

**LIFE INSURANCE CORPORATION OF INDIA**  
**Central Office, IT/BPR Department, Mumbai**  
**Response to Pre-Bid queries on RFP Points**

**RFP for Procurement of services of System Integrator for Network Maintenance Ref: CO/IT-BPR/NW/RFP/SI/2020-21/01 Dated: 22.06.2020**

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                  | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                            | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Response                                                                                                                                                                                                                                                                                                                                                           |
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| 1       | 9                                     | 5) Activity Schedule:- (3)                            | Bid Processing Fee: Non-refundable Rs.5,000/- (Rupees Five Thousand Only)                                                                                                                      | Request you to wave off the processing fee to the MSME bidders as per guidelines.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Bid processing fees exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document . |
| 2       | 9                                     | 5) Activity Schedule:- (9)                            | Earnest Money Deposit (EMD): INR 10, 00,000 (Rupees Ten lakhs only)                                                                                                                            | Request you to wave off the processing fee to the MSME bidders as per guidelines.                                                                                                                                                                                                                                                                                                                                                                                                                                                      | EMD exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document .                 |
| 3       | 9                                     |                                                       | Point No. 9, Earnest Money Deposit (EMD)                                                                                                                                                       | INR 10, 00,000 (Rupees Ten lakhs only) in the form of Bank Guarantee issued by a nationalized or scheduled bank, having its office in Mumbai and valid for 1 year from the last date of bid submission.                                                                                                                                                                                                                                                                                                                                | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 4       | 11                                    | 1) Minimum Eligibility Criteria (MEC): Experience (6) | The Bidder should have executed two individual orders of Rs.5 crore each in two different organizations as system integrator for Network maintenance in any of the last three financial years. | As per the Govt of India, Dept of MSME notification, in the tenders MSME bidder should be allowed with exemptions from the prior experience criteria. We request you to revise the clause as: The Bidder should have executed one individual order of Rs.5 crore to 7 crore as system integrator for Network maintenance in any of the last Three financial years. Also note due to the NDA signed with the customer the value of the project can not be disclosed, however we can provide the customer PO copy along with the letter. | No change in RFP condition                                                                                                                                                                                                                                                                                                                                         |

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| 5       | 11                                    | 1) Minimum Eligibility Criteria (MEC): Experience (7) | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP                                                                                   | We request you to revise the clause as: Bidder should have successfully managed a similar network having at least 1200 plus locations (excluding the ATM kind of deployments) in any organization in India during the past Three financial years immediately preceding the date of this RFP                                                                                                                                                                  | No change in RFP conditions                                                                                                     |
| 6       | 11                                    | Experience                                            | The Bidder should have executed two individual orders of Rs.5 crore each in two different organizations as system integrator for Network maintenance in any of the last three financial years.                                                                                                                                | The Bidder should have executed two individual orders of Rs.5 crore each in two different organizations as system integrator for Network maintenance in any of the last three financial years.for BFSI Customer with Minimum 2000 branches                                                                                                                                                                                                                   | No change in RFP conditions                                                                                                     |
| 7       | 11                                    | Experience                                            | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP                                                                                   | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any BFSI organization in India during the past two financial years immediately preceding the date of this RFP                                                                                                                                                                                                             | No change in RFP conditions                                                                                                     |
| 8       | 11                                    | Minimum Eligibility Criteria                          | The bidder shall be a system integrator (SI) undertaking Network maintenance including maintenance of network equipment, link maintenance and similar supporting technologies (Network setup with Routers, Managed-Switches, WLAN, IPsec etc.) operating since last three financial years. (FY- 2017-18, 2018-19 and 2019-20) | The bidder shall be a system integrator (SI) undertaking Network maintenance including maintenance of network equipment, link maintenance and similar supporting technologies (Network setup with Routers, Managed-Switches, WLAN, IPsec etc.) for BFSI Customer with Minimum 2000 branches operating since last three financial years. (FY- 2017-18, 2018-19 and 2019-20).                                                                                  | No change in RFP conditions                                                                                                     |
| 9       | 11                                    | Section B                                             | 7. Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP                                                                                | Bidder should have successfully managed a similar network /Operation and maintenance having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP                                                                                                                                                                                       | No change in RFP conditions                                                                                                     |
| 10      | 11                                    | Section-B: ELIGIBILITY CRITERIA                       | 6) The Bidder should have executed two individual orders of Rs.5 crore each in two different organizations as system integrator for Network maintenance in any of the last three financial years.                                                                                                                             | 1. Does this means Each year 5Cr only network maintenance orders or it can be Network + System maintenance + FMS ( Onsite Resource ) for 2 separate orders with separate customers.<br>2. As you are expecting vendor turnover of 10Cr Per year then how should that vendor will have 5Cr 2 orders for Network maintenance. 3. We expect order limit would be 1Cr for one customer with multiple PO's for same period ( Network, System Maintenance & FMS ). | Please be guided by the RFP                                                                                                     |
| 11      | 11                                    | Section-B: ELIGIBILITY CRITERIA                       | 7) Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP                                                                                | Bidder may have support services for different IT Product ( Not only Network ) fir PAN India. So we expect to consider the same.                                                                                                                                                                                                                                                                                                                             | The bidder should be able to provide the support as required under the scope of work of this RFP through these service centers. |

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| 12      | 11                                    | Section-B: ELIGIBILITY CRITERIA Point No. 7                                | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP | Details to be submitted in Annexure-IV along with the documentary evidence like copy of the purchase order(s) and Project Implementation Certificate/Project Go-live Certificate or Email Confirmation from Customer for Satisfactory Performance etc.                                                                                                                                                                                                                                                               | No change in RFP conditions                                                                                                     |
| 13      | 11                                    | Section-B: ELIGIBILITY CRITERIA Point No. 6                                | The Bidder should have executed two individual orders of Rs.5 crore each in two different organizations as system integrator for Network maintenance in any of the last three financial years.                                              | Suggested Clause:<br>The Bidder should have provided Network maintenance services as SI to atleast one Organization having its offices across India.                                                                                                                                                                                                                                                                                                                                                                 | No change in RFP conditions                                                                                                     |
| 14      | 11                                    | Section-B: ELIGIBILITY CRITERIA Point No. 7                                | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP | Suggested Clause:<br>The Bidder Or OEM Service Provider should have provided Network maintenance services as SI to atleast one Organization having its offices across India.                                                                                                                                                                                                                                                                                                                                         | No change in RFP conditions                                                                                                     |
| 15      | 11                                    |                                                                            | The Bidder should have executed two individual orders of Rs.5 crore each in two different organizations as system integrator for Network maintenance in any of the last three financial years.                                              | The Bidder should have executed two individual orders of Rs. 4 crore each in two different organizations as system integrator for Network maintenance in any of the last five financial years.                                                                                                                                                                                                                                                                                                                       | No change in RFP conditions                                                                                                     |
| 16      | 11                                    |                                                                            | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past two financial years immediately preceding the date of this RFP | Bidder should have successfully managed a similar network having at least 500 locations (excluding the ATM kind of deployments) in any organization in India during the past five financial years immediately preceding the date of this RFP                                                                                                                                                                                                                                                                         | No change in RFP conditions                                                                                                     |
| 17      | 12                                    | 1) Minimum Eligibility Criteria (MEC):Financial Strength of the Bidder (8) | 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 the Govt of India, Dept of MSME notification, in the tenders MSME bidder should be allowed with exemptions from the criteria of minimum turnover limitations and a Merger certificate of the organisations to be accepted. So Request you to consider and allow the benefits to MSME bidders. We also request to consider the financial documents for the past three years preceding the date of this RFP i.e 2017-2018, 2018-2019, 2019-2020. For 2019-2020 a provisional financial report to be considered. | No change in RFP conditions however unaudited/provisional Financial statement may be submitted in case Audit has not been done. |
| 18      | 12                                    | 1) Minimum Eligibility Criteria (MEC):Financial Strength of the Bidder (9) | Bidder should have been making profit after taxes during at least two out of the three Financial years immediately preceding the date of this RFP.                                                                                          | We request you to revise the clause as: Bidder should have been making profit after taxes in all Three Financial years immediately preceding the date of this RFP.                                                                                                                                                                                                                                                                                                                                                   | No change in RFP conditions                                                                                                     |

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| 19      | 12                                    | Eligibility Criteria, Point 10       | The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should have minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.                                     | Please remove the section of the clause mentioning "Each State" and allow support centers of Bidder / Franchise / ASP with 25 centers across the country and 1 support center in North East Region.<br><br>the bidder (including his franchise or ASP) should have minimum 25 support centers across India (other than North East Region) and at least one support center in North East Region. | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 20      | 12                                    | 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. 150 Crores in each of the last three Financial Years immediately preceding the date of this RFP.                                                                                                                                                                                                                                              | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 21      | 12                                    | Section-B: ELIGIBILITY CRITERIA      | Presence of Bidder for Support 10 ) The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should have minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region. | Bidder may have service associates PAN India for Support Services.                                                                                                                                                                                                                                                                                                                              | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                                        |
| 22      | 12                                    | Section-B: ELIGIBILITY CRITERIA      | Presence of Bidder for Support 11 ) The bidder should have the proven capability to perform the entire scope of the assignment and should be capable of maintaining it for a period of 5 years                                                                                                                                                                                                                                                                     | Bidder may have capability to maintain the setup for the given period. But if Product is EOSL then Hardware replacement and it's Firmware / IOS upgradation may not be possible. Which may need to remove from the AMC contract of the particular equipment.                                                                                                                                    | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. Please refer revised Annexure IX                                   |
| 23      | 12                                    | Section-B: ELIGIBILITY CRITERIA      | 2) List of enclosures with Eligibility bid<br>b) Bid processing fee, in form of Demand Draft of Rs.5,000/- payable at Mumbai<br>j) EMD: Rs. 10,00,000/- (Rupees Ten Lakhs only) in the form of Bank Guarantee issued by a nationalized or scheduled bank as per Annexure-VI payable at Mumbai, valid for 1 year from the date of RFP.                                                                                                                              | Expecting exemption against MSME Certificate.                                                                                                                                                                                                                                                                                                                                                   | Bid processing fees exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document . |

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| 24      | 12                                    | Section-B: ELIGIBILITY CRITERIA Point No. 8  | 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.                                                                                                                                                                                                                                                                                                              | Please increase the Annual Turnover to Rs. 500 Crores and submit Audited Profit and Loss Statements for FY 2016-17, FY 2017-18, 2018-19 of this RFP and an unaudited report for FY2019-20(since under-audit).                                                                                                                                                                                                                                                                                                                    | No change in RFP conditions however unaudited/provisional Financial statement may be submitted in case Audit has not been done. |
| 25      | 12                                    | Section-B: ELIGIBILITY CRITERIA Point No. 8  | 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.                                                                                                                                                                                                                                                                                                              | Most of the organization has not pulised the Audited results for FY 2019-20, Request you to consider un-audited result for FY 2019-20 or allow to submitted copies of Audited Profit and Loss Statements for FY 2016-17, FY 2017-18, 2018-19 of this RFP.                                                                                                                                                                                                                                                                        | No change in RFP conditions however unaudited/provisional Financial statement may be submitted in case Audit has not been done. |
| 26      | 12                                    | Section-B: ELIGIBILITY CRITERIA Point No. 10 | The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should have minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.                                 | The Bidder should be able to provide AMC support and services for the network equipment through either own Service Centers or through franchise/Authorized Support Partners (ASP). In all, the bidder (including his franchise or ASP) should have minimum 25 support centers with at least one support center in each state across India (other than North East Region) and at least one support center in North East Region.<br><br>OR<br>Bidder will open its support and service centre as required after award of contract. | No change in RFP conditions                                                                                                     |
| 27      | 13                                    | 2) List of enclosures with Eligibility bid:  | All pages of the Bid documents should be initialed by the Authorized Signatory along with the company seal.                                                                                                                                                                                                                                                                                                                                                    | considering the current covid-19 pandemic scinario, request LIC to accept the documents in digitally signed format. Also request LIC to enable online bid submission in place of hard copy submission.                                                                                                                                                                                                                                                                                                                           | No change in RFP conditions                                                                                                     |
| 28      | 14                                    | General Instructions                         | xii. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and the contract entered pursuant to the RFP and may request for additional information, if required from the Bidder. Failure on the part of the bidder to submit any additional information as required by LIC, may render the bidder as non-responsive and the bid submitted is liable to be rejected.                                         | xii. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP and the contract entered pursuant to the RFP, after mutual discussion, and may request for additional information, if required from the Bidder. Failure on the part of the bidder to submit any additional information as required by LIC, may render the bidder as non-responsive and the bid submitted is liable to be rejected.                                                                                 | No change in RFP conditions                                                                                                     |
| 29      | 14                                    | General Instructions                         | xiii. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof will be deemed to have been taken after considering commercial acumen and also taking into account that LIC does not guarantee or warrant suitability hereof or success to the bidder or any other person or party. | xiii. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party, before the award of contract. All actions taken by the Bidder or any other person or party in pursuance hereof will be deemed to have been taken after considering commercial acumen and also taking into account that LIC does not guarantee or warrant suitability hereof or success to the bidder or any other person or party.                                     | No change in RFP conditions                                                                                                     |

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| 30      | 15                                    | Cost of Bidding                      | The bidder shall be responsible for and bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by LIC to facilitate the evaluation process. LIC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process. | The bidder shall be responsible for and bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, <del>but not limited to</del> , costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by LIC to facilitate the evaluation process. LIC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process. | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 31      | 15                                    | Section C                            | 2. Partner / Consortium<br>No consortium or joint bid or sub-contracting is allowed. Bidder needs to fulfill all the eligibility criteria in their individual capacity unless mentioned otherwise.                                                                                                                                                                                                                                                                                                                                                                             | Under Section B (Eligibility Criteria), point # 10: it mentions that bidder should be able to provide AMC support services either through own service centers or through franchise / ASP. This means that we can outsource the AMC services to a partner organization. Please clarify.                                                                                                                                                                                                                                                                                                     | Please be guided by the RFP                                                                                                                                                                                                                                                                                                                                        |
| 32      | 15                                    | Section-C: INSTRUCTIONS TO BIDDERS   | Partner / Consortium<br>No consortium or joint bid or sub-contracting is allowed. Bidder needs to fulfill all the eligibility criteria in their individual capacity unless mentioned otherwise.                                                                                                                                                                                                                                                                                                                                                                                | # Support / Service etc is always depends on the expertise whom need to take on the 3rd party contracting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 33      | 15                                    | Terms and Conditions                 | Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications issued, if any, will be contractually binding on the bidders.                                                                                                                                                                                                                                                                   | Request LIC to accept exceptional deviations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 34      | 16                                    | 9) Bid Processing Fee                | Eligible and interested bidders shall download the soft copy of the bid document containing all the Annexure from <a href="http://www.licindia.in">www.licindia.in</a> and submit the Bid Processing Fee (non-refundable) of Rs.5,000/- (Five Thousand Only) in the form of a Demand Draft drawn on Nationalized/Scheduled bank in favour of "LIC of India" payable at Mumbai, along with the bid. Any bid submitted without Bid Processing Fee will be summarily rejected.                                                                                                    | Please allow waiver of Bid Processing Fee for MSME registered companies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Bid processing fees exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document . |

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| 35      | 17                                    | 12) Earnest Money Deposit:           | The bidder should submit to LIC a total of Rs.10,00,000/- (Rupees Ten Lakhs only) as EMD along with the Bid documents in the form of a unconditional and irrevocable Bank Guarantee which should be executed by a Nationalized/ Scheduled Bank in favour of „LIC of India“ payable at Mumbai as per Annexure-VI.                                                                                | Please allow waiver of Bid Processing Fee for MSME registered companies.                                                                                                                                                                                                                                                                                                                                           | Bid processing fees exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organisation or the concerned Ministry or Department. Bidders should submit valid MSME/NSIC certificate in the envelope as mentioned at 13 (J) in the RFP document . |
| 36      | 17                                    | Earnest Money Deposit:               | a) The bidder should submit to LIC a total of Rs.10,00,000/- (Rupees Ten Lakhs only) as EMD along with the Bid documents in the form of a unconditional and irrevocable Bank Guarantee which should be executed by a Nationalized/ Scheduled Bank in favour of „LIC of India“ payable at Mumbai as per Annexure-VI.<br>b) EMD should be valid for a period of 1 year from the Date of this RFP. | a) The bidder should submit to LIC a total of Rs.10,00,000/- (Rupees Ten Lakhs only) as EMD along with the Bid documents in the form of a unconditional and irrevocable Bank Guarantee which should be executed by a Nationalized/ Scheduled Bank in favour of „LIC of India“ payable at Mumbai as per Annexure-VI.<br>b) EMD should be valid for a period of <del>1 year</del> 90 days from the Date of this RFP. | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |
| 37      | 17                                    | Earnest Money Deposit:               | g) EMD, without interest, will be refunded/returned to the unsuccessful bidders, within 45 days after the date of placing Purchase Order to the selected bidder.                                                                                                                                                                                                                                | g) EMD, without interest, will be refunded/returned to the unsuccessful bidders, <del>within 45 days after the date of placing Purchase Order to the</del> on selection of selected bidder.                                                                                                                                                                                                                        | No change in RFP conditions                                                                                                                                                                                                                                                                                                                                        |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Response                               |
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| 38      | 17                                    | Earnest Money Deposit:               | <p>h) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, after providing the bidder a fifteen days cure period in writing, if;</p> <p>i. The successful bidder backs out of L1 Quotes after declaration of the result of the RFP or if the Bidder fails</p> <p><input type="checkbox"/> To sign the Contract; or</p> <p><input type="checkbox"/> To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or</p> <p><input type="checkbox"/> To furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure-VII).</p> <p>ii. The Bidder withdraws or amends its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or</p> <p>iii. The Bidder makes any written statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or</p> <p>iv. In case the bidder is found to be indulging in Fraudulent &amp; Corrupt practices as defined in this RFP or</p> <p>v. Bidder does not respond to requests for clarification of its Proposal.</p> <p>vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or</p> <p>vii. In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails to sign the Contract or to furnish Bank Guarantee towards Performance Guarantee as mentioned in this RFP.</p> <p>viii. The soft copies of the item specifications (eligibility and commercial) are not submitted or not readable or only blank CD</p> | <p><del>h) The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, after providing the bidder a fifteen days cure period in writing, if;</del></p> <p><del>i. The successful bidder backs out of L1 Quotes after declaration of the result of the RFP or if the Bidder fails</del></p> <p><del><input type="checkbox"/> To sign the Contract; or</del></p> <p><del><input type="checkbox"/> To furnish unconditional and irrevocable Bank Guarantee towards the Performance Guarantee as mentioned in this RFP or</del></p> <p><del><input type="checkbox"/> To furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure-VII).</del></p> <p><del>ii. The Bidder withdraws or amends its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or</del></p> <p><del>iii. The Bidder makes any written statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or</del></p> <p><del>iv. In case the bidder is found to be indulging in Fraudulent &amp; Corrupt practices as defined in this RFP or</del></p> <p><del>v. Bidder does not respond to requests for clarification of its Proposal.</del></p> <p><del>vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or</del></p> <p><del>vii. In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails to sign the Contract or to furnish Bank Guarantee towards Performance Guarantee as mentioned in this RFP.</del></p> <p><del>viii. The soft copies of the item specifications (eligibility and</del></p> | No change in RFP conditions            |
| 39      | 18                                    | Earnest Money Deposit:               | <p>i) In exceptional circumstances, LIC may seek the Bidders. consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its EMD unless it is the successful bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>i) In exceptional circumstances, LIC may seek the Bidders. consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its EMD <del>unless it is the successful bidder who has been notified by LIC that its bid has been accepted.</del> A Bidder granting the request will not be required nor permitted to modify its bid.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | No change in RFP conditions            |
| 40      | 19                                    | ii. On-site support                  | <p>iii. The On-site resource/s will be responsible for proactive monitoring of network infrastructure for all LIC Offices with the help of tools already installed in LIC.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>Please provide the details of tools monitoring, and ticketing tool for network management.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Will be provided to the winning bidder |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)               | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Response                                                                                                                                                                                                                                                                                        |
|---------|---------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 41      | 20                                    | 13. Instructions for Bid Submissions - (ee) Prices | <p>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 of five years and extended period of two years.</p> <p>b. Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.</p> | <p>The prices submitted are dependant on various factors viz, OEM Discounts, Taxes, Duties (including Custom Duties), Levies, Exchange Rate (USD-INR) etc. Since all these factors are outside the control of the bidder, we request LIC to allow for price revision incase of any revision in Taxes, Duties (including Custom Duties), Levies etc. by Honourable Government of India.</p> <p>For any subsequent PO after the 1st one, the bidder requests LIC to allow the prices to be based on USD-INR exchange rate at the time of PO.</p> <p>The government contract allows price revision on account of these factors in all the RFPs.</p> | No change in RFP conditions. However please refer to revised payment clause of Pricing and Taxes under Section D- Terms and Conditions.                                                                                                                                                         |
| 42      | 20                                    | Instructions for Bid Submission                    | <p>(ee) Prices</p> <p>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 of five years and extended period of two years.</p>                                                                                                                                                                                                                                      | <p>(ee) Prices</p> <p>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 of five years and prices shall be revised for extended period of two years.</p>                                                                                                                                                                                                                                                                                                                          | No change in RFP conditions. However please refer to revised payment clause of Pricing and Taxes under Section D- Terms and Conditions.                                                                                                                                                         |
| 43      | 20                                    | Instructions for Bid Submission                    | r) Commercial-bid format/sheet in the spreadsheets will be password protected by LIC. The password used on the spread sheets will be validated by LIC for checking the authenticity of the file. If the password does not match, EMD OR A PART THEREOF MAY BE FORFEITED and BID MAY BE REJECTED.                                                                                                                                                                                                                                 | r) Commercial-bid format/sheet in the spreadsheets will be password protected by LIC. The password used on the spread sheets will be validated by LIC for checking the authenticity of the file. If the password does not match, <del>EMD OR A PART THEREOF MAY BE FORFEITED</del> and BID MAY BE REJECTED.                                                                                                                                                                                                                                                                                                                                      | No change in RFP conditions                                                                                                                                                                                                                                                                     |
| 44      | 20                                    | section ee - Prices                                | 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 of five years and extended period of two years.                                                                                                                                                                                                                                                                   | Resource cost cannot be fixed for 7 years of time, we need fix increment factor from Corporation needs to be provided to the Resources                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | The same needs to be factored by the bidder while providing commercials                                                                                                                                                                                                                         |
| 45      | 21                                    | 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 and extended period of 2 years. The bidder should also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years                                                                                                                                                                                                                                                       | For Manpower is Ok. But the Products goes EOSL then there will be challenge for spare & it's Firmware / IOS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | It is to be done on the best efforts basis.                                                                                                                                                                                                                                                     |
| 46      | 21                                    | 15) Commercial Bid (Indicative Price)              | Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.                                                                                                              | Most of the Network components mentioned in RFP, are already End Of Support or will be End Of Support in few coming months / years. Mostly all, will be end of support before next 5 Years. Hence Please allow bidder to provide AMC support only till the respective End of Support date provided by OEM and after that bidder will not be responsible to provide any further support on respective component.                                                                                                                                                                                                                                  | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)  | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                 | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                 | Response                                                                                                                                                                                                                                                                                                                            |
|---------|---------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 47      | 21                                    | 15) Commercial Bid (Indicative Price) | Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period. | Request LIC to please remove the Network componets which are already End of Support, as bidders will not be able to provide any support for the same. For example, Routers (2811, 3845, 7206), Switches (4506, 3750), Load balancers (4710), etc.                                                                                                                                                               | No change in RFP conditions however LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 48      | 21                                    | 15) Commercial Bid (Indicative Price) | Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period. | Most of the Network components mentioned in RFP, are already End Of Support or will be End Of Support in few coming months / years. Mostly all, will be end of support before next 5 Years. Hence Please allow bidder to provide AMC support only till the respective End of Support date provided by OEM and after that bidder will not be responsible to provide any further support on respective component. | No change in RFP conditions however LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 49      | 21                                    | 15) Commercial Bid (Indicative Price) | Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period. | Request LIC to please remove the Network componets which are already End of Support, as bidders will not be able to provide any support for the same. For example, Routers (2811, 3845, 7206), Switches (4506, 3750), Load balancers (4710), etc.                                                                                                                                                               | The bidder is expected to provide AMC for the end of support equipments during the contract period as such there is no change in RFP conditions                                                                                                                                                                                     |
| 50      | 21                                    | 15) Commercial Bid (Indicative Price) | Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period. | Most of the Network components mentioned in RFP, are already End Of Support or will be End Of Support in few coming months / years. Mostly all, will be end of support before next 5 Years. Hence Please allow bidder to provide AMC support only till the respective End of Support date provided by OEM and after that bidder will not be responsible to provide any further support on respective component. | No change in RFP conditions however LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |

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|---------|---------------------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 51      | 21                                    | 15) Commercial Bid (Indicative Price) | Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the OEM in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.                                                                                         | Request LIC to please remove the Network componets which are already End of Support, as bidders will not be able to provide any support for the same. For example, Routers (2811, 3845, 7206), Switches (4506, 3750), Load balancers (4710), etc.                                                                                                                                                                                                                                                                                                                                                                           | No change in RFP conditions however LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 52      | 21                                    | Commercial Bid (Indicative Price)     | h. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.                                                                                                                                                                                                                                                                                                                                                                          | h. The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.<br>However, it is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.<br>Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer. | No change in RFP conditions                                                                                                                                                                                                                                                                                                         |
| 53      | 21                                    | Instructions for Bid Submission       | (ff) Taxes and Duties<br>Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., except GST.                                                                                                                                                                                                                                                                                                                                                    | (ff) Taxes and Duties<br>Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., except GST. However, any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.                                                                                                                                                                                                                                                                                                   | No change in RFP conditions however, this will be applicable only when the equipments need to be replaced under AMC.                                                                                                                                                                                                                |
| 54      | 21                                    | Instructions for Bid Submission       | (hh) Arithmetical errors<br>The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited. | (hh) Arithmetical errors<br>The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.                                                                                                                 | No change in RFP conditions                                                                                                                                                                                                                                                                                                         |
| 55      | 22                                    | 19. Bid Validity Period               | The terms of the RFP including the price discovered shall remain valid for the period of the contract period of five years and the extended period of two years.                                                                                                                                                                                                                                                                                                                                            | We request LIC to allow for extension of two years after the initial contract period of five years on mutually agreed terms and prices.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | No change in RFP conditions                                                                                                                                                                                                                                                                                                         |
| 56      | 22                                    | Bid validity period                   | ( c ) The terms of the RFP including the price discovered shall remain valid for the period of the contract period of five years and the extended period of two years.                                                                                                                                                                                                                                                                                                                                      | ~ same as above ~                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | The same needs to be factored by the bidder while providing commercials                                                                                                                                                                                                                                                             |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                   | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                      | Response                                                                                                                                |
|---------|---------------------------------------|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| 57      | 22                                    | Bid Validity Period:                 | a) Bids shall remain valid for one year from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non- responsive if the bid is submitted with a shorter validity period.                                                                                                        | a) Bids shall remain valid for <del>one year</del> 30 days from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non- responsive if the bid is submitted with a shorter validity period.                                                                                                                                                                                                                    | No change in RFP conditions                                                                                                             |
| 58      | 22                                    | Bid Validity Period:                 | c) The terms of the RFP including the price discovered shall remain valid for the period of the contract period of five years and the extended period of two years.                                                                                                                                                                   | c) The terms of the RFP including the price discovered shall remain valid for the period of the contract period of five years and the extended period of two years, after mutual discussion.                                                                                                                                                                                                                                                                         | No change in RFP conditions                                                                                                             |
| 59      | 23                                    | Rejection of non-compliant bid       | LIC reserves the right to reject any or all bids on the basis of any deviation(s)                                                                                                                                                                                                                                                     | <del>LIC reserves the right to reject any or all bids on the basis of any deviation(s)</del>                                                                                                                                                                                                                                                                                                                                                                         | No change in RFP conditions                                                                                                             |
| 60      | 24                                    | NPV                                  | While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis.                                                                         | # for the year on year Cost of the support calculation is concern it increase every year, the basis are basic cost increase for all the input cost to that Plus the Device become more vulnerable / prone to defect and replacement, increase the risk of the replacement, so it must be in incremental way, not in the reduction path                                                                                                                               | The same needs to be factored by the bidder while providing commercials                                                                 |
| 61      | 25                                    | Online Reverse Auction:              | e) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding Saturdays, Sundays and Holidays under NI Act as applicable in Maharashtra), failing which LIC reserves the right to reject the bid and forfeit EMD. | e) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding Saturdays, Sundays and Holidays under NI Act as applicable in Maharashtra), failing which LIC reserves the right to reject the bid <del>and forfeit EMD.</del>                                                                                                                     | No change in RFP conditions                                                                                                             |
| 62      | 26                                    | Contracting                          | c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.                                                          | Warranty / AMC will be continue if the Shifted /Diverted Equipment functions normally after relocation to the new Locations, if during relocations/ re-installation at new site ( which is not part of the Support services), it will not come up and function as per the normal scenario,Partner is not responsible for any commercial implication if applicable from OEM or any additional cost required                                                           | No change in RFP conditions                                                                                                             |
| 63      | 28                                    | Pricing & Taxes:                     | e) The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.                                         | e) The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. <del>No price variation relating to increases in Government levies/ taxes/cess/ customs duty &amp; excise duty including any newly introduced taxes shall be permitted.</del> Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer. | No change in RFP conditions. However please refer to revised payment clause of Pricing and Taxes under Section D- Terms and Conditions. |

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|---------|---------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 64      | 28                                    |                                            | Pricing and Taxes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Request you to modify the clause as under:<br>The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. <del>No-However</del> , price variation relating to increases in Government levies/ taxes/cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.                                                                                                                                                                                                                                                                    | Please refer to revised payment clause of Pricing and Taxes under Section D-Ters and Conditions.                                       |
| 65      | 29                                    | A. Terms and Conditions regarding bidding: | However, in view of the GST rules, the payments will be made by the Central Office for the orders placed for Central Office and the remaining payments shall be made by Zones/Nodal Divisional Offices of LIC for respective states for where the services are being provided.                                                                                                                                                                                                                                                                                                                                | Request LIC to release the payment from Central office                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No change in RFP conditions. However please refer to revised payment clause of Pricing and Taxes under Section D-Terms and Conditions. |
| 66      | 30                                    | 3 Performance Bank Guarantee               | The selected vendor is required to submit an unconditional and irrevocable Performance Bank Guarantee (PBG) to LIC in the form of a Bank Guarantee (from a scheduled/nationalized Bank) equal to 10% of the total Contract Value.                                                                                                                                                                                                                                                                                                                                                                             | We hope the PBG @10% will be yearly contract value valid for 5 years. We suggest that the PBG @10% will be of yearly contract value valid for 5 yaers, since the contract is for 5 years. And the contract is for AMC & Resources renewal of year on year                                                                                                                                                                                                                                                                                                                                                                        | No change in RFP conditions the PBG will be 10% of the <b>Total Contract Value</b>                                                     |
| 67      | 30                                    | Performance Bank Guarantee (PBG):          | The PBG shall be valid for the period of 63 months (including three months of claim period) from the date of submission of PBG to LIC. The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support etc. required as per this RFP.                                                                                                                                      | The PBG shall be valid for the period of <del>63</del> 60 months (including three months of claim period) from the date of submission of PBG to LIC. <del>The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite-support etc. required as per this RFP.</del>                                                                                                                                | No change in RFP conditions                                                                                                            |
| 68      | 30                                    | Performance Bank Guarantee (PBG):          | f. The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this tender or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.                                                                                                                                                                                                                                                                                                                                                   | <del>f. The PBG may be invoked for entire amount if the vendor backs-out of his obligations as per this tender or if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.</del>                                                                                                                                                                                                                                                                                                                                                           | No change in RFP conditions                                                                                                            |
| 69      | 30                                    | Performance Bank Guarantee (PBG):          | g. The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:<br>i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO<br>ii. Any legal action is taken against the bidder restricting its operations<br>iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.<br>iv. LIC incurs any loss due to Vendor,,s negligence in carrying out the performance obligations as per the agreed terms & conditions. | <del>g. The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:<br/>i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO<br/>ii. Any legal action is taken against the bidder restricting its operations<br/>iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.<br/>iv. LIC incurs any loss due to Vendor,,s negligence in carrying out the performance obligations as per the agreed terms &amp; conditions.</del> | No change in RFP conditions                                                                                                            |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Response                                                                                                             |
|---------|---------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| 70      | 30                                    |                                      | PBG;<br>If vendor fails to submit the required PBG within 21 days period as mentioned above, penalty of Rs.5,000/- per day (subject to maximum penalty of Rs.50,000/-) will be imposed.                                                                                                                                                                                                                                                                                                                                                                                                                            | Request you to delete this Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | No change in RFP conditions                                                                                          |
| 71      | 30                                    |                                      | PBG-<br>The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:<br>i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO<br>ii. Any legal action is taken against the bidder restricting its operations<br>iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.<br>iv. LIC incurs any loss due to Vendor,,s negligence in carrying out the performance obligations as per the agreed terms & conditions. | Request you to modify the Clause as under;<br>The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract with reasonable prior written notice and opportunity to be heard to the bidder:<br>i. The bidder fails to honour expected deliverables or part as per this RFP after issuance of PO<br>ii. Any legal action is taken against the bidder restricting its operations<br>iii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.<br>iv. LIC incurs any actual, direct and proven loss due to Vendor,,s gross negligence in carrying out the performance obligations as per the agreed terms & conditions. | No change in RFP conditions                                                                                          |
| 72      | 31                                    | 6) Dispute                           | c) The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.                                                                                                                                                                                                                                            | We request you to please remove this sub-clause as its highly arbitrary and unenforceable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | No change in RFP conditions                                                                                          |
| 73      | 31                                    | 5) Transportation and Insurance:     | The successful Bidder is required to deliver the products and services at the destination in case the network equipment are to be provided by the bidder under AMC obligations. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC.                                                                                                                                                                                                                                                                                                                        | Request to remove the scope from bidder. Hardware is not part of the contract and replacement in case of RMA is in scope of OEM or different Vendor or LIC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | No change in RFP conditions however, this will be applicable only when the equipments need to be replaced under AMC. |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                  | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Response                                                                                                  |
|---------|---------------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 74      | 31                                    | 7) Consequences of Termination of the Selected Bidder | In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in the RFP. | Please make modification to indicate that post termination, transition support will be mutually decided between the parties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | No change in RFP conditions                                                                               |
| 75      | 31                                    | Consequences of Termination of the Selected Bidder:   | As per RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Add:<br>In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No change in RFP conditions                                                                               |
| 76      | 31                                    |                                                       | Dispute;<br>c) The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.                                                                                                                                                                                                                                                                                                                                | Request you to modify the Clause as under;<br>c) except in case the dispute between the parties is related to non payment of fees, The Vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings. likewise, Lic shall continue to pay to the vendor/bidder for the services performed. | No change in RFP conditions                                                                               |
| 77      | 32                                    | 11) Copyright Violation and Patent Rights:            | The vendor shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights in the course of discharging their obligations under the Contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Please confirm that this Indemnity is in respect of the Services only provided by the Vendor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | It is clearly mentioned that it is applicable to claims arising in the course of contractual obligations. |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)          | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Response                    |
|---------|---------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 78      | 32                                    | 9) Limitation of liability:                   | Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. | <p>We request modification that notwithstanding anything contained anywhere in the RFP, we request that liability is capped to the annual contract value, which shall include the applicable liquidated damages. If there are any defective goods supplied, then during the warranty period of such goods, Bidder will be liable for the cost of repairing or replacing the defective equipment. We agree to keep unlimited liability for the following:</p> <p>a. death or bodily injury due to gross negligence of Bidder or its personnel during performance of work under the contract<br/> b. fraud or fraudulent misrepresentation<br/> c. infringement of IPR in respect of the services provided<br/> d. liabilities which cannot be capped under any applicable laws.</p> <p>Further, please modify the clause to indicate that in no event shall Bidder be liable for whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, damages due to loss of data, loss of production or loss of profits or interest costs.</p> | No change in RFP conditions |
| 79      | 32                                    | Force Majeure Condition or Unforeseen events: | Request you to add below lines to Force Majeure events; "strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, failure of third party software or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of the Services under this Agreement"                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No change in RFP conditions |
| 80      | 32                                    | Limitation of liability:                      | Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. | <p>Except in cases of criminal negligence or willful misconduct and in case of infringement of any third party intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, <del>provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation.</del> The and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>                                                                                                                                                                                                                                                                                              | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Response                    |
|---------|---------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 81      | 32                                    |                                      | Limitation of liability:<br>Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. | Request you to modify the Clause as under;<br><del>Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights,</del> both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, <del>provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation</del> and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract <del>provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</del> | No change in RFP conditions |
| 82      | 35                                    | 15) Indemnity:                       | (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 arising in favour 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, Indian Patents 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.                                                             | We request that notwithstanding anything contained anywhere, Indemnity under the RFP shall be restricted to the following:<br>a.Third party claim of death or bodily injury or damage to physical property due to gross negligence of Bidder or its personnel during the performance of contract<br>b.Third party claims for infringement of IPR, in respect of the services rendered.                                                                                                                                                                                                                                                                                                                                                                                                                                      | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Response                                                                |
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| 83      | 35                                    |                                      | <p>Indemnity;</p> <p>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 arising in favour 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, Indian Patents 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. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:</p> <ul style="list-style-type: none"> <li>i. LIC's misuse or modification of the Service;</li> <li>ii. LIC's failure to use corrections or enhancements made available by the Vendor;</li> <li>iii. LIC's use of the Service in combination with any product or information not owned or developed by the Vendor;</li> <li>iv. LIC's distribution, marketing or use of the Service for the benefit of third parties; or</li> <li>v. Information, direction, specification or materials provided by LIC or any third party contracted to it. If any Service is or is likely to be held to be infringing, Vendor will at its expense and option either: <ul style="list-style-type: none"> <li>• Procure the right for LIC to continue using it;</li> <li>• Replace it with a non-infringing equivalent; or</li> <li>• Modify it to make it non-infringing.</li> </ul> </li> </ul> <p>The foregoing remedies constitute LIC's sole and exclusive remedies and Vendor's entire liability with respect to infringement.</p> | <p>Request you to modify the Clause as under;</p> <p>Subject to Clause (2) below, Vendor will undertake to indemnify LIC from and against <del>all</del> actual, direct nad proven Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, Corporation or other entity (including LIC) attributable to the Vendor's gross 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, Indian Patents 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. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:</p> <ul style="list-style-type: none"> <li>i. LIC's misuse or modification of the Service;</li> <li>ii. LIC's failure to use corrections or enhancements made available by the Vendor;</li> <li>iii. LIC's use of the Service in combination with any product or information not owned or developed by the Vendor;</li> <li>iv. LIC's distribution, marketing or use of the Service for the benefit of third parties; or</li> <li>v. Information, direction, specification or materials provided by LIC or any third party contracted to it. If any Service is or is likely to be held to be infringing, Vendor will at its expense and option either: <ul style="list-style-type: none"> <li>• Procure the right for LIC to continue using it;</li> </ul> </li> </ul> | No change in RFP conditions                                             |
| 84      | 36                                    | Rights reserved by LIC:              | i. If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC reserves the right to debar the Bidder from participating in future RFPs floated for a period decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <del>i. If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC reserves the right to debar the Bidder from participating in future RFPs floated for a period decided by LIC and take any other action as may be deemed necessary including the invocation of BG in part or full.</del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | No change in RFP conditions                                             |
| 85      | 37                                    | 17. Contract Period                  | Unless terminated in accordance with the terms and conditions of this RFP, the duration of the Contract Period will be five years from date of signing of contract between LIC and the selected Bidder extendable by a further period of two years on the same terms and conditions at LIC's discretion.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | We request LIC to allow for extension of two years after the initial contract period of five years on mutually agreed terms and prices.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | The same needs to be factored by the bidder while providing commercials |
| 86      | 37                                    | 19) Warranties:                      | <p>The Vendor will have to represent and warrant that:</p> <p>d) The Services will be complete, accurate and free from material faults; and</p> <p>e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | We request you to please delete these sub-sections (d) and e from the warranty portions. These can remain obligations but cannot be given as warranty by Bidder.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | No change in RFP conditions                                             |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Response                    |
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| 87      | 37                                    | Warranties                           | <p>The Vendor will have to represent and warrant that:</p> <p>a) It has the right to enter into the Contract resulting from this RFP;</p> <p>b) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;</p> <p>c) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services;</p> <p>d) The Services will be complete, accurate and free from material faults; and</p> <p>e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.</p> | <p>The Vendor will have to represent and warrant that:</p> <p>a) It has the right to enter into the Contract resulting from this RFP;</p> <p>b) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;</p> <p>c) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services;</p> <p>d) The Services will be complete, accurate and free from material faults for the Warranty Period as agreed in the MSA; and</p> <p>e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.</p> <p>Except for the foregoing, the Vendor does not make any warranties, express or implied, including but not limited to warranties of merchantability, fitness for purpose or that the Services or Deliverables will be error-free.</p> | No change in RFP conditions |
| 88      | 38                                    | 22 ) Sub contracting                 | The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Request LIC to allow Subcontracting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No change in RFP conditions |
| 89      | 38                                    | 24.1 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.                                                                                                                                                                                                                                                                                                                                                                                                            | This RFP is held through a competitive bidding process. Hence we request LIC to remove this clause and allow for any changes later with the winning bidder on mutually agreed terms and prices for the additional scope.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)          | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Response                    |
|---------|---------------------------------------|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 90      | 40                                    | 28.3 Liability of the successful bidder       | The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.                                                                                                                                         | <p>We request modification that notwithstanding anything contained anywhere in the RFP, we request that liability is capped to the annual contract value, which shall include the applicable liquidated damages. We agree to keep unlimited liability for the following:</p> <p>a. death or bodily injury due to gross negligence of Bidder or its personnel during performance of work under the contract<br/> b. fraud or fraudulent misrepresentation<br/> c. infringement of IPR in respect of the services provided<br/> d. liabilities which cannot be capped under any applicable laws.</p> <p>Further, please modify the clause to indicate that in no event shall Bidder be liable for whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, damages due to loss of data, loss of production or loss of profits or interest costs.</p> | No change in RFP conditions |
| 91      | 40                                    | 28.4 Patent Rights and other litigation costs | In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). | We request modification that Bidder will indemnify LIC in case of third party claims for infringement of IPR, in respect of the services rendered. Since Bidder is not an OEM and reseller of products, IPR indemnities in respect of the products supplied will be as per the OEM terms and conditions and Bidder will pass on the same "as-is" to LIC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No change in RFP conditions |
| 92      | 40                                    |                                               | <p>Liability of the successful bidder</p> <p>The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p>                                                                                        | <p>Request you to delete below exceptions to the liability:</p> <p><del>The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</del></p>                                                                                                                                                                                                                                                                                                                                                                                                            | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Response                    |
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| 93      | 41                                    | 30) Liability                        | 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 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. | <p>We request modification that notwithstanding anything contained anywhere in the RFP, we request that liability is capped to the annual contract value, which shall include the applicable liquidated damages. If there are any defective goods supplied, then during the warranty period of such goods, Bidder will be liable for the cost of repairing or replacing the defective equipment. We agree to keep unlimited liability for the following:</p> <p>a. death or bodily injury due to gross negligence of Bidder or its personnel during performance of work under the contract<br/> b. fraud or fraudulent misrepresentation<br/> c. infringement of IPR in respect of the services provided<br/> d. liabilities which cannot be capped under any applicable laws.</p> <p>Further, please modify the clause to indicate that in no event shall Bidder be liable for whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, damages due to loss of data, loss of production or loss of profits or interest costs.</p>                                           | No change in RFP conditions |
| 94      | 41                                    | Liability                            | 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 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. | <p>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 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, <del>provided that this exclusion shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC</del> 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.</p> <p>Vendor's failure to perform its obligations under the Contract (including but not limited to compliance with service levels) shall be excused to the extent such non-performance is caused or contributed to by LIC's acts or omissions.</p> | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Response                                                                                            |
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| 95      | 41                                    |                                      | <p>Liability</p> <p>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 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.</p> | <p>There are two liability clauses inadvertently seems to be added in the RFP. LIC clarify the prevailing clause of limitation of liability among the clauses mentioned in RFP to avoid confusion.</p> <p>Also request you to modify below clause in order to make it in line with the above mentioned LOL clause;</p> <p><del>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 any of the services supplied by the vendor and used/consumed by LIC,</del> 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, <del>provided that this exclusion shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC</del> 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 <del>provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</del></p> | These clauses pertain to different scenarios and perfectly valid, hence no change in RFP conditions |
| 96      | 44                                    | 36.1 Right to terminate              | If Vendor fails to comply with the contractual obligations 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 30 days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Please confirm that the 30 days notice will be the notice for remedying or curing the default and the contract will be terminated upon failure of the Bidder to remedy or cure the default within the notice period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | No change in RFP conditions                                                                         |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)           | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Response                    |
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| 97      | 44                                    | 36.2 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. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination; d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. e. LIC is not liable to pay compensation under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits. | Notwithstanding anything contained anywhere in the RFP, we request that any termination for convenience can take place by providing atleast 90 days written notice to Bidder. Further, in case of termination for convenience, apart from making payment for all services rendered up to the date the termination at the contracted prices, LIC shall compensate Bidder for all charges/costs incurred by Bidder for placing orders with OEMs as per the SOW, which orders cannot be cancelled or where cancellation charges are levied. Please confirm acceptance. | No change in RFP conditions |
| 98      | 44                                    | 36.2 Termination and reduction for convenience | c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination;<br><br>d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.<br><br>e. LIC is not liable to pay compensation under clause c) above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.                                                                                                                                                                                                                                                                                                                                                                                                                                           | The bidder will have undertaken back-lining of support from OEM for the entire contract duration of 5 years. Hence we request LIC to re-imburse the bidder for the balance support charges as per contractual terms incase if LIC initiates Termination of contract for convenience. The bidder can pass the OEM support for the balance contract period in name of LIC so that there is no disruption to LIC's IT solutions.                                                                                                                                       | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)      | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Response                    |
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| 99      | 44                                    | 36.3 Termination by LIC for default       | LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated. | We request modification of this clause. Notwithstanding anything contained anywhere in the RFP, any termination on account of default or deficiency of service should be done only after Bidder has been provided with atleast 30 days' notice period to cure the default and where Bidder has failed to cure the default within the notice period. Further, termination for default shall not affect the payment rights of Bidder in respect of work successfully rendered till termination.                                            | No change in RFP Conditions |
| 100     | 44                                    | Termination                               | 36.1 Right to terminate<br>If Vendor fails to comply with the contractual obligations 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 30 days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 36.1 Right to terminate<br>If Vendor fails to comply with the contractual obligations 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 30 days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.                                                                                                       | No change in RFP conditions |
| 101     | 44                                    | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | a. <del>LIC</del> Either party may, at any time, by a prior written notice of <del>30</del> 90 days to cure the default, terminate the contract or reduce the scope of the Services.                                                                                                                                                                                                                                                                                                                                                     | No change in RFP conditions |
| 102     | 44                                    | Termination and reduction for convenience | c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination<br>In the event of termination by LIC, the Successful Bidder shall be paid for the:<br>a) Goods delivered<br>b) Services rendered<br>c) Work in progress<br>d) Third party orders in pipeline which cannot be cancelled despite successful bidder's best efforts<br>e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Response                    |
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| 103     | 44                                    | Termination by LIC for default       | LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.<br>In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated. | LIC may, without prejudice to any other remedy for breach of contract, by written notice of 30 days to cure the default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.<br>In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.<br>In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services subject to a maximum amount of ten per cent (10%) of the price of such resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated. | No change in RFP conditions |
| 104     | 44                                    |                                      | Termination by LIC for default                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Request you to give 30 days prior written notice of termination to the Bidder                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | No change in RFP conditions |
| 105     | 44                                    |                                      | Termination by LIC for default;<br>In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.                                                                                                                                                                                                                                                                                                                                               | Request you to modify the Clause under;<br>In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for maximum upto 5% of the differential costs of the undelivered goods/ services <del>any excess costs for such similar resources or Services.</del> However, the Vendor shall continue the performance of the Contract to the extent not terminated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Response                                                                                                          |
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| 106     | 45                                    | Consequences of Termination of the Selected Bidder: | The terminated vendor shall support takeover of the services by LIC or a new vendor selected by LIC for continuity of the services during the period of transition. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.                    | The terminated vendor shall support takeover of the services by LIC or a new vendor selected by LIC for continuity of the services during the period of transition. This period of transition shall not exceed six months from the effective date of termination. However, in case of exit management or termination, Vendor shall be paid for the transition or knowledge transfer after mutual discussion. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.                                                                                                                                                                                                                                                                                                                                         | The payment for the services availed to be made as per rates discovered through the RFP.                          |
| 107     | 46                                    | 36.10 Business continuity beyond contract period    | At the end of the contract period the vendor shall support takeover of the services by LIC or a new vendor selected by LIC for business continuity.                                                                                                                                                                                                                                                                                                                                                                   | The bidder can expect LIC to make payment for these additional period of services for business continuity. Please confirm.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | The payment for the services availed to be made as per rates discovered through the RFP.                          |
| 108     | 48                                    | ii. On-site support                                 | As part of On-site support, the vendor should post suitable and qualified onsite resources as per details given below.                                                                                                                                                                                                                                                                                                                                                                                                | Bidder request LIC to clarify as the On-site resource could be on bidder payroll or not                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | All resources should be on the payroll of the bidder.                                                             |
| 109     | 48                                    | ii. On-site support                                 | As part of On-site support, the vendor should post suitable and qualified onsite resources as per details given below. The vendor will have to submit the Curriculum Vitae (CV) of the proposed network resources matching the qualification criteria as defined in this RFP.<br><br>One or more of the resources earmarked for Zonal Offices may be posted at locations other than the respective Zonal headquarters such as Ahmedabad, Pune, Bengaluru, Guwahati, Thiruvananthapuram, etc as per LIC's requirement. | We request you to add to create a virtualize NOC along with the onsite support and fabric that holds everything together for ops team working from anywhere. Which will provide benefits looking at current scenario for short and long term impact of COVID-19 on business. Ops/NOC teams can put themselves in the position to provide continuous service assurance at all time, regardless where there team members are located and whether a major crisis has created global disruptions. Virtualize NOC platform along with the current NOC option from LIC will increase operational efficiency even during such pandemic, automate L1 tasks, cut human errors and reduce the dependency on manual NOC human pyramid. Hence it is very important to an esteemed organization like LIC to lay the foundation for a virtual NOC by automating the analysis of the oceans of noisy IT data, and by facilitating remote collaboration of Ops teams working from home — or anywhere. | This is not a part of the scope of work. However, vendor may provide as a value addition but with no cost to LIC. |
| 110     | 48                                    | ii. On-site support                                 | As part of On-site support, the vendor should post suitable and qualified onsite resources as per details given below.                                                                                                                                                                                                                                                                                                                                                                                                | Request LIC to confirm the working time/shifts for on-site resources.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Please refer to the working hour window defined in the RFP                                                        |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                              | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Response                                                                                                                                                                |
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| 111     | 48                                    | ii. On-site support                                               | As part of On-site support, the vendor should post suitable and qualified onsite resources as per details given below                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Working Hour window - 10.00 AM To 6.00 PM (Mentioned in "timelines, schedule and penalty applicable section). Please suggest if these resources will follow the LIC business day (including holiday calaner of LIC) or resources presence is required on all days of week.<br><br>Also, please suggest if resources will be eligible to avail leaves or bidder has to provision backup resources for any single day of absence to avoid penalties as per section "2. Penalty for on-site support ".                                                                                                   | Please refer to the working hour window defined in the RFP                                                                                                              |
| 112     | 48                                    | SCOPE OF WORK                                                     | The Vendor is expected to provide the end to end solution and is expected to absorb cost of other services, if any, not particularly listed below.                                                                                                                                                                                                                                                                                                                                                                                                                                         | Request LIC to define the "other expected services" based on their experience, so that cost of the same can be considered in advance to avoid ambiguity.                                                                                                                                                                                                                                                                                                                                                                                                                                              | This refers to the services which may arise in the regular course of maintaining the network however the same will be well within the ambit of the broad scope of work. |
| 113     | 48                                    | SCOPE OF WORK                                                     | One or more of the resources earmarked for Zonal Offices may be posted at locations other than the respective Zonal headquarters such as Ahmedabad, Pune, Bengaluru, Guwahati, Thiruvananthapuram, etc as per LIC"s requirement.                                                                                                                                                                                                                                                                                                                                                           | Request LIC to provide the complete list of locations where in resources are required to avoid ambiguity.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Already clarified in RFP, further details will be provided to the selected bidder.                                                                                      |
| 114     | 48                                    | SCOPE OF WORK                                                     | The scope of work includes understanding the requirement, and providing support/configuration/ change in configuration to suit the need of the location/time/link/network equipment provided for AMC at various locations identified by LIC. The bidder has to provide support for the items provided under this RFP for a period of five years further extendable by two years at LIC"s discretion. This is not an all-inclusive list. The Vendor is expected to provide the end to end solution and is expected to absorb cost of other services, if any, not particularly listed below. | The scope of work includes understanding the requirement, and providing support/configuration/ change in configuration to suit the need of the location/time/link/network equipment provided for AMC at various locations identified by LIC. The bidder has to provide support for the items provided under this RFP for a period of five years further extendable by two years at LIC"s discretion. <del>This is not an all inclusive list. The Vendor is expected to provide the end to end solution and is expected to absorb cost of other services, if any, not particularly listed below.</del> | No change in RFP conditions                                                                                                                                             |
| 115     | 48                                    |                                                                   | Point under Resource Distribution Table                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | One or more of the resources earmarked for Zonal Offices may be posted at locations other than the respective Zonal headquarters such as Ahmedabad, Pune, Bengaluru, Guwahati, Thiruvananthapuram, etc as per LIC"s requirement                                                                                                                                                                                                                                                                                                                                                                       | Please be guided by the RFP                                                                                                                                             |
| 116     | 49                                    | 1. The following are covered under Scope of Work for this RFP: ix | The above inventory may change from time to time. Inventory will be given at the beginning of every quarter during the duration of the contract. The location wise details of inventory will be shared with the winning bidder.                                                                                                                                                                                                                                                                                                                                                            | Request LIC to give clarity on the commercial calculation in case of increase or decrease in inventory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Bidder is required to quote per unit annulized cost against the line item in the indicative commercials                                                                 |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                                                                      | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                   | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Response                                                                                                                                                                                                                                                                                        |
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| 117     | 49                                    | Annexure-IX- Indicative- Commercial-Bid<br><br>The following are covered under Scope of Work for this RFP | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. The present indicative inventory of such equipments is as follows: | please help with the serial Numbers of the the equipment's for the AMC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 118     | 49                                    | Annexure-IX- Indicative- Commercial-Bid<br><br>The following are covered under Scope of Work for this RFP | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. The present indicative inventory of such equipments is as follows: | plesae help with locations where the Devices are deployed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 119     | 49                                    | Annexure-IX- Indicative- Commercial-Bid<br><br>The following are covered under Scope of Work for this RFP | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. The present indicative inventory of such equipments is as follows: | The Equipments have different supoort end, Few are already EOS, few are going to be EOS in 1year, few are EOS witin 3/5years, Please help clarification how would the support be taken care and the commercials accordingly:<br><br>Cisco 1921 Routers: 2023.<br>Cisco 1941 Routers: 2023.<br>Cisco 2811 Routers: Already EOS.<br>Cisco 2911 Routers: 2022.<br>Cisco 3845 Routers: Already EOS.<br>Cisco 3945 Routers: 2022.<br>Cisco 7206 Routers: Already EOS.<br>ASR 1002 Router: 2021.<br><br>Cisco WS-C6506 E Switch - 2025<br>Cisco WS-4506 Switch: Already EOS.<br>Cisco WS-C3750G-24TS-E1U: Already EOS.<br><br>Cisco CON-SNT-3702ED: 2024<br>Cisco CON-SNTP-AIRCT855: 2023<br>Cisco CON-SNTP-AIRCT85: 2023<br>Cisco CON-SNTP-48TP1GE: 2025<br>Cisco CON-SNTP-CT8500UP: 2023<br>Cisco CON-SNTP-LICCT851: 2023<br>Csico CON-SAU-LMSE7K: 2022<br>Cisco CON-SNTP-C220M3SF: Already EOS.<br>Cisco CON-ISV1-VC5STD1A: 2021 | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                                                                      | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                  | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Response                                                                                                                                                                                                                                                                                       |
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| 120     | 49                                    | Annexure-IX- Indicative- Commercial-Bid<br><br>The following are covered under Scope of Work for this RFP | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. The present indicative inventory of such equipments is as follows:                | The Equipments have different support end, Few are already EOS, few are going to be EOS in 1year, few are EOS within 3/5years, Please help clarification how would the support be taken care and the commercials accordingly:<br><br>Please specify it is bidders discretion to provide OEM backlining support / partner support for all the equipment mentioned / covered as part of the RFP, and not necessary for OEM backlining whether the equipments are part of the current state of support with OEM or not, since the equipments have different end support date, Bidder should be given the right way of managing the entire hardware under AMC. | Will be shared with the winning bidder                                                                                                                                                                                                                                                         |
| 121     | 49                                    | Annexure-IX- Indicative- Commercial-Bid<br><br>The following are covered under Scope of Work for this RFP | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. The present indicative inventory of such equipments is as follows:                | Request to limit the support duration for the period of support available from the OEM. For eg., if the support for said equipment is available for only 18 months, then requesting to consider only 18 months as support contract period for the said equipment.                                                                                                                                                                                                                                                                                                                                                                                          | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL. The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 122     | 49                                    | E                                                                                                         | 1.xi. Other than the above mentioned equipments the vendor has to give the network support for the equipment such as L2 Switches, Modems, Cards, IP phones and any other network equipment not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting.                                                                                                                      | Please share make, model and count for all other devices that needs to be managed under scope                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Will be shared with the winning bidder                                                                                                                                                                                                                                                         |
| 123     | 49                                    | ii. On-site support                                                                                       | iii. The On-site resource/s will be responsible for proactive monitoring of network infrastructure for all LIC Offices with the help of tools already installed in LIC. The onsite support will be responsible for day-to-day maintenance, configuration changes, trouble-shooting, follow-up/ coordination with various stakeholders for early resolution of problem etc. and keeping LIC's network up and running. | We request you to provide ( contact details, emails IDs, escalation matrix) On-site resource details for the coordination with the existing Service provider/ Network Equipment provider for the better work performance and output                                                                                                                                                                                                                                                                                                                                                                                                                        | Will be provided on completion of the RFP process                                                                                                                                                                                                                                              |
| 124     | 49                                    | ii. On-site support                                                                                       | vii. Wherever redundancy is provided by LIC, all the networking equipment/ components, etc. should be configured for high availability with no single point of failure.                                                                                                                                                                                                                                              | Bidder request LIC to provide the details of all such network equipment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Will be provided on completion of the RFP process                                                                                                                                                                                                                                              |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                     | Brief details/ Query in reference to the clause                                                                                                                                                                                                                         | Response                                                                                                                                                                                                                                                                                        |
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| 125     | 49                                    | ii. On-site support                  | viii. Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment | Bidder request LIC to share the existing AMC or warranty details for these existing Network equipments. Bidder assume all the existing Network equipment are not near to their EoL or EoS, if so then LIC needs to borne the cost for new equipment for its replacement | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 126     | 49                                    | ii. On-site support                  | xi. Other than the above mentioned equipments the vendor has to give the network support for the equipment such as L2 Switches, Modems, Cards, IP phones and any other network equipment not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting                                            | Bidder assume that only configuration and basis troubleshooting is under his scope of work, if these equipments such as L2 Switches, Modems, Cards, IP phones goes faulty, the same would be replace or New by LIC and cost for the same would be borne by LIC.         | Please be guided by the RFP as the scope is clearly defined in this clause.                                                                                                                                                                                                                     |
| 127     | 49                                    | ii. On-site support                  | The present indicative inventory of such equipments is as follows:                                                                                                                                                                                                                                                                      | Please help with the inventory details with serial numbers/Make & model/location of the devices to be covered in AMC services.                                                                                                                                          | Will be shared with the winning bidder.                                                                                                                                                                                                                                                         |
| 128     | 49                                    | ii. On-site support                  | xi. Other than the above mentioned equipments the vendor has to give the network support for the equipment such as L2 Switches, Modems, Cards, IP phones and any other network equipment not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting.                                           | Please help with the location wise inventory of the same. Please suggest expectations from the bidder for support of such devices at the locations (DO/BOs) where REs are not present as per the ask of this RFP.                                                       | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 129     | 49                                    | ii. On-site support                  | The present indicative inventory of such equipments is as follows:                                                                                                                                                                                                                                                                      | Please provide location wise inventory detail to understand the onsite/oncall support requirement for break-fix call.                                                                                                                                                   | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 130     | 49                                    | SCOPE OF WORK                        | Maintenance of GETVPN or any other encryption solution as per requirement and in doing so, any pre-requisite changes necessary in the architecture, configurations etc. have to be implemented by the vendor.                                                                                                                           | Request LIC to provide the network archicture of existing VPN solution (GETVPN or any other) running in the network.                                                                                                                                                    | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 131     | 49                                    | SCOPE OF WORK                        | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment.      | Please add - Vendor will be not be responsible to repair or replace the hardware if the equipment is End of Support declared by OEM.                                                                                                                                    | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 132     | 49                                    | SCOPE OF WORK                        | CISCO Ace 4710 (AMC required for one year)                                                                                                                                                                                                                                                                                              | Quantity mentioned is 244 in the RFP. Is It correct? How many locations are there where your Application servers are installed for which you have deployed so many load balancers. Kindly elaborate load balancer setup.                                                | The numbers are correct, further details will be shared with the winning bidder.                                                                                                                                                                                                                |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                       | Response                                                                                                                                                                                                                                                                                        |
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| 133     | 49                                    | SCOPE OF WORK                        | The above inventory may change from time to time. Inventory will be given at the beginning of every quarter during the duration of the contract. The location wise details of inventory will be shared with the winning bidder.                                                                                                    | We need location wise complete inventory of all the network components which are part of this RFP to work out network maintenance cost. Hence, please provide us the serial numbers of all the network components along with complete hardware configuration (cards, cables details). | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 134     | 49                                    | SCOPE OF WORK                        | The vendor has to provide end to end support to the equipment (including cards, cords-V.35 etc) provided for AMC under the RFP.                                                                                                                                                                                                    | Please provide complete hardware configuration of each equipment.                                                                                                                                                                                                                     | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |
| 135     | 49                                    | SCOPE OF WORK                        | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. | Vendor will be not be responsible to repair or replace the hardware during the contract period if the equipment is End of Support declared by OEM.                                                                                                                                    | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 136     | 49                                    | Scope of work                        | iv) Vendor has to do end-to-end configuration of network devices, designing, implementation and customization of network level policies as per LIC"s requirements including migration of routing protocols.                                                                                                                        | Need Full Details of the Work, as it will involve L3 Level Resources and many man hours and too cost estimation needs to be identified in the same                                                                                                                                    | Please be guided by the RFP                                                                                                                                                                                                                                                                     |
| 137     | 49                                    | Scope of work                        | v) Maintenance of GETVPN or any other encryption solution as per requirement and in doing so, any pre-requisite changes necessary in the architecture, configurations etc. have to be implemented by the vendor.                                                                                                                   | Need Full Details of the Work, as it will involve L3 Level Resources and many man hours and too cost estimation needs to be identified in the same                                                                                                                                    | Please be guided by the RFP                                                                                                                                                                                                                                                                     |
| 138     | 49                                    | Scope of work                        | vi) Vendor shall provide and implement the latest versions/upgrades of software/IOS/Flash etc. in all network devices at no extra cost to LIC.                                                                                                                                                                                     | Only Possible if all the Devices are under active support from OEM, if not there will be additional cost                                                                                                                                                                              | It is to be factored in the AMC rates                                                                                                                                                                                                                                                           |
| 139     | 49                                    | Scope of work                        | viii) Inventory details                                                                                                                                                                                                                                                                                                            | Need the location details, as it always impact on the Support cost - Population of the devices with the location details                                                                                                                                                              | The final inventory will be provided to the winning bidder.                                                                                                                                                                                                                                     |
| 140     | 49                                    | Scope of work                        | x) The vendor has to provide end to end support to the equipment (including cards, cords-V.35 etc) provided for AMC under the RFP.                                                                                                                                                                                                 | Need Clarity - are they looking for replacement to the faulty cards / Cords ? Need exact inventory details                                                                                                                                                                            | The vendor has to repair the equipment in case of fault. Inventory details will be provided to the winning bidder                                                                                                                                                                               |
| 141     | 49                                    | Scope of work                        | xi) Other than the above mentioned equipments the vendor has to give the network support for the equipment such as L2 Switches, Modems, Cards, IP phones and any other network equipment not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting.                                      | Need Full inventory details to manage the technical support for the specific requirements, the support will be only in the case if it is back to back supported with the OEM, if not then replacement cost will be on the account to the LIC.                                         | Will be shared with the winning bidder                                                                                                                                                                                                                                                          |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                            | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Response                                                                                                                                                                                                                                                                                        |
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| 142     | 49                                    | Section-E: SCOPE OF WORK             | VI) Vendor shall provide and implement the latest versions/upgrades of software/IOS/Flash etc. in all network devices at no extra cost to LIC.                                                                                                                                                                                                                                                                 | If Product is EOSL then, providing latest Software, Firmware and IOS etc. is challenging.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. |
| 143     | 49                                    | Section-E: SCOPE OF WORK             | VIII) Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment                                                                        | If Product is damaged or Burnt will not be consider under no cost replacement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | The vendor has to repair the quipment in case of fault however, in case the equipment/s is damaged, burnt etc, the the locations is to be restored by the vendor by providing workable solution for eihtg working days. Meanwhile LIC will arrange for the suitable replacement.                |
| 144     | 49                                    | Section-E: SCOPE OF WORK (iii)       | The On-site resource/s will be responsible for proactive monitoring of network infrastructure for all LIC Offices with the help of tools already installed in LIC. The onsite support will be responsible for day-to-day maintenance, configuration changes, trouble-shooting, follow-up/ coordination with various stakeholders for early resolution of problem etc. and keeping LIC"s network up and running | We request you to add to create a virtualize NOC along with the onsite support which will help the LIC to get the reporting from operations team working from anywhere.<br>1)Bring Order to Your IT Monitoring Chaos : Global telework has disrupted traffic and usage patterns. With algorithmic data selection, there's no more fumbling in the dark. Your IT Ops teams get full visibility into the alerts that matter.<br>2. Get the Team Back Together :Physical NOCs sit empty. Ops staff sit at home. Enter AIOps. It creates a virtual NOC. One virtual room. A "single pane" interactive dashboard. Collaboration and communication tools. All data at everyone's fingertips – from anywhere.<br>3. Protect Your Critical Apps<br>With the extreme quarantine, digital channels supply most revenue. Outages can't be afforded. Fear not. AIOps spots incidents early, pinpoints causes, prescribes solutions – for continuous service assurance and optimal customer experience.<br>4. Boost Ops Teams' Capabilities: The public health and economic crisis have affected staffing levels. Fewer hands must tackle extra work. Cover all your bases with AIOps. Tasks are automated. Processes get streamlined. Workflows become optimized. Productivity soars.<br>5. Succeed in this "New Normal"<br>This pandemic will pass. Its legacy will remain: Digitization, automation, remote work, agility and flexibility are no longer just important. They're essential for IT Ops and DevOps – and your entire organization. Futureproof your business with virtualized NoC and increase the operational efficiency. | No change in RFP conditions                                                                                                                                                                                                                                                                     |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                           | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Response                    |
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| 145     | 49                                    | Section-E: SCOPE OF WORK (iv)        | Vendor has to do end-to-end configuration of network devices, designing, implementation and customization of network level policies as per LIC's requirements including migration of routing protocols        | We request you to add to create a virtualize NOC along with the onsite support which will help to implement the below five algorithmic dimensions.<br>1) Event ingestion - observes and analyses data from multiple sources<br>2) Noise reduction - identify and surfaces relevant event to reduce noise<br>3) Correlation - pro actively detects actionable incidents with real time AI and ML<br>4) Casualty - analyses probable root cause by diagnosing and identify the source of incidents<br>5) Collaboration - provides collaborative workflow for resolution in our situation/ dashboard room                                                                                                                                                                                                                                                                            | No change in RFP conditions |
| 146     | 49                                    | Section-E: SCOPE OF WORK (v)         | Maintenance of GETVPN or any other encryption solution as per requirement and in doing so, any pre-requisite changes necessary in the architecture, configurations etc. have to be implemented by the vendor. | We request you to add to create a virtualize NOC along with the onsite support which will provide Enhanced Workflow Engine. This new version of Workflow Engine (WE) will enable LIC to configure workflows and drive outcomes through an intuitive UI for each of the WE modules:<br>1) Ingest: delivers user control for advanced configuration of the event flow.<br>2) Enrich: enables customers to quickly enhance incoming data streams with external data sources including CMDB data directly from Service Now.<br>3) Automate: delivers new functionality with Ansible and Puppet to drive advanced remediation solutions.<br>4) Ticket: allows bi-directional integration into tools such as ServiceNow, Remedy and Cherwell.<br>5) Collaborate: easily configure PagerDuty, xMatters and Slack for users to directly communicate with the Situation Room team members. | No change in RFP conditions |
| 147     | 49                                    | Section-E: SCOPE OF WORK (vi)        | Vendor shall provide and implement the latest versions/upgrades of software/IOS/Flash etc. in all network devices at no extra cost to LIC.                                                                    | We request you to add to create a virtualize NOC along with the onsite support which will automate the L1 tasks and provide proactive notification to Ops teams working from anywhere can build a virtual NOC and regain visibility and control over the scale and complexity of their modern IT environments, and ensure the uptime and reliability of digital services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)     | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                   | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                   | Response                                                                |
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| 148     | 49                                    | Section-E: SCOPE OF WORK (vii)           | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments i.e. configuration of the equipment, troubleshooting, repairing or replacing in case of damage to the equipment. The present indicative inventory of such equipments is as follows: | Please specify more.                                                                                                                                                                                                                                                                                                                                                                                                                                              | Please be guided by the RFP                                             |
| 149     | 49                                    | Section-E: SCOPE OF WORK (x)             | The vendor has to provide end to end support to the equipment (including cards, cords-V.35 etc) provided for AMC under the RFP.                                                                                                                                                                                                                                                                       | Pricing for mentioned material to be factored.                                                                                                                                                                                                                                                                                                                                                                                                                    | The same needs to be factored by the bidder while providing commercials |
| 150     | 49                                    | Section-E: SCOPE OF WORK (xi)            | Other than the above mentioned equipments the vendor has to give the network support for the equipment such as L2 Switches, Modems, Cards, IP phones and any other network equipment not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting.                                                                                                             | We request you to add to create a virtualize NOC along with the onsite support which will automate the L1 tasks and provide proactive notification to Ops teams working from anywhere can build a virtual NOC and regain visibility and control over the scale and complexity of their modern IT environments, and ensure the uptime and reliability of digital services.                                                                                         | No change in RFP conditions                                             |
| 151     | 49                                    |                                          | Point No. Vi                                                                                                                                                                                                                                                                                                                                                                                          | Vendor shall provide and implement the latest versions/upgrades of software/IOS/Flash etc. in all network devices at no extra cost to LIC.                                                                                                                                                                                                                                                                                                                        | Please be guided by the RFP                                             |
| 152     | 49                                    |                                          | Inventory Table                                                                                                                                                                                                                                                                                                                                                                                       | CISCO Ace 4710 (AMC required for one year)                                                                                                                                                                                                                                                                                                                                                                                                                        | Please be guided by the RFP                                             |
| 153     | 49                                    |                                          | Point No. Xiv                                                                                                                                                                                                                                                                                                                                                                                         | Vendor has to act as technical-advisor for evaluation of new technologies, routing-protocols/ migration in LIC suggest best & cost-effective & feasible mode of connectivity etc. if required by LIC. Necessary resources (including Level-3 expert support) have to be supplied by vendor for technical assistance along with the detailed documentations etc. No additional cost will be payable by LIC for such events.                                        | It is a part of the scope of work.                                      |
| 154     | 50                                    | 2. Service-Delivery/ Project Manager:    | The selected vendor will have to post a full time Service-Delivery Manager (SDM)/ Project Manager. The details of SDM should be conveyed in writing to LIC within 2 weeks of receipt of purchase order. The Service-Delivery Manager will be required to be posted for the entire duration of the project and will b                                                                                  | Please specify L3 and SDM are same for this project or not? SDM to be operated from CO? We request you to add to create a virtualize NOC along with the onsite support which will automate the L1 tasks and provide proactive notification to Ops teams working from anywhere can build a virtual NOC and regain visibility and control over the scale and complexity of their modern IT environments, and ensure the uptime and reliability of digital services. | No change in RFP conditions                                             |
| 155     | 50                                    | 3. On-site support (Facility Management) | As part of On-site support, the vendor should post suitable and qualified onsite resources as per details given below. The vendor will have to submit the Curriculum Vitae (CV) of the proposed network resources matching the qualification criteria as defined in this RFP.                                                                                                                         | We understand that post winning the bid, vendor has to submit CVs before deployment of Resources to LIC. Please confirm                                                                                                                                                                                                                                                                                                                                           | Please be guided by the RFP                                             |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                          | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                                              | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                           | Response                                                                                                                                                                                                                       |
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| 156     | 50                                    | A. L1 Resources                                               | Should be on roll of the vendor as on the date of his/her deployment to LIC.                                                                                                                                                                                                                                                                                                                                                     | Request to change as follows:<br>Should be on roll of the vendor or vendor's support partner as on the date of his/her deployment to LIC.                                                                                                                                                                                                                                 | No change in RFP conditions                                                                                                                                                                                                    |
| 157     | 50                                    | Functions/duties of L1 Resources                              | Functions/duties of L1 Resources mentioned in the RFP                                                                                                                                                                                                                                                                                                                                                                            | We request you to add to create a virtualize NOC along with the onsite support which will automate the L1 tasks and provide proactive notification to Ops teams working from anywhere can build a virtual NOC and regain visibility and control over the scale and complexity of their modern IT environments, and ensure the uptime and reliability of digital services. | No change in RFP conditions                                                                                                                                                                                                    |
| 158     | 50                                    | ii. On-site support                                           | xv. Vendor has to impart networking training to LIC officials at LIC's Centers once in a calendar year on existing as well as new technologies.                                                                                                                                                                                                                                                                                  | Bidder would request LIC to conduct training at central location and would request share the details if training as how many employees needs to be trained, duration of training.                                                                                                                                                                                         | Will be shared with the winning bidder                                                                                                                                                                                         |
| 159     | 50                                    | ii. On-site support                                           | xv. Vendor has to impart networking training to LIC officials at LIC's Centers once in a calendar year on existing as well as new technologies.                                                                                                                                                                                                                                                                                  | Please suggest, if the number of training and number of LIC officials per batch. Also please help with the brief of details to be covered in such trainings.                                                                                                                                                                                                              | It will be a basic training covering fundamentals of networking, target group will be the network administrators at ZOs and or DOs. However, the number of sessions are only once in a year conducted centrally or through VC. |
| 160     | 50                                    | On-site support (Facility management) L1, L2 and L3 Resources | Should be on roll of the Vendor as on the date of his/her deployment to LIC.                                                                                                                                                                                                                                                                                                                                                     | Request to kindly modify the clause that the L1,L2 and L3 resource to should be on roll of the vendor/trusted partners of the vendors as on date of his/her deployment to LIC                                                                                                                                                                                             | No change in RFP conditions                                                                                                                                                                                                    |
| 161     | 50                                    | SCOPE OF WORK                                                 | Vendor has to impart networking training to LIC officials at LIC's Centers once in a calendar year on existing as well as new technologies.                                                                                                                                                                                                                                                                                      | Kindly elaborate the networking training requirement.                                                                                                                                                                                                                                                                                                                     | It will be a basic training covering fundamentals of networking, target group will be the network administrators at ZOs and or DOs. However, the number of sessions are only once in a year conducted centrally or through VC. |
| 162     | 50                                    | Scope of work                                                 | Xiv) Vendor has to act as technical-advisor for evaluation of new technologies, routing-protocols/ migration in LIC, suggest best & cost-effective & feasible mode of connectivity etc. if required by LIC. Necessary resources (including Level-3 expert support) have to be supplied by vendor for technical assistance along with the detailed documentations etc. No additional cost will be payable by LIC for such events. | We will Bring the Subject experts from industry with out cost, they should be permitted for the same                                                                                                                                                                                                                                                                      | Will be shared with the winning bidder                                                                                                                                                                                         |
| 163     | 50                                    | Section-E: SCOPE OF WORK                                      | 2. Service-Delivery/ Project Manager.                                                                                                                                                                                                                                                                                                                                                                                            | This person will be consider under onsite paid resources or this will not be billed to LIC.                                                                                                                                                                                                                                                                               | No charges will be payable by LIC for the Service Delivery Manager.                                                                                                                                                            |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                                 | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                         | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                     | Response                                                                                                                                                                                                                        |
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| 164     | 50                                    | Section-E: SCOPE OF WORK (xv)                                        | Vendor has to impart networking training to LIC officials at LIC's Centers once in a calendar year on existing as well as new technologies.                                                 | We request you to add to create a virtualize NOC along with the onsite support which will enable the respective LIC official at LIC centers with an ease on training and enablement as an when required over the virtual platform and also the below business drivers advantages to LIC officials.<br>1) Realize immediate ROI on deployment<br>2) Improve productivity<br>3) Reduce OpEx and CapEx<br>4) Eliminate costly downtime | It will be a basic training covering fundamentals of networking, target group will be the network administrators at Zos and or DOs. However, the number of sessions are only once in a year conducted centrally or through VC.  |
| 165     | 50                                    |                                                                      | Point No. Xv                                                                                                                                                                                | Vendor has to impart networking training to LIC officials at LIC's Centers once in a calendar year on existing as well as new technologies                                                                                                                                                                                                                                                                                          | It will be a basic training covering basic networking concepts                                                                                                                                                                  |
| 166     | 51                                    | A. L1 Resources                                                      | Every incident has to be attended by L1 Engineers and basic trouble shooting should be done within one hour from the receipt of the ticket either through mail/SMS/telephone call/NMS Tool. | Please increase the timeline to TWO Hours                                                                                                                                                                                                                                                                                                                                                                                           | No change in RFP conditions                                                                                                                                                                                                     |
| 167     | 51                                    | B. L2- Engineers                                                     | Should be on roll of the vendor as on the date of his/her deployment to LIC.                                                                                                                | Request to change as follows:<br>Should be on roll of the vendor or vendor's support partner as on the date of his/her deployment to LIC.                                                                                                                                                                                                                                                                                           | No change in RFP conditions                                                                                                                                                                                                     |
| 168     | 51                                    | Scope of work                                                        | XV) Vendor has to impart networking training to LIC officials at LIC's Centers once in a calendar year on existing as well as new technologies.                                             | Size of the Batch and Locations - details required to identify the schedule - time and cost.                                                                                                                                                                                                                                                                                                                                        | It will be a basic training covering fundamentals of networking, target group will be the network administrators at ZO's and or DOs. However, the number of sessions are only once in a year conducted centrally or through VC. |
| 169     | 52                                    | B. L2- Engineers                                                     | Maintenance of all-India Load-Balancers (ACE), Cisco-WAAS tools (WAN optimization tools) and Call-Managers for IP-Telephony setup.                                                          | Please remove Cisco WAAS tools and IP Telephony setup from the scope of RFP, as these equipments are not part of RFP.                                                                                                                                                                                                                                                                                                               | The CISCO WAAS/L2 Switches tools will be phased out in soon, The engineers are expected to look after the configuration part and basic trouble-shooting for these devices.                                                      |
| 170     | 52                                    | C. L3- Resource-                                                     | Should be on roll of the vendor as on the date of his/her deployment to LIC.                                                                                                                | Request to change as follows:<br>Should be on roll of the vendor or vendor's support partner as on the date of his/her deployment to LIC.                                                                                                                                                                                                                                                                                           | No change in RFP conditions                                                                                                                                                                                                     |
| 171     | 53                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay): | a) (a) Resources should be made available within six weeks from the date of issue of Purchase Order for the same.                                                                           | L1 & L2 can be managed in 6 weeks But for L3 resources 9 to 12 weeks time required                                                                                                                                                                                                                                                                                                                                                  | No change in RFP conditions                                                                                                                                                                                                     |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                                               | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                            | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Response                    |
|---------|---------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 172     | 53                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay):               | Resources should be made available within six weeks from the date of issue of Purchase Order for the same.                                                                                                                                                                                                                                     | We request you to add to create a virtualize NOC along with the onsite support which will help LIC with the key benefits of virtual NOC:<br>1) UI embedded console<br>2) Virtual room<br>3) Probable root cause<br>4) Bidirectional collaboration<br>5) Automated workflow<br>6) Streamlined remedification<br>This will also give benefits and reduce the below LIC challenges<br>1) Increasing complexity due to manual ops<br>2) Cost Control and Accountability – Spikes OPex<br>3) Increase NOC Operational Efficiency<br>4) Transparency Across Business Units<br>5) Also benefit on enhanced automated reports for Compliance, Governance and Security | No change in RFP conditions |
| 173     | 53                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay):               | (e) Maximum Resolution Time (MRT):<br><br>(f) If equipment under AMC is not repairable and functional at the end of the MRT, the replacement of faulty/damaged equipment should be made available within one working day at CO/ZO/DO locations and within two working days at other locations from the date of identification of fault/damage. | We assume that resolution time mentioned is applicable for soft calls which can be resolved by engineer without any replace of part/equipment.<br>For calls which bidder will categorise as hardware breakfix calls will be resolved as per the clause "f" of in the same section.<br>Please confirm on our understanding.                                                                                                                                                                                                                                                                                                                                    | Please be guided by the RFP |
| 174     | 53                                    | D. Following conditions shall be applicable regarding the onsite L1/L2/L3 support: | d) Resources should be made available within six weeks from the date of issue of Purchase Order for the same.                                                                                                                                                                                                                                  | L1 & L2 can be managed in 6 weeks But for L3 resources 9 to 12 weeks time required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | No change in RFP conditions |
| 175     | 53                                    | D. Following conditions shall be applicable regarding the onsite L1/L2/L3 support: | h) On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.                                                                                                                                                                                                     | L1 & L2 can be managed in 4 weeks But for L3 resources 9 to 12 weeks time required                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | No change in RFP conditions |
| 176     | 53                                    | Section E                                                                          | 3.D.d Resources should be made available within six weeks from the date of issue of Purchase Order for the same.                                                                                                                                                                                                                               | Resources should be made available within eight weeks from the date of issue of Purchase Order for the same.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No change in RFP conditions |
| 177     | 54                                    | 4. Time lines, schedule and Penalty applicable                                     | (g) Maximum Resolution Time starts from the time of issue of ticket/call through SMS/email/telephone call.                                                                                                                                                                                                                                     | Bidder would request LIC to start the MRT post FTL done by On-site resource with the help of Local contact                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | No change in RFP conditions |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                                 | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                 | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                             | Response                                                                                                                                   |
|---------|---------------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| 178     | 54                                    | 4. Time lines, schedule and Penalty applicable                       | Maximum Resolution Time (MRT):<br>Equipment /Office>>>CO/ZO>>>Other than CO/ZO<br>Routers>>>Two working hours>>Four working hours<br>L3 Switches/<br>Load balancers>>>Two working hours>>>Four working hours<br>WLAN Server/WAP devices>>><br>Four working hours>>>Four working hours               | Bidder request LIC to increase the MRT Equipment /Office>>>CO/ZO>>>Other than CO/ZO<br>Routers>>>Six working hours>>Eight working hours<br>L3 Switches/<br>Load balancers>>>Six working hours>>Eight working hours<br>WLAN Server/WAP devices>>><br>Six working hours>>>Eight working hours | No change in RFP conditions                                                                                                                |
| 179     | 54                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay): | MRT Table                                                                                                                                                                                                                                                                                           | MRT must be based on the Severity of the Problem, Issue etc. Based on Level of Severity not on the Office Levels                                                                                                                                                                            | The gradation of MRT has been done by LIC based on the business requirement after considering the locations where resouces will be posted. |
| 180     | 54                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay): | f) If equipment under AMC is not repairable and functional at the end of the MRT, the replacement of faulty/damaged equipment should be made available within one working day at CO/ZO/DO locations and within two working days at other locations from the date of identification of fault/damage. | We expect that warranty of devices mentioned in inventory are procured by LIC during the device procurement. We expect replacement is in scope of OEM or that SI who has provisioned warranty. Please Clarify.                                                                              | All the devices are not under the warrantly so we intend to cover them in AMC to be provided by the bidder.                                |
| 181     | 54                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay): | g) Maximum Resolution Time starts from the time of issue of ticket/call through SMS/email/telephone call.                                                                                                                                                                                           | During Working hour window only . Need Clarity - it must be on mail or through Ticket - as documentation is required too                                                                                                                                                                    | Documentation needs will be suitably addressed.                                                                                            |
| 182     | 54                                    | 4. Time lines, schedule and Penalty applicable (in case of a delay): | h) Every incident has to be attended by the on-site resources within the stipulated time and not attending an incident will be liable for penalty.                                                                                                                                                  | During Working Hours only                                                                                                                                                                                                                                                                   | Please be guided by the RFP                                                                                                                |
| 183     | 54                                    | Section E                                                            |                                                                                                                                                                                                                                                                                                     | Need clarity on MRT is 2 hours for CO/ZO and 4 hours for others but in Page no:-55- Clause b)MRT is one w.d. for CO/ZO/DO and 2 W.D. for other locations                                                                                                                                    | MRT mentioned by you pertains to different scenario. Please refer to RFP document for details.                                             |
| 184     | 55                                    | Cases requiring replacement of faulty equipment/ part thereof        | Delay upto 5 working days beyond MRT - 10% of the QMC for the equipment for each working day of delay                                                                                                                                                                                               | Please amend as 0.5% of QMC for each working day capped to a max of 5% of QMC charges of defauled device                                                                                                                                                                                    | Please refer to additional clause- Penalty applicable for AMC                                                                              |
| 185     | 55                                    | Cases requiring replacement of faulty equipment/ part thereof        | Delay beyond 5 working days - 100% of the QMC for the equipment or Rs. 10,000/- whichever is higher<br>100% of the QMC for the equipment or Rs. 5,000/- whichever is higher                                                                                                                         | Please cap to a max of 5% of QMC for the equipment or 10,000 whichever is lower for CO/ZO<br><br>Please cap to a max of 5% of QMC of the equipent or 5,000 which is lower for other locations                                                                                               | No change in RFP conditions                                                                                                                |
| 186     | 55                                    | Penalty applicable for AMC                                           | Call resolved after 4 working hours and within 8 working hours after the allowed MRT - 10% of the QMC for the equipment                                                                                                                                                                             | Please cap collective/combined maximum penalty to 5% of the QMC of affected equipment only.                                                                                                                                                                                                 | Please refer to additional clause- Penalty applicable for AMC                                                                              |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                     | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Response                                                      |
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| 187     | 55                                    | Penalty applicable for AMC           | Call resolved beyond 8 working hours after the allowed MRT but within 40 working hours after the allowed MRT - 10% of the QMC for the equipment plus additional 2% for each working hour of the QMC for the equipment till the complaint is closed      | Please cap collective/combined maximum penalty to 5% of the QMC of affected equipment only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Please refer to additional clause- Penalty applicable for AMC |
| 188     | 55                                    | Penalty applicable for AMC           | Call resolved beyond 40 working hours after the allowed MRT - 100% of the QMC for the equipment or Rs. 10,000/- whichever is higher for CO/ZO/Do locations.<br>100% of the QMC for the equipment or Rs. 5,000/- whichever is higher for other locations | Please cap to a max of 5% of QMC for the equipment or 10,000 whichever is lower for CO/ZO<br><br>Please cap to a max of 5% of QMC of the equipment or 5,000 which is lower for other locations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Please refer to additional clause- Penalty applicable for AMC |
| 189     | 55                                    | Penalty applicable for AMC           |                                                                                                                                                                                                                                                         | Refer 'Penalty' sheet<br>To Add: The overall maximum penalty, if any that can be imposed on Vendor under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Please refer to additional clause- Penalty applicable for AMC |
| 190     | 55                                    | Section F - Service Level Agreement  |                                                                                                                                                                                                                                                         | The bidder request LIC to cap the maximum penalty under the contract at 10% of Annual Contract Value each year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Please refer to additional clause- Penalty applicable for AMC |
| 191     | 55                                    | Section F :- Service Level Agreement | e) Maximum Resolution Time (MRT):                                                                                                                                                                                                                       | We request you to add to create a virtualize NOC along with the onsite support which will provide the enhanced workflow engine reduced/eliminate the costly downtimes<br>1) Use network device deployment capabilities to proactively plan capacity requirements, resolving issues before they occur<br>2) Avoid bandwidth depletion by baselining performance thresholds and setting alerts for when additional capacity is needed<br>3) Reduce troubleshooting time with comprehensive flow status                                                                                                                                                                                                                                                               | No change in RFP conditions                                   |
| 192     | 55                                    | Section F :- Service Level Agreement | 1. Penalty applicable for AMC<br>A) Cases not requiring replacement of equipment/part thereof                                                                                                                                                           | Request LIC to consider following:<br>'-Call resolved within 4 working hours after the allowed MRT - 1% of the QMC for the equipment<br>-Call resolved after 4 working hours and within 8 working hours after the allowed MRT-2% of the QMC for the equipment<br>-Call resolved beyond 8 working hours after the allowed MRT but within 40 working hours after the allowed MRT - 3% of the QMC for the equipment<br>-Call resolved beyond 40 working hours after the allowed MRT-4% of the QMC for the equipment or Rs. 2000/- whichever is higher for CO/ZO/Do locations.<br>4% of the QMC for the equipment or Rs. 1,000/- whichever is higher for other locations<br>Maximum cap - 4% of the QMC for the equipment or Rs. 2,000/- whichever is higher for other | No change in RFP conditions                                   |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                              | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                    | Response                                                      |
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| 193     | 55                                    | Section F :- Service Level Agreement | B) Cases requiring replacement of faulty equipment/ part thereof                                                                                                                                                                 | Request LIC to consider following:<br>Delay upto 7 working days beyond MRT- 5% of the QMC for the equipment for each working day of delay for CO/ZO/DO locations<br>Delay upto 7 working days beyond MRT- 5% of the QMC for the equipment for each working day of delay For other locations<br>Instead of delay beyond 5 days, please consider delay beyond 7 days | No change in RFP conditions                                   |
| 194     | 55                                    | Section F : Service Level Agreement  | Penalty applicable for AMC :<br>Call resolved beyond 40 working hours after the allowed MRT - 100% of the QMC for the equipment or Rs. 10,000/- whichever is higher for CO/ZO/Do locations.                                      | We suggest to upper Capping for the maximum penalty at 25% of the QMC of the equipment.                                                                                                                                                                                                                                                                            | Please refer to additional clause- Penalty applicable for AMC |
| 195     | 55                                    | Section F : Service Level Agreement  | B) Cases requiring replacement of faulty equipment/ part thereof                                                                                                                                                                 | We suggest to Cap the maximum penalty @25% of QMC for hardware repair or replacement                                                                                                                                                                                                                                                                               | Please refer to additional clause- Penalty applicable for AMC |
| 196     | 55                                    |                                      | Penalty application for AMC                                                                                                                                                                                                      | There seems to not have cap on Aggregate penalty. Hence maximum aggregate penalties are to be accepted at 5% of total contract value                                                                                                                                                                                                                               | Please refer to additional clause- Penalty applicable for AMC |
| 197     | 55                                    |                                      | 2. Penalty for on-site support Point b                                                                                                                                                                                           | Any type of performance related adverse reporting about the on-site Engineer, Rs.1000/- per resource per incident                                                                                                                                                                                                                                                  | Please refer to additional clause- Penalty applicable for AMC |
| 198     | 56                                    | G - Payment Terms                    | The payments will be made by the Central Office for the orders placed for Central office. Payments shall be made by Zonal Office/Nodal Divisional Offices of LIC for respective states for whom the services are being provided. | Request you to make it Centralized billing & Centralized payment collection                                                                                                                                                                                                                                                                                        | Please refer to revised payment clause                        |
| 199     | 56                                    | G - Payment Terms                    | Payment will be made quarterly on arrears basis.                                                                                                                                                                                 | Please amend as Quarterly Advance                                                                                                                                                                                                                                                                                                                                  | No change in RFP conditions                                   |
| 200     | 56                                    | G - Payment Terms                    | No advance payment will be made by LIC.                                                                                                                                                                                          | Please amend as 70% on delivery & 30% on installation for all the H/W products                                                                                                                                                                                                                                                                                     | No change in RFP conditions                                   |
| 201     | 56                                    | Payment Terms                        | Payment terms for Purchase orders:<br>(a) No advance payment will be made by LIC.<br>(b) Payment will be made quarterly on arrears basis.                                                                                        | Payment terms for Purchase orders:<br>(a) No advance payment will be made by LIC.<br>(b) Payment will be made quarterly monthly on arrears basis.                                                                                                                                                                                                                  | No change in RFP conditions                                   |
| 202     | 56                                    | Penalty for on-site support          | As per RFP                                                                                                                                                                                                                       | To Add: The overall maximum penalty, if any that can be imposed on Vendor under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.                                                                                                                     | Please refer to additional clause- Penalty applicable for AMC |
| 203     | 56                                    | Section G - Payment Terms            | The payments will be made by the Central Office for the orders placed for Central office. Payments shall be made by Zonal Office/Nodal Divisional Offices of LIC for respective states for whom the services are being provided. | We request LIC to make centralized payment from Central Office for all the invoices raised by bidder under this contract.                                                                                                                                                                                                                                          | Please refer to revised payment clause                        |
| 204     | 56                                    | Section G : Payment Terms            | b) Payment will be made quarterly on arrears basis.                                                                                                                                                                              | Must be on Monthly Arrears to make Flow of the Salary of the Resources - or Qtrly Advance                                                                                                                                                                                                                                                                          | No change in RFP conditions                                   |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                              | Response                               |
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| 205     | 56                                    | Section-G: Payment Terms             | The payments will be made by the Central Office for the orders placed for Central office. Payments shall be made by Zonal Office/Nodal Divisional Offices of LIC for respective states for whom the services are being provided.                                                         | We request you to release the payment from Central Office considering contract size                                                                                                                                                                                                                                                                                                          | Please refer to revised payment clause |
| 206     | 56                                    | Section-G: Payment Terms             | (c) The payments will be made by the Central Office for the orders placed for Central office. Payments shall be made by Zonal Office/Nodal Divisional Offices of LIC for respective states for whom the services are being provided.                                                     | Request LIC to release the payment from Central office                                                                                                                                                                                                                                                                                                                                       | Please refer to revised payment clause |
| 207     | 56                                    | Section-G: Payment Terms             | Payment terms for Purchase orders:<br>(b) Payment will be made quarterly on arrears basis.                                                                                                                                                                                               | Request you to change the payment terms as uner :<br>AMC Services - Payment will be made Yearly in advance basis.<br>The Current Market scenario and economic conditions, payment terms play an important role for participation of the Bid, as these are directly related to business and or otherwise lead into interest and non-aligned payment terms with OEM/vendors/support model etc. | No change in RFP conditions            |
| 208     | 56                                    | Section-G: Payment Terms b)          | Payment will be made quarterly on arrears basis.                                                                                                                                                                                                                                         | Payment will be made quarterly on an advance basis.                                                                                                                                                                                                                                                                                                                                          | No change in RFP conditions            |
| 209     | Annexure C                            | Bank Guarantee Format                | And whereas _____ (Vendors name) having its head office at _____ (address), is participating in the RFP Ref.No.CO/IT-BPR/NW/RFP/SI/2020-21/01dated22nd June 2020for "Procurement of Services of System Integrator for Network Maintenance."and subsequent modifications issued on _____. | Request to kindly modify the same to And whereas _____ (Vendors name) having its head office at _____ (address), is participating in the RFP Ref.No.CO/IT-BPR/NW/RFP/SI/2020-21/01dated22nd June 2020for "Procurement of Services of System Integrator for Network Maintenance."                                                                                                             | No change in RFP conditions            |
| 210     | Annexure-IX                           | Indicative Commercial                | Wireless LAN                                                                                                                                                                                                                                                                             | In the Line Item under Wireless LAN, Cisco warranty part numbers are mentioned. Kindly confirm if bidder has to quote for mentioned Cisco Warranty? If Customer has to quote for the AMC of underlining Cisco product, then request LIC to mention the exact Part Code of Cisco Product.                                                                                                     | Please refer revised Annexure IX       |
| 211     | Annexure-IX                           | Indicative Commercial                | Routers, Switches                                                                                                                                                                                                                                                                        | In the Line ITEM under Routers and Switches, Cisco Product Series is mentioned.. For Example 1921 Router. Request customer to provide exact procut part Code. For example. Cisco1921/K9 or Cisco1921-SEC/K9. This will give a clarity to the bidder that for which exact product model, bidder has to quote.                                                                                 | Please refer revised Annexure IX       |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section)                                                                          | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                   | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                     | Response                                                                                                                                                                                                                                                                                                                         |
|---------|---------------------------------------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 212     | Annexure-IX                           | Section-C:                                                                                                    | Warranty partcodes are mentioned in the Commercial format.                                                                                                                                                                                                                                            | Do we need to provide OEM warranty also or only field engineer support only.                                                                                                                                                                                                                        | LIC will be replacing the EOL equipments in due course, subsequent to which it will go out of AMC. However, till such time the bidder has to provide AMC for all inventory including EOS/EOL . The bidder has to provide the support for the same, which includes the replacement if necessary. Please refer revised Annexure IX |
| 213     | Annexures                             | Commercial Bid Format                                                                                         |                                                                                                                                                                                                                                                                                                       | There are two commercial bid formats shared with RFP documents:<br>1. Annexure-IX-Indicative-Commercial-Bid<br>2. Commercial_NPV-Router-RFP-19062020<br><br>Which format is to be used for submission?                                                                                              | These pertain to two different RFPs.                                                                                                                                                                                                                                                                                             |
| 214     | Annexures                             | Commercial Bid Format                                                                                         |                                                                                                                                                                                                                                                                                                       | The commercial bid format uses discount rate of 10.88% for NPV calculations whereas the RFP states 8%. Kindly request LIC to share the revised commercial bid format.<br><br>Also NPV is applied from 1st year of resources, whereas generally NPV calculation is to applied from 2nd year onwards. | NPV calculation made at the rate of 8% for payments to be made quarterly in arrears.                                                                                                                                                                                                                                             |
| 215     | Annexure X                            | Annexure-X : Declaration of Quality and Support for the Network equipments to be provided as Spares under AMC | All the equipments/components/parts/software(s) used in the Networking equipments, etc. shall be original/ new equipments/ components/parts/software(s) from respective OEMs of the products and that no refurbished / duplicate/second-hand-equipments/ components/ parts/software(s) shall be used. | In case of the Stop Gap Arrangement and to provide the support till the time original replacement received from the OEM, there must be refurbished / Support equipment or equivalent other product usage must be allowed in line with the network requirements                                      | Please refer revised Annexure X                                                                                                                                                                                                                                                                                                  |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                      | Brief details/ Query in reference to the clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Response                                             |
|---------|---------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| 216     |                                       |                                      | Clause to be added                                                                                                                                                                                                                                                       | In the event of delay in installation or commissioning of equipment supplied by the Service Provider, or delay in submission of documents required under the RFP / Agreement / PO, or delay in issuance of the acceptance certificates by the Client, due to reasons beyond the reasonable control of the Service Provider, including but not limited to site not being ready, or force majeure situations, government orders and notifications, government ordered lockdown, epidemics and pandemics etc., the Client shall make immediate payment and not withhold payment of fees for the Products supplied and / or services already rendered, on this account. In such cases the Service Provider shall raise the invoice to the extent of the value of goods delivered and/or quantum of work performed and the Client shall make payment thereof. Further, it shall be the obligation of the Service Provider to perform all the unperformed / partially performed work and submit all the necessary documents in terms of the RFP / Agreement / PO as soon as practicably possible upon normalization of the situation | No change in RFP conditions                          |
| 217     |                                       |                                      | Clause to be added                                                                                                                                                                                                                                                       | Request you to add termination right for bidder as under; Bidder may terminate this Agreement and / or any SOW upon written notice to the LIC if the LIC commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the Bidder.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | No change in RFP conditions                          |
| 218     |                                       |                                      | The vendor has to provide support to End of Life products till they are actually replaced by LIC.                                                                                                                                                                        | Please provide list of No. of location, their addresses, device models and serial nos.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | The inventory will be shared with the winning bidder |
| 219     |                                       |                                      | Vendor shall provide and implement the latest versions/upgrades of software/IOS (same class) etc. at no extra cost to LIC                                                                                                                                                | Please clarify: This shall not be applicable for end of life devices declared                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Please be guided by the RFP                          |
| 220     |                                       |                                      | The replacement model specifications have to be validated by OEM as the same or higher.                                                                                                                                                                                  | We would like to highlight that "OEM may not validate for the end of life, support, sale devices. " Hence requesting to delete this clause.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | No change in RFP conditions                          |
| 221     |                                       |                                      | 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). | Please provide approx. figure of no. of such shifting happened once in year. Also whether it is within state or across state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Shifting will be carried out by LIC                  |
| 222     |                                       |                                      | 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                     | Whether this just for end of life declared products or for entire products range of LIC Network.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | The vendor has to take the call                      |

| Sr. No. | RFP Document Reference(s) Page Number | RFP Document Reference(s)/ (Section) | Clause (in brief) of RFP requiring clarification(s)                                                                                                                                                                                                                                                                                                                                                        | Brief details/ Query in reference to the clause                                                                                                                                                           | Response                                                                            |
|---------|---------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 223     |                                       |                                      | 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. | Please provide approx. such calls and where to visit for such calls.                                                                                                                                      | The calls will be placed as and when they arise                                     |
| 224     |                                       |                                      | Any Devices/ Equipments/Components/ Software supplied under this RFP should not be end of support in the next six years.                                                                                                                                                                                                                                                                                   | This is depend on OEM policy for the product lifecycle.                                                                                                                                                   | No change in RFP conditions                                                         |
| 225     |                                       |                                      | The vendor has to provide support to End of Life products till they are actually replaced by LIC.                                                                                                                                                                                                                                                                                                          | SLA will not be applicable for the end of life deices -- please clarify.                                                                                                                                  | No change in RFP conditions                                                         |
| 226     |                                       |                                      | 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.                                                                                                                                                      | This may not be possible to submit the location wise list of spares.                                                                                                                                      | No change in RFP conditions                                                         |
| 227     |                                       |                                      | The vendor has to prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.                                                                                                                                                                                                                                                                                    | LIC support would require to get the support from OEM for HLD and LLD preparation.                                                                                                                        | There is no such clause. Please refer to Section-E: SCOPE OF WORK for clarification |
| 228     |                                       |                                      | Vendor will be responsible for ensuring end-to-end maintenance of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). AMC support has to be given to these equipments                                                                                                                                                                                          | LIC / Bidder need to have back to back OEM support of Network equipment including Routers, Switches, Load Balancers and Wireless Access Points (WAP). Please Clarify                                      | Please be guided by the RFP                                                         |
| 229     |                                       |                                      | AMC for Router , Switches, Load balancers & WAP ..                                                                                                                                                                                                                                                                                                                                                         | Contract for AMC will be for 1 year or 5 year. Please Clarify                                                                                                                                             | Please be guided by the RFP                                                         |
| 230     |                                       |                                      | Load Balancer ( Qty 244 ) is stated for 1 year                                                                                                                                                                                                                                                                                                                                                             | After 1 year Bidder have to exclude the AMC of specific Qty Please Clarify                                                                                                                                | Please be guided by the RFP                                                         |
| 231     |                                       |                                      | Other than the above mentioned equipment's the vendor has to give the network support for the equipment such as L2 Switches, Modems, Cards, IP phones and any other network equipment not mentioned hereinabove. The scope of the vendor includes configuration and basic troubleshooting.                                                                                                                 | Kindly share the Qty of L2 Switches, Modem Cards, IP Phones .. Please clarify the meaning of any other network equipment..IF YES Should bidder has to maintain the same as a part of AMC? Please clarify. | The inventory will be shared with the winning bidder                                |
| 232     |                                       |                                      | Price Bid Format Discounting Factor @ 8% to arrive at the NPV for 5 years for all line items except item I(D) where NPV is calculated for 1 year only                                                                                                                                                                                                                                                      | Discounting Factor @ 8% to arrive at the NPV for 5 years on ON SITE RESOURCES whereas this keep increasing every year..                                                                                   | The same needs to be factored by the bidder while providing indicative commercials  |

EXECUTIVE DIRECTOR (IT/BPR)