing routing patterns and functionalities. This will include complete study of the existing network, network changes being proposed benchmarking, documentation, testing and actual migration of the routing protocol in the entire network of LIC.	The prior scope for the same to be clearly defined by LIC.	Please be guided by the RFP

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44	43	scope of work 1) 6)	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	The seamless integration of the new devices with existing equipments/components/software are subjective to the compatibility of the existing equipments/components/software.	Please be guided by the RFP
45	43	Section-E: SCOPE OF WORK	10) The bidder shall be responsible to provide within scope of work all facilities like labour, transportation, tool Kits, testing equipment, cables, connectors, power cords etc. which is necessary for successful deployment of solution.	Request to remove this clause as network solution is already deployed by LIC & not done by bidder in this RFP.	Please be guided by the RFP
46	43	Section-E: Scope of Work 12, 13, 14 & 15	12) Crimping of LAN cables (Rack end) with appropriate RJ45 connectors (if required) for Router termination. 13) Termination of LAN cables on Router and end to end testing 14) Looping of cables from Router to patch panels (if required) 15) Looping of cables from Router to switch.	Sify request LIC to remove the LAN cabling from bidder's scope and it shall be completely under LIC responsibility.	Passive materials as mentioned in the RFP is for providing uplink and connectivity to other Network devices will have to be provided by the Vendor

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47	43	Section-E: SCOPE OF WORK	16) Vendor has to do end-to-end configuration of network devices, designing, implementation and customization of network level policies as per LIC's requirements.	Configuration details will be provided by LIC. Please confirm.	Please be guided by the RFP
48	43	Section-E: SCOPE OF WORK	5) Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/components/software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integration with existing network setup of LIC; the same has to be provided at no additional cost to LIC.	Bidder is providing th devices as per the RFP. Configuration & Integration details to be provided by LIC and bidder will configure as per the guidelines provided by LIC.	Please be guided by the RFP
49	43	Section-E: SCOPE OF WORK	6) LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP

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50	43	scope of work 1) 5)	Devices/ Equipments/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipments/components/Software etc. and also without requirement of downgrading or upgrading of existing equipments/ components/software used by LIC. However, if any additional equipments/components/Software etc. is required for seamless integration with existing network setup of LIC; the same has to be provided at no additional cost to LIC.	The seamless integration of the new devices with existing equipments/components/software are subjective to the compatibility of the existing equipments/components/software.	Please be guided by the RFP
51	43	9) SCOPE OF WORK	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	Vendor should be responsible for the those equipments which are supplied & installed by him. Request to remove the mention of previous suppliers.	Clause modified to "The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him under this RFP ."

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52	43	scope of work 1) 9)	The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him or previous suppliers.	Please revise the clause as: The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him only under this RFP.	Clause modified to "The vendor will be responsible for ensuring end-to-end maintenance of Network/equipments and also undertake all the post failure repair/replacement of all equipments/components supplied & installed by him under this RFP ."
53	43	Section-E: Point 6 SCOPE OF WORK	LIC is re-designing its network architecture and the vendor has to do end to end configuration of the network devices, designing, implementation and customization of the network as per LIC's requirement. This may involve configuration of network routers which are already there in the existing network. LIC will make available to the vendor the configuration management tools present with it.	As Current Setup of LIC is too big/ complex , so we request you to please provide more time to do this without LD .	Please be guided by the RFP
54	43	Section-E: Point 13 to 16 SCOPE OF WORK	Crimping of LAN cables (Rack end) with appropriate RJ45 connectors (if required) for Router termination. Termination of LAN cables on Router and end to end testing Looping of cables from Router to patch panels (if required) Looping of cables from Router to switch.	Request you to please specify the quantity	Passive materials as mentioned in the RFP is for providing uplink and connectivity to other Network devices will have to be provided by the Vendor

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55	43	Section-E: SCOPE OF WORK	To supply, commission, install, test, configure, integrate with the corporate network/solution and support the networking/other equipment's/solutions as per the RFP which are approved/ procured by LIC, at various locations identified by LIC. Site wise purchase orders will be issued by LIC and implementation has to be done as per the requirements of LIC.	Request you to please provide more clarity on integrate with the corporate network/solution and support the networking/other equipment's/solutions	Please be guided by the RFP
56	43	Section-E: SCOPE OF WORK	Devices/ Equipment's/Components/ Software supplied under this RFP should seamlessly integrate with existing network setup of LIC without requiring purchase of additional equipment's/components/Software etc. and also without requirement of downgrading or upgrading of existing equipment's/ components/software used by LIC. However, if any additional equipment's/components/Software etc. is required for seamless integration with existing network setup of LIC; the same has to be provided at no additional cost to LIC. In such cases, the balance 20% payment on delivery will made after the vendor demonstrate seamless integration of the router/equipment/component etc.	Request you to please provide the details of existing setup with the new hardware integration need to be done	Please be guided by the RFP

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57	44	Section-E: SCOPE OF WORK	28) The vendor has to act as a technical-advisor for evaluation of new technologies, routing-protocols/migration, in LIC, suggest best, cost-effective and feasible mode of connectivity etc. if required by LIC. Necessary resources (including Level-3 support) have to be deployed by the vendor for technical assistance along with the detailed documentation. No additional cost will be payable by LIC.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP
58	44	Section-E: SCOPE OF WORK	30) The vendor has to conduct an onsite detailed design workshop to gather data and initiate the network detailed design development process, which may include, review and evaluation of LIC network documentation and existing LIC network designs, verification that the chosen platforms, features, and objectives, completion of the detailed design discovery checklist, where applicable, to integrate technical requirements and design goals into the low level design, gathering of information on the application, setup and network design etc. that may be required for implementations.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP
59	44	Section-E: SCOPE OF WORK	31) The vendor has to prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP

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60	44	Section-E: SCOPE OF WORK	32) The vendor has to design and document a Project implementation plan with significant milestones marked on it.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP
61	44	Section-E: SCOPE OF WORK	33) Create Low Level Design Document: The vendor should prepare a OEM validated Low Level Design document that typically includes: • Network logical and physical topology • Scalability and redundancy (considering the end-to-end setup) • Security considerations such as authentication, VLANs, subnet isolation, and so on • Hardware and software protocols, features, and functions recommendations • Required changes to network infrastructure to accommodate the Low Level Design.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP

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62	44	Section-E: SCOPE OF WORK	34) Present and Discuss Low Level Design: • Integrates technical requirements and design goals into LIC network infrastructure design with the OEM certified/validated and proven design principles. • Minimizes expensive, time-consuming, and network-intrusive redesign by helping ensure proper design early in the lifecycle of Network. • Proactively improves the performance, resiliency, and availability of LIC network infrastructure & its services • Identifies potential security risks, helping LIC to take appropriate, corrective action to reduce the risk of network /service downtime.	Request to remove this clause as network redesign is not done by bidder in this RFP.	Please be guided by the RFP
63	44	scope of work 1) 22)	If required by LIC, vendor shall arrange to shift the equipment and install and commission the same at the shifted location depending upon the need and at no extra cost to LIC (only transportation cost, taxes, Octroi, insurance as per actual will be borne by LIC).	The internal shifting of the devices to be carried out by LIC only.	Please be guided by the RFP

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64	44	Section-E: Scope of Work 21	LIC will also have periodic review of technology and may consider an alternate model in consultation with the OEM in case of need. In case a product or part of the product (component) which has been quoted for a certain cost/free of cost, is rendered End-of-Sale (EoS) / End-of-Life or Support (EoL) during the contract period, a substitute of equivalent or higher capacity should be provided at the same cost/free of cost to LIC in place of the original product given in the bidding document submitted by the vendor. The replacement model specifications have to be validated by OEM as the same or higher. Such equipments should support all the existing components and should not have any adverse effect on functioning or restrictions in functionalities on LIC's Network as a result of supply of such equipments.	Please delete this clause, as Vendor do not have any control on OEMs strategy of announcement of End of Sale / End of Life for any Product.	Clause 21, Page 44 deleted
65	44	scope of work 1) 29)	Maintenance or re-deployment of IPSec encryption solution. In case for any reason the vendor chooses to re-deploy the existing tunnel-less encryption solution it should be equivalent to the existing tunnel-less solution and shall match all functional and security parameters .	Please clarify - keep records and controls of migration to IPv6, Backup of the same to be stored on LIC cloud?	Please be guided by the RFP

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66	44	Section-E: Scope of Work 31	The vendor has to prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Sify request LIC to share the existiing WAN link & Router inventory since the proposed new Router shall be integrated with existing Router. Also give clarification on OEM certified.	The details will be shared with the winning bidder .
67	44	1) 35)	The vendor may have to do a POC, at LICs request, in Mumbai for all models of equipment supplied, before the supply of the Network equipments.	POC time farme, Before or After the PO please clarify locations, POC scope, etc.	The vendor may have to do a POC, at LICs request, in Mumbai for all models of equipment supplied, before placing the purchase order .
68	44	scope of work 1) 24)	Vendor should maintain adequate functional spares at each of their service-centers so as to meet uptime commitment for each office of LIC. Vendor shall submit location-wise list of such spares to LIC (CO and Zones) at beginning of every Quarter.	Adequait standby equipments/parts/spares to be kept ready by the vendor in case there is delay in the RMA.	Please be guided by the RFP
69	44	Section-E: SCOPE OF WORK	If required by LIC, vendor shall arrange to shift the equipment and install and commission the same at the shifted location depending upon the need and at no extra cost to LIC (only transportation cost, taxes, Octroi, insurance as per actual will be borne by LIC).	Request you to please fix some percentage for shifting and above the same it should be on chargeable basis.	Please be guided by the RFP
70	44	Section-E: SCOPE OF WORK	Vendor should maintain adequate functional spares at each of their service-centers so as to meet uptime commitment for each office of LIC. Vendor shall submit location-wise list of such spares to LIC (CO and Zones) at beginning of every Quarter.	Request LIC to please specify the no of spare which bidder need to maintain	Please be guided by the RFP

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71	45	3. On-site support (Facility management)	As part of On-site support, the vendor should post L1 engineers	Please specify the timeframe for the engineers to be deployed.	Please be guided by the RFP
72	45	2. Service-Delivery and Project Management	The onsite Service-Delivery Manager will be required to be posted for the entire contract period and has to sit on site at LIC-CO-IT, Mumbai office.	Details missing in commercial bid. Please include the line item for service delivery manager costing in commercial bid.	The onsite Service-Delivery Manager will be required to be posted for the entire project implementation period i.e. delivery and installation of the routers.
73	45	Service-Delivery and Project Management:	The onsite Service-Delivery Manager will be required to be posted for the entire contract period and has to sit on site at LIC-CO-IT, Mumbai office.	Commercial NPV files doesn't have line item for SDM. Request to please add.	The onsite Service-Delivery Manager will be required to be posted for the entire project implementation period i.e. delivery and installation of the routers.
74	45	2. Service-Delivery and Project Management:	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire contract period and has to sit on site at LIC-CO-IT, Mumbai office.	Please revise the clause as: The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire implementation period and has to sit on site at LIC-CO-IT, Mumbai office.	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract. The detail of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The onsite Service-Delivery Manager will be required to be posted for the entire project implementation period i.e. delivery and installation of the routers and has to be on site at LIC CO-IT, Mumbai office.

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75	45	2. Service-Delivery and Project Management:	The vendor has to nominate a zonal account manager at zonal headquarters during the project implementation phase. The Zonal Account Manager will be required to meet the respective Regional Managers (IT) on a weekly basis for the during the project implementation phase at the Zonal headquarters on a mutually convenient date to sort out the regional service issues. The first such meeting with the Regional Manager (IT) should be held within 2 weeks from the date of receipt of the first Purchase Order by the vendor. The vendor should submit the name & the latest contact details of service engineers and escalation matrix during each such meeting. The minutes of the meeting shall be signed by RM (IT) and the above Zonal Account Manager.	AS SDM is already deployed please remove this clause.	Clause Deleted
76	46	3. On-site support (Facility management)	b) The vendor will also have to earmark an Offsite L2 Network Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose.	Request to remove this clause as bidder is providing only SDM & L1 resources. This clause is more to do with end-to-end network integration.	Please be guided by the RFP

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77	46	2. Service-Delivery and Project Management:	d) LIC may increase/decrease the number of onsite resources (L1), as per LIC's need and experience, anytime during the contract period with one month prior notice to vendor.	Please specify the exact number of resource (L1) required in responses to the queries.	Please be guided by the RFP
78	46	Submission of CV, selection of the onsite Engineers by LIC, other conditions	d. Shortlisted candidates may also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.	Request to remove this clause as the standby resource will be made available from the shared pool for the duration of absence of onsite resource.	Standby resource can be a part of shared pool . However other provisions of the Clause apply .
79	46	4. Responsibilities of on-site Level-one (L1) resource:	The responsibilities of L1 engineer as a part of On-Site support are as follows (list is indicative and not exhaustive : a) Day-to-day maintenance of the network equipments etc. under the entire zone, covered under the scope of this RFP	Does this mean that bidder to provide resource zone wise or only at central site?	Only at Central Site
80	46	4. Responsibilities of on-site Level-one (L1) resource:	The responsibilities of L1 engineer as a part of On-Site support are as follows (list is indicative and not exhaustive : h) Monitoring of QOS performance	Bidder is providing th devices as per the RFP. Hence onlt device monitoring will be under the scope of bidder at not the network performance. Hence request to remove this clause.	Please be guided by the RFP
81	47	7. Warranties	The offer must include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases	Request LIC to consider the warranty start date from the installation date or 90 Days from the delivery date which ever earlier.	Please be guided by the RFP

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82	48	Section-F: Payment Terms Payment terms for Purchase orders:	(a) For 90% Payment against delivery and installation For balance 2 % Payment each year:	We request LIC to Please make Delviery and Installaiton as separat epayment terms for hardware, not as combined. 80% of the payment will be made on Delivery. 20% payment will be made on installation.	Please be guided by the RFP
83	48	Section-F: Payment Terms Payment terms for Purchase orders:	(a) For 90% Payment against delivery and installation For balance 2 % Payment each year:	payment for On-site engineer (FMS)support is not mentioned	Kindly refer to the revised payment terms
84	48	Section F: Payment Terms	(a) For 90% Payment against delivery:		Please be guided by the RFP
85	48	Section-F: Payment Terms	(e) 90% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR)and Installation Report	Request to consider following: 80% on the delivery & 10% on installation	Please be guided by the RFP
86	48	Section F: Payment Terms	(e) 90% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR)and Installation Report (f) Balance 10% payment will be made in five installments, each of 2%at the end of every year from	REvise the clause as: e) Revise the clause as: 90% of the payment will be made on Delivery on submission of Invoice cum delivery Challan etc. Delivery Report (DR)and f) Balance 10% payment will be made on Installation of the equipments/components (including SNR)	Please be guided by the RFP

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87	48	Section-F: Payment Terms	Balance 10% payment will be made in five installments, each of 2% at the end of every year from the date of issue of purchase order.	Request to consider following: 2% at the start of year starting 2nd year onwards	Please be guided by the RFP
88	48	Section-F: Payment Terms	Balance 10% payment will be made in five installments, each of 2% at the end of every year from the date of issue of purchase order.	Either to hold 2% payment each for 5 years or to take Bank Guarantee only not both	Please be guided by the RFP
89	48	Section F: Payment Terms	Invoice cum delivery Challans for each of the concerned sites signed by the respective	Instead of Hard copy of invoice cum delivery challan, Soft copy to be provided by the vendor and accepted by LIC considering the delivery as the couriered service providers will provide only POD (proof of delivery) scanned copies as per their standard Indian procedure. Hence soft copy of the DC cum Invoice to be accepted by LIC. As per the Ministry of Commerce payments to MSME has to get cleared in 45 days and due to the various operational challenges the submission of DC cum invoice hard copy will become a problem considering the current pandemic scenario.	Please be guided by the RFP
90	48	Section F: Payment Terms	LIC's official with name, designation, date and stamp etc.	The Invoice cum delivery challan will be signed by the concerned details provided by LIC along with the delivery addressed for the respective locations, in case of transfer of the LIC official then the changeover on duty official will sign the Challan or invoice	Please be guided by the RFP

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91	48	Section F: Payment Terms	Proof of back lining of equipments with the OEM	Contract copy from the OEM will be provided as proof of backlining	Please be guided by the RFP
92	48	Section F: Payment Terms	Proof of warranty.	Please clarify what kind of warranty support required from OEM and the product carries 3 months of warranty for dead on arrival equipments.	The warranty will include back-lining with OEM along with highest level of OEM support
93	48	Section-F: Payment Terms	80% of the payment will be made on Delivery and Installation of the equipment's/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report	Request you to please amend the clause as below 80% of the payment will be made on Delivery of the equipment's/components at site submission of Invoice cum delivery Callan etc. Delivery Report (DR).	Please be guided by the RFP
94	48	Section-F: Payment Terms	(a) For 80% Payment against delivery: point no 7 Satisfactory Proof of Commissioning verified by LIC official.	Request you to please remove this clause	Please be guided by the RFP
95	49	Section-F: Payment Terms TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. Delivery Schedule (from Date of Acceptance of Purchase Order) - 9 Weeks	Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP. Delivery Schedule (from Date of Acceptance of Purchase Order) - 16 Weeks Installation Schedule (from Date of Acceptance of Purchase Order) - 30 Weeks	Please be guided by the RFP

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96	49	Section G Sr. 1	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 63 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	Delivery, installation and integration (with the current set up) of the ordered equipments should be completed within 90 days from the date of issue of Purchase order. The DOA cases shall be dealt with in the allowed 56 days period from the date of issue of the purchase order.	Please be guided by the RFP
97	49	Section G Sr.4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	As per your requirement you need 24X7X4 support to deliver the equipment, please clarify as the 8 hours delivery SLA is post complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?	Please be guided by the RFP
98	49	Section G Sr.5	In case a call remains unresolved more than 7-days then LIC reserves the right to get it repaired or hire such equipments.	Please clarify if there is operational dependancy from LIC, how to justify?	Delay due to dependancy from LICs side will not be penalised . However the same should be well documented. The onus of documentation lies with the vendor.
99	49	Section G Sr.6	In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.	Do you mean the RMA of the equipment post 3 failures, please clarify?	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
100	49	Section G sr.2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt /notice of the complaint, after the complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?	Please be guided by the RFP
101	49	Section G Sr.3	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint.	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint, after the complain/ TAC case logged/ confirmed by the OEM for the replacement/ RMA?	Please be guided by the RFP
102	49	Section-F: Payment Terms TIME SCHEDULE FOR DELIVERY AND INSTALLATION	Onsite support - 6weeks	Onsite support - 12 weeks	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
103	49	G.1.2	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint. 0.5% of the cost of all the components of the breakdown item (affected device) ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.	Please amend as "0.1% of the cost of all the components of the breakdown item (affected device) ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO."	Please be guided by the RFP
104	49	G.1.3	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint. 0.2% of the cost of all the components of the malfunctioning appliance 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 amend as "0.1% of the cost of all the components of the malfunctioning appliance ordered for that location per each hour of delay or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO."	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
105	49	G.1.4	Failure to provide standby equipments in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint. 0.5% of the cost of all the components of the item for which standby equipment has to be provided, for 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.	Request customer to increase timeline from 8 hrs. to 72 hrs. Please amend as "0.1% of the cost of all the components of the item for which standby equipment has to be provided, for each hour of delay or part thereof subject to a maximum of 5% of the total cost of items for that location under the PO."	Please be guided by the RFP
106	49	Page no 49 TIME SCHEDULE FOR DELIVERY AND INSTALLATION	1.Delivery and Installation of equipments and licenses (if any) as per the technical specification and scope of work mentioned in this RFP.- 9 Weeks	Request you to please amend the clause as below 1.Delivery of equipment's and licenses (if any) as per the technical specification and scope of work mentioned in this RFP with in 10 to 11 Weeks and installation within 12 to 14 weeks	Please be guided by the RFP
107	49	Page no 49 Section-G: Service Level Agreement (SLA)	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint.	Request customer to increase the timeline from 8 hrs. to 72 hrs. (post ticket logged in system)	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
108	49	Page no 49 Section-G: Service Level Agreement (SLA)	Delay in posting of on-site support Personnel beyond six weeks from the date of issue of purchase order for onsite support. Fine rs 500/per day	request to make the fine Rs 500/week	Please be guided by the RFP
109	49	Point 5 to 20	Multiple penalties	Request to cap all the penalties combined to a max of 5% of QRC.	Please be guided by the RFP
110	49	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	1.Delivery and Installation of equipment's and licenses (if any) as per the technical specification and scope of work mentioned in this RFP.- 8 Weeks	Request you to please amend the clause as below 1.Delivery of equipment's and licenses (if any) as per the technical specification and scope of work mentioned in this RFP with in 10 Weeks and installation within 12 to 14 weeks	Please be guided by the RFP
111	49	Section-G: Service Level Agreement (SLA)	0.2% of the cost of all the items ordered for that location, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total cost of items for that location under the PO.	Request you to please amend the clause as below 0.1% of the cost of all the items ordered for that location, per day from the 129 th day till the date of installation/integration subject to a maximum of 5% of the total cost of undelivered items for that location under the PO.	Please be guided by the RFP
112	49	Section-G: Service Level Agreement (SLA)	2 In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified/replaced within 8 working hours of the receipt/notice of the complaint.	request customer to increase the timeline from 8 hrs. to 72 hrs. (post ticket logged in system)	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
113	49	Section-G: Service Level Agreement (SLA)	0.5% of the cost of all items ordered for that location per each hour of delay beyond 8 working hours or part thereof subject to a maximum of 10% of the total cost of items for that location under the PO.	request customer to reduce the penalty from 0.5% to 0.1% on delay in fixing the issue reported on Quarterly AMC cost subject to a maximum of 5 % of AMC cost Quarterly	Please be guided by the RFP
114	49	Section-G: Service Level Agreement (SLA)	4 Failure to provide standby equipment's in case of exclusions mentioned in the RFP within 8 working hours of receipt/notice of complaint.	request customer to increase timeline from 8 hrs. to 72 hrs. and change the penalty also as 0.2% of the cost of AMC per day of delay or part thereof subject to a maximum of 5% of the total cost of AMC quarterly	Please be guided by the RFP
115	49	Section-G: Service Level Agreement (SLA)	6 In case of 3 consecutive failure of any equipment during the warranty period, the bidder will have to replace the equipment with an equal or higher configuration unconditionally at no extra cost within 15 days after the resolution of the equipment as per the Service Levels.	request customer to keep the HW in network rack and in duct free environment so the HW do not get damaged.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
116	50	Exclusions b)	(b) Fresh order will be placed by LIC with the vendor for the supply of the lost/damaged equipment as per the approved rates. Monthly rental as 5% of the LIC-approved-cost for that particular equipment/component will be payable by LIC to the vendor for the equipment supplied as standby in lieu of the Lost/Damaged equipment till the replacement of equipment on permanent basis is provided or the original equipment/s is/are re-installed after necessary repairs.	The government duties and USD structure is not in the control of Bidder, hence the new procurement prices will be as per the revised USD/MRP/Government duties and tax structure.	Please be guided by the RFP
117	50	Section G Sr.13	Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.	Please be guided by the RFP
118	50	Section G Sr. 9	Delay in submitting a list of support center addresses, contact person & the resolution/response/escalation matrix for locations as mentioned in RFP beyond 4 weeks	The bidder should provide the details of support engineers PAN India Instead of Support centers, also bidder can provide the details of Branch offices and Head offices respectively. As the Support SLA can be met with the engineers.	Please be guided by the RFP
119	50	Section G sr.20	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 30 days.	Please clarify the change parameters of the onsite SDM and engineer's ? on what parameters the change will get measured ?	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
120	50	Section G sr.19	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed	It is atated 8 weeks - 56 days to complete the delivery and installation from the date of PO then the SDM and L1 & L2 engineers to be deployed for how long it is until the 56 days (or the project time frame) or for 5 years contract period or 1 year, please clarify ?	Please be guided by the RFP
121	50	Section G sr.18	In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.	Please specify the timeframe for the engineers to deployed.	Please be guided by the RFP
122	51	Exclusions	All response times mentioned above includes travel time of Engineers also.	please clarify the SLA once again as the 8 working hours should be post indetifying the issue/problem and case logged for the resolution. The start of 8 hours SLA is after the Case logged with the respective OEM for the replacement of the product. Or 24x7x4 SLA is required by LIC please clarify?	Please be guided by the RFP
123	51	Exclusions	The Bidders should keep spare units at appropriate locations to meet the Service Level Agreement (SLA) requirements. The address & number of units reserved should be indicated in the offer. This stock will be subject to periodic inspection by LIC. Non-compliance will invite penal action or disqualifications.	Dedicated spare's and equipments are required for LIC only please clarify ? Spare units can be maintained any where by the bidder to meet the SLA as per bidders convenience.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
124	51	Exclusions	To complete the work at the site / branch within the stipulated timeframe, Successful Bidder"s/ Vendor"s engineers have to visit the site multiple times at no extra cost.	Post identifying the issue, if the onsite engineer is required to visit the site and if there is any kind of dependency from LIC to complete the activity within that stipulated timeframe then LIC will pay additional cost consideration to the on demand additional support from the vendor as the activity could not get completed due to dependency from LIC side, please clarify? LIC can provide a pre-checklist criteria with a mutual discussion with Vendor which has to be verified by the respective onsite branch concerned official before schedule of activity.	Please be guided by the RFP
125	62	NON DISCLOURE Agreement	Respondent agree that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of three years thereafter regardless of any prior termination of this NDA.	Respondent agree that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of three years thereafter .	Please be guided by the RFP
126	12 & 54	Section-B: ELIGIBILITY CRITERIA Financial Strength of the Bidder	Bidder should have minimum annual turnover of Rs.10 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Bidder should have minimum annual turnover of Rs. 500 Crores in each of the last three Financial Years immediately preceding the date of this RFP.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
127	Section-F: Payment Terms	90% of the payment will be made on Delivery and Installation of the equipments/components (including SNR) and submission of Invoice cum delivery Challan etc. Delivery Report (DR) and Installation Report	please make it 80% on Delivery and 20% on Installation		Please be guided by the RFP
128		3) Delivery & Installation schedule and Penalty applicable (in case of a delay): point a	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 63 days from the date of issue of Purchase order.	we would request you to kindly extend this by 75 Days from Issue of PO	Please be guided by the RFP
129		General	Site readiness	LIC has to ensure the site readiness before Service provider depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on Service Provider .	Please be guided by the RFP
130		General	Acceptance criteria	We request LIC to please specify the acceptance criteria	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
131		General	First level troubleshooting	In case of connectivity down, FLT will be done by the LIC spoke available at site. No downtime will be attribute to Service Provider incase the local person is not available at site or on site access is not available for the Service Provider engineer to check after the FLT.	Please be guided by the RFP
132		General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the LIC with the Service Provider central helpdesk. Service Provider will share the monthly uptime report with the LIC where all the SR will be captured along with detailed RFO/RCA.	Please be guided by the RFP
133		General	Man Power	Request LIC to provide more clarity if any resource is require from the service provider side ,if yes then please share the job responsibility also .	Please be guided by the RFP
134		General	Regulated Power supply (AC) /Earthing	We assume that UPS power and earthing will be provided by the LIC.	Yes
135		General	Connectivity up to LAN	We assume that Lan connectivity will be in LIC SOW	Please be guided by the RFP
136		General	Installation space and access	we assume installation space and access will be provided by the LIC	Yes
137		General	Rack Space	We assume that Rack will be provided by the LIC to install the router at each site	Yes

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
138	1	DC DR Router	The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of 12 GB of the active DRAM for the forwarding processor . This should be available from day one .	Please do clarify w.r.t the " 12GB of active DRAM for the forwarding processor to be available from day 1". In a modular router, in addition to the control plane, there are multiple cards/modules that form a part of the data plane (configured as per the port requirement) which means the active DRAM mentioned (12GB) should be present on each forwarding data card/ processor?	The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed, the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of total of 12 GB of the active DRAM for all the forwarding processors put together . This should be available from day one . Please refer to the revised technical specifications .
139	2	DC DR Router	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralize based architecture controller that can : End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality Application aware Zone based firewall Provide Application visibility per Branch	Basis our understanding of the clause, does this mean we need to provide hardware that support these futuristic trends from Day 1. LIC could look at software/ license to support these features at a later date on the same appliance.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
140	3	DC DR Router	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers.	Please do clarify whether the following " key security features" are a requirement of LIC from Day 1/ Next 5 years on the devices being proposed as a part of this RFP? Invalid SPI Recovery: #As a part of this feature, the GM devices will detect any inconsistency in the network, the GMs will auto detect inconsistencies and re-register to the Key servers and download new keys. #G-IKEv2 support between KS and GM communication. #PFS (Perfect forward security) is one of the features being implemented to further enhance the security #Time based anti replay #Certificate based IKE authentication #Support for YANG Models #Suite-B algorithms support as a part of GET VPN	Please be guided by the RFP
141	4	DC DR Router	Modular hardware architecture of the chassis	Request the bank to modify the clause to " Modular or fixed hardware architecture"	Please be guided by the RFP
142	5	DC DR Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	The models being proposed are older and hence request you to remove this clause	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided . Please refer to the revised technical specifications.

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
143	6	DO Router	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralize based architecture controller that can : End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality Application aware Zone based firewall Provide Application visibility per Branch	Basis our understanding of the clause, does this mean we need to provide hardware that support these futuristic trends from Day 1. LIC could look at software/ license to support these features at a later date on the same appliance.	Please be guided by the RFP
144	7	DO Router	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers.	Please do clarify whether the following " key security features" are a requirement of LIC from Day 1/ Next 5 years on the devices being proposed as a part of this RFP? #Invalid SPI Recovery: As a part of this feature, the GM devices will detect any inconsistency in the network, the GMs will auto detect inconsistencies and re-register to the Key servers and download new keys. #G-IKEv2 support between KS and GM communication. #PFS (Perfect forward security) is one of the features being implemented to further enhance the security #Time based anti replay #Certificate based IKE authentication #Support for YANG Models #Suite-B algorithms support as a part of GET VPN	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
145	8	DO Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	The models being proposed are older and hence request you to remove this clause	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .Please refer to the revised technical specifications.
146	9	BO Router	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralize based architecture controller that can : End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality Application aware Zone based firewall Provide Application visibility per Branch	Basis our understanding of the clause, does this mean we need to provide hardware that support these futuristic trends from Day 1. LIC could look at software/ license to support these features at a later date on the same appliance.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
147	10	BO Router	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers.	Please do clarify whether the following " key security features" are a requirement of LIC from Day 1/ Next 5 years on the devices being proposed as a part of this RFP? #Invalid SPI Recovery: As a part of this feature, the GM devices will detect any inconsistency in the network, the GMs will auto detect inconsistencies and re-register to the Key servers and download new keys. # G-IKEv2 support between KS and GM communication. # PFS (Perfect forward security) is one of the features being implemented to further enhance the security # Time based anti replay # Certificate based IKE authentication # Support for YANG Models # Suite-B algorithms support as a part of GET VPN	Please be guided by the RFP
148	11	BO Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	The models being proposed are older and hence request you to remove this clause	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .Please refer to the revised technical specifications.

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149	12	DCDR-Router	The router should be supplied with 8 *10/100/1000 Base T interface+ 8 10GE SFP interface from day 1. The SFP module for 1G and 10G ports needs to be provisioned from Day 1.	Please confirm the type of SFP module for 1G and 10G interfaces to be considered (single mode or multimode). Also the quantities for the 1G and 10G SFP is missing from commerical sheet. Request you to specify the quantities of SFPs .	Provision for both Single and multimode SFP module has to be made . Please refer to the revised technical specifications.
150	15	DCDR-Router	The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of 12 GB of the active DRAM for the forwarding processor . This should be available from day one .	Please change to " The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of 12 GB of the active DRAM across the forwarding processor/processores . This should be available from day one "	The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed, the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of total of 12 GB of the active DRAM for all the forwarding processors put together . This should be available from day one . Please refer to the revised technical specifications .
151	17	DO Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	Please change to "The latest release date of the router model/ router firmware release should not precede eight quarters from the date of the RFP. " For supporting new features in the router, new firmware updates will be realeased by OEMs to support new features with the same router hardware.	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .

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152	17	BO router specifications	The first release date of the router model should not precede eight quarters from the date of the RFP.	Please change to "The latest release date of the router model/ router firmware release should not precede eight quarters from the date of the RFP. " For supporting new features in the router, new firmware updates will be released by OEMs to support new features with the same router hardware.	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .
153	18	New Recommendation	DO Router	The DO router should connect minimum two physical routers through physical ports to achieve Active-active HA resiliency on day 1	Please be guided by the RFP
154	20	DCDR-Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	Please change to "The latest release date of the router model/ router firmware release should not precede eight quarters from the date of the RFP. " For supporting new features in the router, new firmware updates will be released by OEMs to support new features with the same router hardware.	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .
155	20	BO Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	The models being proposed are older and hence request you to remove this clause	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .

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156	20	DC DR Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	The models being proposed are older and hence request you to remove this clause	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .
157	20	DO Router	The first release date of the router model should not precede eight quarters from the date of the RFP.	The models being proposed are older and hence request you to remove this clause	The router model proposed should have the latest IOS installed . In case of any reported issues on the latest IOS the n-1 version should be provided .
158	35	BO router	Router should able to support native integration with cloud based security for future requirement	"Cloud based security" is a very broad based term which covers multiple methodologies and multiple OEMs. Please change to "Router should able to support native integration or integration with cloud based security for future requirement using VxLAN or other technology."	Please be guided by the RFP
159	35	DO Router	Router should able to support native integration with cloud based security for future requirement	Please change to "Router should able to support native integration or integration with cloud based security for future requirement using VxLAN or other technology." Native integration with Cloud based security is OEM specific solution and thus request you to standardize so that we can participate	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
160	60	DCDR router specifications	Router should support minimum 16K queues	Our router support distributed forwarding, In distributed forwarding architecture, number of allowed queues is depend on an interface. We request this clause to be change to" Router should support 4K queues per interface" .	Please be guided by the RFP
161	79	BO router specifications	Support for GETVPN MIBs to get SNMP alerts on management system	Please change to GETVPN MIBs / IKE MIBs to get SNMP alerts on management system. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize it.	Please be guided by the RFP
162	79	DO router specifications	Support for GETVPN MIBs to get SNMP alerts on management system	Please change to GETVPN MIBs / IKE MIBs to get SNMP alerts on management system. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize it.	Please be guided by the RFP
163	83	DCDR router specifications	Support for GETVPN MIBs to get SNMP alerts on management system	Please change to GETVPN MIBs / IKE MIBs to get SNMP alerts on management system GETVPN is a OEM specific protocol and thus request you to standardize so that we can participate	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
164	110	BO router	Bidder should provide reference of proposed OEM router integrated with Cisco GETVPN infrastructure with minimum 500 branches in India	Please change to GETVPN/ Group domain VPN. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize.	Please be guided by the RFP
165	110	BO router specifications	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers and should be implemented	Please change to GETVPN/ Group domain VPN. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize.	Please be guided by the RFP
166	110	DO router specifications	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers and should be implemented	Please change to GETVPN/ Group domain VPN. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize.	Please be guided by the RFP
167	110	DCDR router specifications	AC Power Supply 60 Watt AC version platforms	Please change to 100 - 240 Volt AC Power supply. 60 Watt AC version platforms is very specific and power supply watt requirement varies from OEM to OEM. In our case router Powersupply is min 650 Watt	Clause Deleted. Please refer to the revised technical specifications .
168	111	DO router specifications	Bidder should provide reference of proposed OEM router integrated with Cisco GETVPN infrastructure with minimum 500 branches in India	Please change to GETVPN/ Group domain VPN. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
169	112	BO router	The existing WAN infrastructure runs on eigrp at certain segments. Any proposed model should seamlessly integrate with the same .	EIGRP is OEM specific protocol and thus request you to standardize . We shall ensure that we would do the necessary changes seamlessly to integrate with existing infrastructure	Please be guided by the RFP
170	112	DO router specifications	The existing WAN infrastructure runs on eigrp at certain segments. Any proposed model should seamlessly integrate with the same .	EIGRP is OEM specific protocol and thus request you to standardize . We shall ensure that we would do the necessary changes seamlessly to integrate with existing infrastructure	Please be guided by the RFP
171	114	BO router specifications	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralize based architecture controller that can :	These all are SDWAN features. Request you to confirm if LIC wants these on day one itself without any change of OS and wants to ensure that all other traditional features also be included alongwith these features on day one.	Please be guided by the RFP
172	114	DO router specifications	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralize based architecture controller that can :	These all are SDWAN features. Request you to confirm if LIC wants these on day one itself without any change of OS and wants to ensure that all other traditional features also be included alongwith these features on day one.	Please be guided by the RFP
173	114	DCDR router specifications	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers.	Please change to GETVPN/ Group domain VPN. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
174	115	BO router specifications	End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality	These all are SDWAN features. Request you to confirm if LIC wants these on day one itself without any change of OS and wants to ensure that all other traditional features also be included alongwith these features on day one.	Please be guided by the RFP
175	115	DO router specifications	End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality	These all are SDWAN features. Request you to confirm if LIC wants these on day one itself without any change of OS and wants to ensure that all other traditional features also be included alongwith these features on day one.	Please be guided by the RFP
176	115	DCDR router specifications	Bidder should provide reference of proposed OEM router integrated with Cisco GETVPN infrastructure with minimum 500 branches in India	Please change to GETVPN/ Group domain VPN. Group Domain VPN is open standard and industry standard. GETVPN is a OEM specific protocol and thus request you to standardize.	Please be guided by the RFP
177	115	BO router specifications	BO router	End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality	Please be guided by the RFP
178	115	DO router specifications	DO Router	End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality	Please be guided by the RFP
179	116	DCDR router specifications	The existing WAN infrastructure runs on eigrp at certain segments. Any proposed model should seamlessly integrate with the same .	EIGRP is OEM specific protocol and thus request you to standardize . We shall ensure that we would do the necessary changes seamlessly to integrate with existing infrastructure	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
180	118	DCDR router specifications	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralized based architecture controller that can :	These all are SDWAN features. Request you to confirm if LIC wants these on day one itself without any change of OS and wants to ensure that all other traditional features also be included along with these features on day one.	Please be guided by the RFP
181	119	DCDR router specifications	End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality	These all are SDWAN features. Request you to confirm if LIC wants these on day one itself without any change of OS and wants to ensure that all other traditional features also be included along with these features on day one.	Please be guided by the RFP
182	119	DCDR router specifications	DCDR-Router	End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality	Please be guided by the RFP
183	120	New Recommendation	The DC/DR router should connect minimum two physical routers through physical ports to achieve Active-active HA resiliency on day 1	This will allow LIC to achieve highest resiliency and increased system expandability while having simplified configuration management for two routers in HA. This is highly recommended feature for DO and DC location (critical locations) for having best in class HA and uptime.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
184		DC DR Router	The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of 12 GB of the active DRAM for the forwarding processor . This should be available from day one .	Please do clarify w.r.t the " 12GB of active DRAM for the forwarding processor to be available from day 1". In a modular router, in addition to the control plane, there are multiple cards/modules that form a part of the data plane (configured as per the port requirement) which means the active DRAM mentioned (12GB) should be present on each forwarding data card/ processor?	The router should have a minimum of 16 GB active DRAM from day one . In case a distributed DRAM for the control processor and the forwarding processor is being proposed, the router should have a minimum of 4 GB of active DRAM for the control processor and minimum of total of 12 GB of the active DRAM for all the forwarding processors put together . This should be available from day one . Please refer to the revised technical specifications .
185		DC DR Router	The solution should be able to support upcoming trends in Wide Area Network which allows to use WAN based on centralize based architecture controller that can : End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality Application aware Zone based firewall Provide Application visibility per Branch	Basis our understanding of the clause, does this mean we need to provide hardware that support these futuristic trends from Day 1. LIC could look at software/ license to support these features at a later date on the same appliance.	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
186		DC DR Router	Current WAN infrastructure is based IPSec GETVPN. All key security features of GETVPN should be available with new routers.	Please do clarify whether the following " key security features" are a requirement of LIC from Day 1/ Next 5 years on the devices being proposed as a part of this RFP? Invalid SPI Recovery: #As a part of this feature, the GM devices will detect any inconsistency in the network, the GMs will auto detect inconsistencies and re-register to the Key servers and download new keys. #G-IKEv2 support between KS and GM communication. #PFS (Perfect forward security) is one of the features being implemented to further enhance the security #Time based anti replay #Certificate based IKE authentication #Support for YANG Models #Suite-B algorithms support as a part of GET VPN	Please be guided by the RFP
187		Technical Specifications	Ethernet to Serial Convertor	Request to provide the technical specification for Ethernet to Serial Convertor	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
188		Application aware Zone based firewall		In line with the advancements in technology , it becomes crucial that the devices being procured on Day 1 are future ready and support the requirements (features) as desired by LIC without a change of hardware (rip and replace)/ addition of new hardware. This is important because of the following: 1. Change of hardware to support new features is a time consuming and slow process and requires double the effort. It is not in line with the primary requirement of Investment Protection 2. Addition of new hardware to support new features will require LIC to manage 2 set ups/ devices at each branch location and the DC. This adds to over head expenses and increases operational challenges/ time to troubleshoot etc	Please be guided by the RFP

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189		End to End link Quality detection based on loss, latency and jitter and traffic routing based on link quality		In line with the advancements in technology , it becomes crucial that the devices being procured on Day 1 are future ready and support the requirements (features) as desired by LIC without a change of hardware (rip and replace)/ addition of new hardware. This is important because of the following: 1. Change of hardware to support new features is a time consuming and slow process and requires double the effort. It is not in line with the primary requirement of Investment Protection 2. Addition of new hardware to support new features will require LIC to manage 2 set ups/ devices at each branch location and the DC. This adds to over head expenses and increases operational challenges/ time to troubleshoot etc	Please be guided by the RFP

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Sr.No	Row No.	RFP Document Reference(s) (Page Number)	RFP Document Reference(s) (Section)	Clause (in brief) of RFP requiring clarification(s)	Response
190		Provide Application visibility per Branch		In line with the advancements in technology , it becomes crucial that the devices being procured on Day 1 are future ready and support the requirements (features) as desired by LIC without a change of hardware (rip and replace)/ addition of new hardware. This is important because of the following: 1. Change of hardware to support new features is a time consuming and slow process and requires double the effort. It is not in line with the primary requirement of Investment Protection 2. Addition of new hardware to support new features will require LIC to manage 2 set ups/ devices at each branch location and the DC. This adds to over head expenses and increases operational challenges/ time to troubleshoot etc	Please be guided by the RFP