

CLARIFICATIONS TO PRE-BID QUERIES -2

Sr. No.	RFP Document Reference(s) (Section & Page)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Clarification/Corrigendum to RFP
1	Page 42 -4.14Terms of Payment to Vendor	5. For Cloud Computing services/Opex Model (On-premises) delivery methods, the payment terms will be as follows : Payment for Quarterly payments will be made by IT/BPR deptt. at CO at the end of each quarter after satisfactory delivery of the services on production of the following a. Invoice for the amount payable Quarterly b. SLA monitoring report specifying the downtime in user minutes for the Quarter c. Usage of services report giving unit wise number of usage Payment will be based on the actual usage of the services and as per the "Unit Costs" in Commercial Bid. The final payment (last Quarterly payment under the contract) will be made on successful completion of transition to new vendor/LIC. The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor. No advance payment or interest will be paid by LIC.LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfiedwith progress made during that period or if there is delay in activity timelines. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.	5. For Cloud Computing services/Opex Model (On-premises) delivery methods, the payment terms will be as follows : Payment for Yearly payments will be made by IT/BPR deptt. at CO at the end beginning of each year after satisfactory delivery of the services on production of the following a. Invoice for the amount payable yearly b. SLA monitoring report specifying the downtime in user minutes for the year c. Usage of services report giving unit wise number of usage Payment will be based on the actual usage of the services and as per the "Unit Costs" in Commercial Bid. The final payment (last Quarterly payment under the contract) will be made on successful completion of transition to new vendor/LIC. The Amount against Penalties if any will be recoverable from the Performance Guarantee OR from any other payment due to the Vendor under this contact. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfiedwith progress made during that period or if there is delay in activity timelines. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.	RFP condition is modified .Please refer Corrigendum-2 to RFP
2	Page 93 Sec6 .2 Project Timelines	Implementation, Migration , Project completion period--- 16 weeks from the date of Purchase Order or Contract	Implementation, Migration , Project completion period--- 20 weeks from the date of Purchase Order or Contract We need above change because upgrading from exchange 2007 to latest version will be 2 step implementation with 1 hop from 2007 to 2013 and other from 2013 to 2016 for 1.5 lakh users, hence 20 weeks would be needed to complete Implementation and Migration	RFP condition is modified .Please refer Corrigendum-2 to RFP
3	Page 94 Sec7 -SLA 1.b	Delay in project implementation beyond 16 weeks from the date of receipt of contract/purchase order-0.1 % of the contract value per week		RFP condition is modified .Please refer Corrigendum-2 to RFP

4	Page 11, 2.1 ,Invitation to bid	in a CAPEX and OPEX with 24x7 availability to be implemented in Centralised Architecture with a Hybrid of Cloud Computing (for 1000 users) and On-premises (for rest of the users) delivery method.	In earlier corrigendum LIC has amended this point for page 65 point 5.1. request you to kindly amend the same for point 2.1 page 11. Amendment required as below. 1) Supply of Enterprise Class Email Messaging Solution in a Centralised Architecture as a Hybrid of service using Cloud Computing Delivery Method on a Public Cloud (for 10000 users) and On-premise architecture (for rest of the users) with Supply of Software and its licenses.	Please refer Corrigendum-1 .The Point 2.1 page 11 is amended in Corrigendum-1
5	Page 15, point 8	,Last Date & Time for Bid Submission-24th April, 2018 latest by 2.30 pm	Request you to kindly extend the bid submission due date to 4 th May 2018.	RFP condition is modified .Please refer Corrigendum-2 to RFP
6	Page 15, point 9 Eligibility Bid opening date/time/ venue	Eligibility Bid opening date/time/ venue The Pre-contract Integrity Pact & Eligibility and Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend the Eligibility Bid opening on 24th April , 2018 latest by 3.00 pm at the above mentioned address.		RFP condition is modified .Please refer Corrigendum-2 to RFP
7	Page 45 -4.17,Liability	Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of 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.	Request LIC to kindly CAP the liability to 25% of Annual Contract Value (ACV) post go live.	RFP conditions stand
8	Page 54 - 4.27.3,Termination by LIC for default	Notwithstanding what has been stated in clause 6.4 of this Agreement 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 systems 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	Request LIC to provide with written notice of 30 days of default sent to the Vendor and the Vendor liability shall be for a maximum amount of 10% of any excess costs for such similar systems or Services procured by LIC.	RFP conditions stand
9	Page 154 -28,Support for Upgradations/ Feasibility Support :	The Vendor has to provide, at no additional cost to LIC, support for any feasibility study and implementation of subsequent upgradation/ changes in system configuration proposed by LIC.	The Vendor has to provide, at no an additional cost to LIC, support for any feasibility study and implementation of subsequent upgradation/ changes in system configuration proposed by LIC.	RFP conditions stand

10	Page 17 Section 2.11 Consortiums or sub-contractor		We request you to consider the interpretation of eligibility criteria such that collaborative arrangement/agreements between the services provider (PwC) and the OEM (Microsoft Consulting Services) does not come under the disqualifying definition of 'consortium'.	RFP conditions stand
11	Page 2 Annexure – IX : Conformity with Eligibility Criteria, Eligibility Criteria ,	Bidder must have minimum annual turnover of Rs. 50 crores in each of the last three financial years 2014-15 and 2015-16, 2016-17) should also have made profit (before tax) in at least two of the three previous financial years.	Kindly Consider the Last Three Financial year 2015-16, 2016-17, and 2017-18. OR Bidder must have minimum average turnover of Rs. 50 crores in the last three financial years 2014-15 and 2015-16, 2016-17) should also have made profit (before tax) in at least two of the three previous financial years.	RFP conditions stand
12	Page 30 -Sec 3 Eligibility Criteria- Point 3 and Annexure – IX : Conformity with Eligibility Criteria Point 3 -Page 113	Bidder should demonstrate experience of supply, implementation and maintenance of proposed Email Solutions to enterprises in India and should have supplied, implemented and maintained proposed E-Mail Messaging Solution comprising 20,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016- 17)."	Bidder should demonstrate experience of supply, implementation and maintenance of proposed Email Solutions to enterprises in India and should have supplied, implemented and maintained proposed E-Mail Messaging Solution comprising 20,000 and more mailboxes in at least 3 organisations, in the specific delivery method i.e either on-premises or cloud computing being proposed , in India, in the last 3 financial years (2014-15 and 2015-16, 2016 17)." Kindly change this to also include Global references. 1) We are the #1 SI and partner for Microsoft with multiple clients with over 2,00,000 mailboxes. 2) These are deployed, customized, and supported out of Bangalore, India. We can produce resumes of these resources, to demonstrate our India capability 3) DXC Technology again recognized as a leader in Workplace and Mobility services by NelsonHall and the Information Services Group (ISG)	RFP conditions stand

Date :18.4.2018

EXECUTIVE DIRECTOR (IT/BPR)