

REF: CO/IT-BPR/HW/AMT-CLAR-I

Date: 28/09/2021

RFP REF: LIC/CO/IT-BPR/HW/AMT/2021-22/01 Dated: 15/09/2021
Clarification Document – I

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.

RFP Document Related

SLNO	RFP Reference	RFP Clause	Query / Clarification	LIC Response
1	Page No. 27, 12. Pre Dispatch Inspection	The Vendor shall conduct a Pre-Dispatch Factory Inspection for all Hardware items before delivery and shall upload the Inspection Certificate clearly stating the deviations if any, along with the Machine Serial Nos. on LIC's Vendor Portal	During this Covid times, it would be difficult to do Pre Dispatch Inspection so request to remove this point	Pre-Dispatch process is self-certification by bidder.
2	Page No. 37, J. SERVICE LEVEL AGREEMENT (SLA)	[Notional AMC Amount: 8% of the Hardware cost]	Please Confirm the AMC value of HW & SW to be quoted for 6 & 7 Year	Bidder has to quote considering hardware component value in Part-I items for hardware AMC. For software ATS, bidder has to give yearly quote.
3	Eligibility	OEM should have ITIL Certification	Need clarity	IT Asset Management software OEM needs to have ITIL certification.

Technical Related

SLNO	RFP Reference	RFP Clause	Query / Clarification	LIC Response
1	Technical Annexure	Technical Annexure	Kindly inform different OS Version in PC/Laptop	Linux OS Versions like RHEL 5.9, RHEL 6.4, RHEL 7.4 and Windows OS Versions like Windows 8, Windows 10
2	Technical Annexure	Technical Annexure	Whether on premises Private Cloud Solution is acceptable?	YES. Private Cloud based solution is also acceptable.
3	Technical Annexure	Technical Annexure	Will LIC provide backup infrastructure?	Backup software and backup infrastructure has to be provided by vendor.
4	Technical Annexure	Technical Annexure	Please confirm, LIC will provide - Network and Power connection for On-Premise solution in all required locations	Yes. Network connectivity to LIC network and Power will be provided by LIC. Up-links to LIC Network needs to be 1Gbps. Within rack network connectivity including TOR switches has to be provided by vendor. 12 KVA (6 KVA + 6KVA) power will be available per RACK.
5	Technical Annexure	Technical Annexure	Kindly confirm that LIC custom tags are physical or tool based	Tool based
6	Technical Annexure	Technical Annexure	Are Linux machines on LDAP? Please confirm	Yes. Linux Machines are on LDAP
7	Technical Annexure	Technical Annexure	Clarify requirement of API	Solution should have programmed interface for reading data and updating custom tags based on unique field like machine serial number. LIC has web based modules developed in PHP which will be used to perform this activity.
8	Technical Annexure	Technical Annexure	Kindly clarify the term - Web based dashboard access over internet or intranet. Also need format of respective reports	LIC user should be able to generate reports from Web based interface. It should be accessible over intranet. Sample report formats are already specified in RFP document.
9	Technical Annexure	Technical Annexure	What exactly is the expectation here on “solution deployment at Central Site”.	All required infrastructure has to be hosted in central site only.
10	Technical Annexure	Technical Annexure	The Configuration Management Database/Centralized Database should support multiple datasets with federation and reconciliation facilities so as to get data from various discovery tools and also through manual import process.	Solution should have provision to add existing LIC inventory and should be able to reconcile with discovered inventory based on unique field like Machine Serial number.

11	Technical Annexure	Technical Annexure	Should provide Attribute-level normalization and reconciliation to leverage existing data from third-party asset or discovery tools and realize the goal of having one dependable source of configuration data	Solution should be able to provide reports based on Attributes like CPU, RAM , HDD, OS etc.
12	Technical Annexure	Technical Annexure	Kindly share regularity guidelines for CVC/DFS/Meity that needs to be complied	Kindly refer to publicly available guidelines.
13	Technical Annexure	Technical Annexure	Product company should have roadmap for 5 Years, Kindly clarify	Product should not go off production in next 5 years.
14	Technical Annexure	Technical Annexure	Kindly clarify security compliance requirements.	IT Asset Management Tool is expected to detect HW asset details automatically and SW details. It is expected to detect and present in report format any violation based on the collected data.
15	Technical Annexure	Technical Annexure	Kindly clarify this term manpower resource deployment	Manpower required for implementation of this project has to be arranged by vendor at no extra cost to LIC.
16	Technical Annexure	Technical Annexure	As per understanding backup copy to be stored on separate disk backup appliance which is outside from the production server & disk storage to ensure guaranteed data recovery & to avoid any data loss situation? Please clarify	This is right understanding of requirement.
17	Technical Annexure	Technical Annexure	In any disk backup solution to leverage disk backup storage optimally Open Storage Plugin (OST) plays an vital role to securely stored backed up data on disk backup appliance to provide protection against ransomware by enabling WORM capability. PI clarify does bidder need to quote disk backup solution with OST & WORM capability to protect LIC's data against ransomware?	No specific requirement. Vendor can propose design using industry best practices keeping overall requirement as reference.
18	Technical Annexure	Technical Annexure	For any disk based backup approach LAN & SAN based backup helps to meet desired backup & recovery window. PI clarify LAN & SAN based backup requirement on disk backup solution to factor required FC & NIC ports?	No specific requirement. Vendor can propose design using industry best practices keeping overall requirement as reference.