

Date: 21/01/2021

RFP for Supply, Installation and Servicing of Line Printers RFP Ref: LIC/CO/IT-BPR/HW/Line Printers/2020-2021/07 Dated: 28/12/2020

CORRIGENDUM – II

Following clarification is being issued under the above referred RFP. The bidders to note that this clarification shall form an integral part of the above referred RFP and resulting contracts, if any.

Sr. No.	Clause ref.	Clause (in brief) of RFP requiring clarification (s)	Points of Clarification	LIC Clarification/ modification in clause (highlighted in bold)
1	Page 7 and 8, Clause B.8.6 & Clause B.8.7	Bid Submission Date &Time: On Tuesday, 19th January 2021, latest by 3.30 p.m. Eligibility Bid opening date/time/venue: The Eligibility Bids will be opened by the Tender opening committee of LIC in the presence or absence of the bidders/ representatives who choose to attend, at 4.00 p.m. on Tuesday, 19th January 2021, at the above mentioned address.	All bidders are hereby informed that the Bid Submission date is extended until further notice and will be published along with the responses in the subsequent Corrigendum.	Bid Submission Date &Time: On Friday, 05th February 2021, latest by 3.30 p.m.

2	Page 34, Clause G.9	G.9.Performance Bank Guarantee (PBG) A PBG (As per Part-F of Annexure-VII) to the tune of 10% of the L1 prices approved of all Part-I items shall be submitted by the selected bidder. The Performance Bank Guarantee shall be submitted within 15 days from the date of intimation/ letter issued for selection as Vendor. Failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs.65,000/-. The PBG should be valid for a period of 42 months (39 months validity + 3 months claim period), including claim period of three months, from the date of submission of PBG. The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP, including refusal to take up / renew the AMC for the equipment's supplied. In case the selected bidder fails to submit performance bank guarantee even after the elapse of		G.9Performance Bank Guarantee (PBG) A PBG (As per Part-F of Annexure-VII) to the tune of 3% of the L1 prices approved of all Part-I items shall be submitted by the selected bidder. The Performance Bank Guarantee shall be submitted within 15 days from the date of intimation/ letter issued for selection as Vendor. Failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs.65,000/-. The PBG should be valid for a period of 66 months (63 months validity + 3 months claim period), including claim period of three months, from the date of submission of PBG. The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP, including refusal to take up / renew the AMC for the equipment's supplied. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 22 working days from the time stipulated, LIC, at its discretion, may cancel the allotment and it will be treated as vendor has backed out and all proceedings for backing out of the contract will be imposed on the Vendor.
---	------------------------	---	--	---

		22 working days from the time stipulated, LIC, at its discretion, may cancel the allotment and it will be treated as vendor has backed out and all proceedings for backing out of the contract will be imposed on the Vendor.		
3	Page 11, Clause 11.d	11.d) Undertaking For Warranty The Bidder should submit an undertaking/ declaration on a Stamp Paper of Rs. 500/-(either in the form of Stamp Paper of Rs. 500/- or franking of same value) as per format given in <u>Annexure-V</u> duly signed by the Authorized Signatory alongwith the Eligibility Bid.		11.d) Undertaking For Warranty & AMC: The Bidder should submit an undertaking/ declaration on a Stamp Paper of Rs. 500/-(either in the form of Stamp Paper of Rs. 500/- or franking of same value) as per format given in <u>Revised Annexure-V</u> duly signed by the Authorized Signatory alongwith the Eligibility Bid.
4	Page 14, Clause B.13.b	Clause B.13.b- The Bidder will have to compulsorily quote price for each line item under Part-I, Part II for the exact specifications called for in the Technical Bid and quotes for buy-back items as stated in the Commercial - Annexure II .		Clause B.13.b- The Bidder will have to compulsorily quote price for each line item under Part-I, Part-II, Buyback and AMC rate for the exact specifications called for in the Technical Bid and quotes for buy-back items as stated in the Commercial – Revised Annexure II .

5	Page 22, Clause D.e	Commercial Bid: The Commercial Bid is divided into three parts as below: Part-I - Quotes for all Hardware items as per the exact specifications stated in the Technical Annexure Part-I for Line Printers. Part-II - Quotes for Select Hardware items/ Components (Components of Line printers). Buyback- Buyback Quote for Line Printers.	The Commercial Bid is divided into four parts as below: Part - I - Quotes for all Hardware items as per the exact specifications stated in the Technical Annexure Part-I for Line Printers. Part-II - Quotes for Select Hardware items/ Components (Components of Line printers) Buyback- Buyback Quote for Line Printers. AMC rate- The AMC rate will be mentioned in the Commercial Bid
6	Page 22-23,D.f.i- Commercial Bid Evaluation: (Two stages i.e. Commercial bid opening and Online Reverse Auction):	After the indicative Commercial Bids are opened, LIC will conduct an Online Reverse Auction and the eligible Bidders will be informed about the “Business Rules” and the details of the ORA, subsequently. The lowest quote (Price) amongst the Bids received after the opening of the indicative Commercial Bid under each category of Line item will be taken as the maximum base for the <u>Online Reverse Auction (ORA)</u>. The L1 price will be discovered and declared as <u>L1 price</u>, based on the	After the indicative Commercial Bids are opened, the H1 Elimination Clause will be followed as under: “When the number of Technically qualified bidders are more than five, the technically qualified H1 bidder with the highest quoted bid price will be disqualified and eliminated from participating in the Online Reverse Auction, if his bid value as per the submitted paper commercial bid is higher by 40% of the average of all the lowest quoted prices among all the technically qualified bidders for all items in aggregate.” After the above, LIC will conduct an Online Reverse Auction and the eligible Bidders will be informed about the “Business Rules” and the details of the ORA, subsequently. The lowest quote (Price) amongst the Bids received after the opening of the indicative Commercial Bid under each category of Line item will be taken as the maximum base for the <u>Online Reverse Auction (ORA)</u>. The L1 price will be discovered and declared as <u>L1 price</u>, based on the outcome of the Online Reverse Auction (ORA) on the TCO of Part-I items only. The Online

		outcome of the Online Reverse Auction (ORA) on the TCO of Part-I items only. The Online Reverse Auction will be done for the TCO of Part-I items only after which the final L1 TCO will be arrived. There will be no ORA for Part-II items and Buyback items. The L1 price of Part-II items and H1 price discovered of the buyback items will be as per the prices discovered after the opening of the commercial Bid only and will be freezed to arrive at the total final TCO. The ORA will be conducted for Part-I items only after which the overall Final L1 TCO will be arrived after adding the L1 price of Part-II discovered and deducting H1 value of Buyback after the Commercial Bid Opening.		Reverse Auction will be done for the TCO of Part-I items only after which the final L1 TCO will be arrived. There will be no ORA for Part-II items, AMC rate and Buyback items. The L1 price of Part-II items, L1 AMC rate and H1 price discovered of the buyback items will be as per the prices discovered after the opening of the commercial Bid only and will be freezed to arrive at the total final TCO. The ORA will be conducted for the Part-I items only after which the overall Final L1 TCO will be arrived after adding the L1 price of Part-II discovered and deducting H1 value of Buyback after the Commercial Bid Opening. The L1 AMC rate discovered after the opening of the commercial bid will be freezed for the AMC to be undertaken after 5 years of warranty by the L1 supply vendor of Part-I items. However offering of AMC after the 5 years warranty will be at the discretion of LIC and the decision of LIC in this matter will be final and in the best interest of LIC.
7	Page 26, Clause F.b	a) Approved Rates Under RFP The rates approved by LIC will be valid for 12 months from the date of the Online Reverse Auction where there was a final price discovery. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to 31/12/2023. If, at any time during this period, those hardware		a) Approved Rates Under RFP The rates approved by LIC will be valid for 12 months from the date of the Online Reverse Auction where there was a final price discovery. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to the price validity defined above and in the extension period of the RFP. If, at any time during this period, those hardware items with the configuration quoted are not available, the vendor should supply hardware items with equivalent or higher configurations at the approved L1 rates, subject to evaluation/ OEM certificate wherever required and approval from LIC. Similarly, the spares which includes the cartridges, spools, Shuttle

		items with the configuration quoted are not available, the vendor should supply hardware items with equivalent or higher configurations at the approved L1 rates, subject to evaluation/ OEM certificate wherever required and approval from LIC. Similarly, the spares which includes the cartridges, spools, hammer bank, logic card, stop assembly and platen or any other spares of the supplied hardware under the scope of this RFP shall be available for a period of SEVEN years, from the date of placing of the Purchase Order (PO).		Assembly (Hammer Bank), logic card, Top Cover with glass , Platen Stop Assembly and platen or any other spares of the supplied hardware under the scope of this RFP shall be available for a period of SEVEN years, from the date of placing of the Purchase Order (PO).
--	--	--	--	--

8	Page 39, Clause G.16.a	G.16.a-Warranty, Maintenance and Servicing: Terms & Conditions for maintenance of Hardware & Software during the Warranty period. a) HARDWARE: All the Hardware items, as per specifications given in Technical <u>Annexure-I</u>, shall be under comprehensive on-site warranty covering all hardware parts and labour for a period of three years. If LIC decides, the Vendor shall enter into a comprehensive Annual maintenance Contract (AMC) with LIC, after expiry of the Warranty period, at the Terms & Conditions and AMC rates prevalent then if LIC decides to do so. However, LIC reserves the right to revise these terms & conditions of AMC in future in the best interest of LIC. The decision of LIC in this matter will be final.		G.16.a-Warranty, Maintenance and Servicing: Terms & Conditions for maintenance of Hardware & Software during the Warranty period and AMC. a) HARDWARE: All the Hardware items, as per specifications given in Technical <u>Annexure-I</u>, shall be under comprehensive on-site warranty covering all hardware parts and labour for a period of five years with the back lining of hardware and system support with the OEM as per the MAF and Undertaking for Warranty and AMC. If LIC decides, the Vendor shall enter into a comprehensive Annual maintenance Contract (AMC) with LIC, after the expiry of the Warranty period, at the Terms & Conditions of AMC and at the L1 AMC rate discovered under the RFP if LIC decides to do so. However, LIC reserves the right to revise these terms & conditions of AMC in future in the best interest of LIC. The decision of LIC in this matter will be final and in the best interest of LIC.
---	------------------------------	---	--	--

9	Page 39, Clause G.16.c	G.16.c)During Servicing of the Hardware in the warranty period or whenever required, the Vendor has to install original OEM manufactured Spare Parts of same or higher configuration (subject to compatibility). The Vendor shall also ensure the consumables support from the OEM and an agreement has to be in place between the Supply Vendor (SI) and the OEM for the above support . The work at LIC and its offices shall not be hampered for want of such support from the Supply Vendor, due to the inability of the OEM to supply the spares or consumables. The terms and conditions of the MAF submitted by the OEM will be strictly applicable and will be adhered to.	G.16.c)During Servicing of the Hardware in the warranty period or whenever required, the Vendor has to install original OEM manufactured Spare Parts of same or higher configuration (subject to compatibility). The Vendor shall also ensure the consumables support from the OEM and an agreement has to be in place between the Supply Vendor (SI) and the OEM for the above support during the warranty and subsequent AMC. The work at LIC and its offices shall not be hampered for want of such support from the Supply Vendor, due to the inability of the OEM to supply the spares or consumables. The terms and conditions of the MAF submitted by the OEM will be strictly applicable and will be adhered to.
---	------------------------	--	---

10	Page 45 , Clause G.20.j	G.20.j- After the expiry of the warranty, if LIC desires, the Selected Vendor(s) will have to execute a comprehensive Annual maintenance Contract (AMC) with LIC for continuity in servicing of the Hardware supplied at the existing AMC rate prevailing then. The Service Level Agreement (SLAs) will be generally as defined in the Annual Maintenance Contract (AMC) documents. However, LIC reserves the right to revise these terms and conditions in the interest of LIC in the subsequent RFPs / AMC agreements. LIC reserves the right to extend / terminate the AMC depending on the circumstances / high failure rates/ deficiency in servicing. The decision of LIC in the above matter is final.		G.20.j- After the expiry of the five years warranty, if LIC desires, the Selected Vendor(s) will have to execute a comprehensive Annual maintenance Contract (AMC) as per the L1 AMC rate discovered in the RFP with LIC for continuity in servicing of the Hardware supplied by the L1 Supply Vendor. However the decision of the same will be solely at the discretion of LIC depending on the situations and conditions prevailing then in the best interest of LIC. The decision of LIC in this matter will be final and in the best interest of LIC. The Service Level Agreement (SLAs) will be executed by the L1 Supply Vendor as per the Annual Maintenance Contract (AMC) document to be executed after five years warranty. However, LIC reserves the right to revise these terms and conditions in the best interest of LIC in the subsequent RFPs / AMC agreements. LIC reserves the right to extend / terminate the AMC depending on the circumstances / high failure rates/ deficiency in servicing. The decision of LIC in the above matter is final.
----	-------------------------------	---	--	--

11	Page 45-46, Clause 20.j.a	New Clause: SLAs during AMC		<table><tr><td colspan="6">warranty</td></tr><tr><td colspan="6">Chart of Penalties: SLAs during AMC period after 5 years</td></tr><tr><td>Service Levels</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Hardware Type</td><td>Per day Breakdown charges up to 6 days</td><td>Per day Breakdown charges from 7th day to 11th day</td><td>Per day Breakdown charges from 12th day to 15th day</td><td>Beyond 15 days from 16th day onwards.</td><td>Maximum Penalty capping for Breakdown</td></tr><tr><td>Line Printers</td><td>0.5% of the cost of hardware per day.</td><td>1% of the cost of hardware per day.</td><td>2% of the cost of hardware per day.</td><td>4% of the cost of hardware per day.</td><td>Basic cost of the Hardware item.</td></tr></table>						warranty						Chart of Penalties: SLAs during AMC period after 5 years						Service Levels						Hardware Type	Per day Breakdown charges up to 6 days	Per day Breakdown charges from 7 th day to 11 th day	Per day Breakdown charges from 12 th day to 15 th day	Beyond 15 days from 16 th day onwards.	Maximum Penalty capping for Breakdown	Line Printers	0.5% of the cost of hardware per day.	1% of the cost of hardware per day.	2% of the cost of hardware per day.	4% of the cost of hardware per day.	Basic cost of the Hardware item.
warranty																																							
Chart of Penalties: SLAs during AMC period after 5 years																																							
Service Levels																																							
Hardware Type	Per day Breakdown charges up to 6 days	Per day Breakdown charges from 7 th day to 11 th day	Per day Breakdown charges from 12 th day to 15 th day	Beyond 15 days from 16 th day onwards.	Maximum Penalty capping for Breakdown																																		
Line Printers	0.5% of the cost of hardware per day.	1% of the cost of hardware per day.	2% of the cost of hardware per day.	4% of the cost of hardware per day.	Basic cost of the Hardware item.																																		

12	Entire RFP document and relevant Annexures.	In the RFP document and relevant Annexures the nomenclature as under: 1) Hammer Bank. 2) Body Panel. 3) Stop Assembly	Change in Nomenclature	It is to be noted that in this RFP document and its related Annexures wherever the word for the spare hammer bank is mentioned will be read as Shuttle Assembly (Hammer Bank) for the models quoted, Body Panel will be read as Top Cover with glass for the models quoted and Stop Assembly will be read as Platen Stop Assembly for the models quoted of the supplied Line Printers during the 5 years warranty and subsequent AMC.
----	---	--	------------------------	--

13	Addition of new Clause Page 49	29. Information Security related Conditions of LIC:	-	29. Information Security related Conditions of LIC: The bidders/vendors selected post empanelment, will have to comply with LIC's Information Security (IS) Security Policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. I) Some of the key areas are as under: a) Responsibilities for data and application privacy and confidentiality; b) Responsibilities for system and software access control and administration; c) Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor; d) Physical Security of the facilities; e) Physical and logical separation from other customers of the Vendor; f) Incident response and reporting procedures; g) Password Policy; h) Access Management Policy; i) Acceptable Usage Policy (Authentication and Identity Management, Authorization and Access Control); j) Data Encryption / Protection requirements of LIC; k) Cyber Security Policy; l) Auditing; m) In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured; n) Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC. II) Right to Audit : i. It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service
----	-----------------------------------	--	---	---

				Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC. ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies were observed. All costs for such audit shall be borne by the service provider/vendor. However, the travel and stay cost for LIC officials will be borne by LIC. iii. Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC.
--	--	--	--	--

Technical Annexure-I

SL No	Query Related to	Existing Specification	Suggestion for Modification	Corrigendum
1	3A-1 - Line Printer 500 LPM or above- Specifications	500 LPM or above with serial and parallel and Ethernet interface (onboard or add-on cards), with Multilingual printing facility and text and bar coding facility with drivers for Windows 7 and RHEL 5.9 and higher. The ribbon/cartridge should have minimum print capacity of 18000 pages of 8.5" X 11" (inches). Vendor needs to submit undertaking for RHEL compliance as per format mentioned separately.	500 LPM or above with serial and parallel and Ethernet interface (onboard or add-on cards), with Multilingual printing facility and text and bar coding facility with drivers for Windows 7 and RHEL 5.9 and higher. The ribbon/cartridge should have minimum print capacity of 17000 pages or higher of 8.5" X 11" (inches). Vendor needs to submit undertaking for RHEL compliance as per format mentioned separately.	Change Accepted. Kindly refer to Revised Technical Annexure.
2	3A-1 -Line Printer 500 LPM or above-Acceptance/ Installation Test	Acceptance test/ Installation shall be deemed to be completed only after the respective offices complete printing as per the print cartridge capacity ie: 18000 pages of 8.5" X 11"(inches) without deterioration in print quality.	Acceptance test/ Installation shall be deemed to be completed only after the respective offices complete printing as per the print cartridge capacity ie: 17000 pages or higher of 8.5" X 11"(inches) without deterioration in print quality.	Change Accepted. Kindly refer to Revised Technical Annexure.
3	3A-1- Line Printer 500 LPM or above -Warranty	With 3 years comprehensive onsite warranty for all parts including hammer bank,shuttle assembly and logic card.	With 5 years comprehensive onsite warranty for all parts including hammer bank,shuttle assembly and logic card.	Kindly refer to Revised Technical Annexure.
4	3A-2- Line Printer 1000 LPM or above-Specifications	1000 LPM or above with serial and parallel and Ethernet interface (onboard or add-on cards), with Multilingual printing facility and text and bar coding facility with drivers for Windows 7 and RHEL 5.9 and higher. The ribbon/cartridge should have minimum print capacity of 18000 pages of 8.5" X 11" (inches). Vendor needs to submit undertaking for RHEL compliance as per format mentioned	1000 LPM or above with serial and parallel and Ethernet interface (onboard or add-on cards), with Multilingual printing facility and text and bar coding facility with drivers for Windows 7 and RHEL 5.9 and higher. The ribbon/cartridge should have minimum print capacity of 17000 pages or higher of 8.5" X 11" (inches). Vendor needs to submit undertaking for RHEL compliance as per format mentioned separately.	Change Accepted. Kindly refer to Revised Technical Annexure.

		separately.		
5	3A-2- Line Printer 1000 LPM or above-Acceptance/ Installation Test	Acceptance test/ Installation shall be deemed to be completed only after the respective offices complete printing as per the print cartridge capacity ie: 18000 pages of 8.5" X 11" (inches) without deterioration in print quality.	Acceptance test/ Installation shall be deemed to be completed only after the respective offices complete printing as per the print cartridge capacity ie: 17000 pages or higher of 8.5" X 11" (inches) without deterioration in print quality.	Change Accepted. Kindly refer to Revised Technical Annexure.
6	3A-2- Line Printer 1000 LPM or above -Warranty	With 3 years comprehensive onsite warranty for all parts including hammer bank,shuttle assembly and logic card.	With 5 years comprehensive onsite warranty for all parts including hammer bank,shuttle assembly and logic card.	Kindly refer to Revised Technical Annexure.
7	3A-3- Line Printer 1500 LPM or above- Specifications.	1500 LPM or above with serial and parallel and Ethernet interface (onboard or add-on cards), with Multilingual printing facility and text and bar coding facility with drivers for Windows 7 and RHEL 5.9 and higher. The ribbon/cartridge should have minimum print capacity of 25000 pages of 8.5" X 11" (inches). Vendor needs to submit undertaking for RHEL compliance as per format mentioned separately.	1500 LPM or above with serial and parallel and Ethernet interface (onboard or add-on cards), with Multilingual printing facility and text and bar coding facility with drivers for Windows 7 and RHEL 5.9 and higher. The ribbon/cartridge should have minimum print capacity of 17000 pages or higher of 8.5" X 11" (inches). Vendor needs to submit undertaking for RHEL compliance as per format mentioned separately.	Change Accepted. Kindly refer to Revised Technical Annexure.
8	3A-3- Line Printer 1500 LPM or above- Acceptance/ Installation Test	Acceptance test/ Installation shall be deemed to be completed only after the respective offices complete printing as per the print cartridge capacity ie: 25000 pages of 8.5" X 11" (inches) without deterioration in print quality.	Acceptance test/ Installation shall be deemed to be completed only after the respective offices complete printing as per the print cartridge capacity ie: 17000 pages or higher of 8.5" X 11" (inches) without deterioration in print quality.	Change Accepted. Kindly refer to Revised Technical Annexure.

9	3A-3- Line Printer 1500 LPM or above -Warranty	With 3 years comprehensive onsite warranty for all parts including hammer bank,shuttle assembly and logic card.	With 5 years comprehensive onsite warranty for all parts including hammer bank,shuttle assembly and logic card.	Kindly refer to Revised Technical Annexure.
10	Part-2.4,2.11 and 2.18	Hammer Bank (For the model quoted)	Shuttle Assembly (Hammer bank) (For the Model Quoted)	Change Accepted. Kindly refer to Revised Technical Annexure.
11	Part-2.5,2.12 and 2.19	Body Panel (For the model quoted)	Top Cover with glass(For the Model Quoted)	Change Accepted. Kindly refer to Revised Technical Annexure.
12	Part-2.6,2.13 and 2.20	Stop Assembly (For the model quoted)	Platen Stop Assembly(For the Model Quoted)	Change Accepted. Kindly refer to Revised Technical Annexure.

CHIEF (IT/BPR)