

Response to the Pre-Bid Queries , excluding Technical Specifications , to the RFP Procurement of Network Gateway Security Products, Implementation & Management.
(Next Generation Firewall Solution, Sandbox Solution, DNS Security etc.) Ref: LIC-CO/IT-BPR/FW/RFP/2022-23/01 Dated: 21/10/2022

Sr. No.	RFP Document Reference(s) (Section & Page Number)	RFP Clause	Pre-bid Queries	Response
1	Time schedule for Delivery and Installation (page 39)	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 weeks	Request you to please amend this to 12 weeks , owing to chipset shortage in the industry	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
2	Time schedule for Delivery and Installation (page 39)	Implementation of all devices. Date of implementation of last device shall be taken as date of installation of all devices. - 10 weeks	Request you to please amend this to 16 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
3	Minimum Eligibility Criterion (Section B, Page 7)	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Request to modify as "at least 1 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years"	Please refer to the revised "Minimum Eligibility Criteria"
4	3) Delivery & Installation schedule and Penalty (in case of delay): PG 17	Delivery, installation and integration (with the current setup) of the ordered equipment's should be completed within 56 days from the date of issue of Purchase order.	We request to please increase the delivery timelines from 56 days to 272 days as there is huge delay from all the OEM in providing the hardware due to semi conductor issue	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
5	3) Delivery & Installation schedule and Penalty (in case of delay): PG 17	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	We request to amend the clause as below Delay in delivery, installation and integration beyond 272 days will attract a penalty 0.5 % of the pending work total PO value, per week from the 273 day till the date of installation/integration subject to a maximum of 5% of the total PO value.	Please refer to the revised SLAs
6	22) Subcontracting PG no 25	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	It is a standard practice and norm within the telecom industry to perform certain mandate work through sub-contractors and in case we are supposed to take permission for such activity from customer, this invariably would delay the process of timely provisioning and meeting of time lines agreed between Parties. It is agreeable that Bidder would be solely liable for such third party sub-contractors	Please be guided by the RFP
7	General PG no 27	The Bidder has to perform quarterly OEM audit of the deployment and provide a detailed report on the hardening and best practices to be adopted. Rule reviews to remove all unused, covered, shadow rules etc. should be conducted. All aspects of technical specifications should be verified for the implementation. IS Audit requirements as per the IRDAI/other regulatory guidelines should be complied with. The audit should also cover compliance with any legal, regulatory or industry requirements.	we request to pls change the frequency from quarterly to half yearly	Please refer to the revised "Scope of Work"
8	1.1. Details of Work PG no 27	Total solution will cover supply, decommissioning of the existing solution, installation, implementation, testing, training, supporting the firewall, management and reporting appliance during warranty period. This will also include installation, configuration and maintenance of associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC.	we request to please exclude the installation, configuration and maintenance of associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC	Please be guided by the RFP
9	General	SLA Exemption	NO SLA penalty will be applicable on bidder in case the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	Please refer to the revised SLAs

10	General	Training	Training will be conducted at central location purposed by the customer. Customer has to made all the arrangement for the trainees at his location.	Please refer to the revised Scope of Work
11	General	First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	Please be guided by the RFP
12	General	Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	Please be guided by the RFP
13	General	Network equipment safety	All the network equipment's delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Please be guided by the RFP
14	Termination	Right to terminate-LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	We Request removal of this clause	Please be guided by the RFP
15	Payment terms	70% of the cost shall be paid after delivery of entire solution (software, hardware and peripherals as per scope) at the specified location mentioned in the PO. o 25% of the cost shall be paid after successful Installation and integration, acceptance testing as per scope of work. o 5% of the cost shall be paid after training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	Please ammend the same as 90% on delivery and 10% on installation	Please refer to the revised "Payment Terms"
16	1. Minimum Eligibility Criteria (MEC) ; Page 59	Eligibility Conditions Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India)	As the Eligibility conditions limits the larger participation, Request LIC to consider below clause: Eligibility Conditions Bidder should have at least 4 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (One or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 2 clients globally/India. Out of these, at least 1 orders should be of values greater than Rs. 20 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India)	Please refer to the revised "Minimum Eligibility Criteria"
17	1. Minimum Eligibility Criteria (MEC) ; Page 59	Eligibility Conditions Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India)	Request LIC to consider PO reference from Parent Organization, as the bidding bussiness entity is 100% subsidiary of parent organization. The relationship between parent organization and sister organization will be throughly established and proved.	Please be guided by the RFP
18	1. Minimum Eligibility Criteria (MEC) ; Page	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	Request LIC to consider below clause: The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 5 each should be certified for each of the Firewall OEMs proposed.	Please efer to the revised "Minimum Eligibility Criteria"
19	1.10 & 30 Page	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 80% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Please refer to the revised "Scope of Work" .
20	Page 27	The Bidder has to perform quarterly OEM audit of the deployment and provide a detailed report on the hardening and best practices to be adopted.	Requesting you to clarify and change it to "The Bidder has to perform quarterly audit of the deployment and provide a detailed report on the hardening and best practices to be adopted."	Please refer to revised "Scope of Work"

21	1.1 Page 27	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Requesting you to change the clause as "Prepare HLD and LLD in consultation with OEM/OEM Certified Partner and LIC for rollout. The design should be certified by OEM/OEM Certified Partner.	Please be guided by the RFP
22	Page 39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. (8 Weeks)	Requesting to change the delivery schedule from 8 weeks to 12 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
23	RFP-Section-Delivery & Installation schedule and Penalty - Pg 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request to consider delivery timelines of 10-12 weeks considering global shortage of semi conductor / raw material required for manufacturing the boxes. Implementation timeline would be 2 weeks post delivery of the firewall.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
24	RFP - 1.10 Performance and Support Assurance, Pg - 30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	CPU and memory utilization of the firewall depends on the security features enabled, throughput (volume of traffic), SSL decryption if enabled and packet mix (type of application like HTTP, DNS, Video etc) of the traffic passing through the firewall. Without having the above details it is not possible to predict the CPU and memory percentage of the firewall. Request you to add below clause "Firewall's throughput claim, after enabling all the features, must be supported by OEM's lab test reports. The test should be conducted with good modelling of real world traffic including a mix of various protocols and packet sizes. The lab test reports along with declaration of throughput claim from OEM has to be submitted along with the technical bid". In case of under performance 2% penalty of TCO would be levied on bidder for each incident maximum for 3 incidents. If such incident repeats after 3rd occurrence bidder has to replace/upgrade the firewall with higher model."	Please refer to the revised "Scope of Work" .
25	RFP - 1.8 Training - PG 29	The bidder and OEM are required to provide training jointly as per the below table for people nominated by the LIC for each solution specified in the scope of work.	Request you to confirm the number of participant from LIC for pre and post training.	Please refer to the revised "Scope of Work"
26	Section-B: ELIGIBILITY CRITERIA , Point 2, Page No. 7	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make in India)	Kindly amend this clause as, Bidder must have provided Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 3 Crore (either single or clubbed for the same customer) within last 5 years in India immediately preceding the date of this RFP,	Please refer to the revised "Minimum Eligibility Criteria"
27	Section-B: ELIGIBILITY CRITERIA , Point 2, Page No. 8	Bidder must have had a minimum turnover of Rs. 25Crore in each of their last three financial years preceding the date of this RFP.	Kindly amend this clause as, Bidder must have had a minimum turnover of Rs. 500 Crore in each of their last three financial years preceding the date of this RFP.	Please be guided by the RFP
28	Section-B: ELIGIBILITY CRITERIA , Point 5, Page No. 8	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed. The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed	Kindly amend this clause as, have minimum 10 skilled professionals in security domain, out of whom at least 2 should be certified for each of the Firewall any OEMs	Please refer to the revised "Minimum Eligibility Criteria"
29	3) Delivery & Installation schedule, Page No. 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Kindly amend the Delivery, installation, Integration of the ordered equipments should be completed within 90 days from the date of issue of Purchase order.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
30	3) Delivery & Installation schedule, Penalty, Page No. 18	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value	Kindly reduce the Max Penalty on delivery to 5% of total PO value	Please be guided by the RFP

31	1.8. Training, Page No. 29		Kindly share the no of people & Training Location Details	Please refer to the revised "Scope of Work"
32	Section-F: Payment Terms, Page No. 38	70 % Payment against Delivery of hardware and software, 25% Payment against installation, integration and acceptance testing Balance 5 % Payment against Training	Kindly amend this clause as 80 % Payment against Delivery of hardware and software, 20% Payment against installation, integration and acceptance testing	Please refer to the revised "Payment Terms"
33	TIME SCHEDULE FOR DELIVERY AND INSTALLATION, Page No. 39	Delivery of all software & hardware security products (Fire wall etc.) : 8 Weeks from PO Implementation of all devices: 10 Weeks from PO	Kindly amend these clause as, Delivery of all software & hardware security products (Fire wall etc.) : 8-10 Weeks from PO Implementation of all devices: 10-12 Weeks from PO	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
34	C. Eligibility information/Compliance; Page 45	2. Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Request to modify the clause as: Bidder should have at least <u>5 years</u> of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at <u>least 2 clients</u> globally/India. Out of these, at <u>least 1 order</u> should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within <u>last 7 years</u> in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Please refer to the revised "Minimum Eligibility Criteria"
35	C. Eligibility information/Compliance; Page 45	3. Bidder must have had a minimum turnover of Rs. 25Crore in each of their last three financial years preceding the date of this RFP.	Considering the magnitude of the Project we request LIC to consider established & serious Bidder's. Hence, request to modify the clause as: Bidder must have had a minimum turnover of Rs. 200 Crore in each of their last three financial years preceding the date of this RFP.	Please be guided by the RFP
36	C. Eligibility information/Compliance; Page 45	5.The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	Request to modify the clause as: 5.The bidder should have a dedicated security practice in operation for over <u>10 years</u> and shall have minimum <u>20 skilled professionals</u> in security domain, out of whom at least <u>05 each</u> should be certified for each of the Firewall OEMs proposed. Do we need to provide Self declaration to comply with the clause" The bidder should have a dedicated security practice in operation for over 10 years"... Kindly clarify.	Please refer to the revised "Minimum Eligibility Criteria"
37	C. Eligibility information/Compliance; Page 45	6.The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.	Do we need to provide Self declaration?	Please be guided by the RFP
38	C. Eligibility information/Compliance; Page 45	7.The bidder should have back-to-back support with both the Firewall OEMs. Bidder should not be a mere reseller but a systems integrator. Bidder must have prime and direct (selling, support, upgrade and service) partnership with the solution / technology provider.	Request to modify the clause as: The bidder should have back-to-back support with both the Firewall OEMs. Bidder should not be a mere reseller but a systems integrator. Bidder must have <u>authorized</u> and direct (selling, support, upgrade and service) partnership with the solution / technology provider. Kindly elaborate meaning of "Prime"?	Please be guided by the RFP
39	3) Delivery & Installation schedule and Penalty (in case of a delay); Page 17	(a) Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request to modify the clause as: (a) Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within <u>140 days</u> from the date of issue of Purchase order.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
40	3) Delivery & Installation schedule and Penalty (in case of a delay); Page 17	(d)Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Request to modify the clause as: Delay in delivery, installation and integration beyond <u>154 days</u> will attract a penalty 0.2 % of the total PO value, <u>per week</u> from the <u>155th</u> day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
41	3) Delivery & Installation schedule and Penalty (in case of a delay); Page 17	(e)However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:-	(e) However, equipments/components not delivered/installed beyond <u>250 days</u> , from the date of the Purchase order, will be dealt with as follows:-	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"

42	4) Site not ready (SNR) cases;; Page 17	(e) In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipments will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done	Incase of SNR, further status on Site being ready customer shall intimat the bidder for installation of the equipments with due consultation with bidder for the start of the installation depending availability of the project team.	Please be guided by the RFP
43	Project Implementation Period;; Payment 39	⊗ The Bidder should note that all hardware & software products should be delivered within 7 weeks of the date of acceptance of the Purchase Order. The Project implementation period for various security products deployment for various products is as follows:	Request to modify the clause as: ⊗ The Bidder should note that all hardware & software products should be delivered within <u>12 weeks</u> of the date of acceptance of the Purchase Order. The Project implementation period for various security products deployment for various products is as follows:	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
44	Project Implementation Period;; Payment 39	⊗ Firewall should be implemented in all the four Data centers within 10 weeks from the date of acceptance of purchase order	The project timelines contradicts timelines of 56 days mentioned on page 17. Kindly clarify. Request to maintain the clause as: ⊗ Firewall should be implemented in all the four Data centers within 10 weeks from the date of acceptance of purchase order	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
45	TIME SCHEDULE FOR DELIVERY AND INSTALLATION; page 39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc.....8 weeks	Request to change as below: Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc.....12 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
46	Section-G: Service Level Agreement (SLA); Page 40	1.Delivery of all software & hardware security products including the servers/desktops etc. needed as per the expected deliverables within 8 weeks from the date of receipt of the purchase order.-----0.2 % of the total PO value per day of delay	Request to modify the clause as: 1.Delivery of all software & hardware security products including the servers/desktops etc. needed as per the expected deliverables within 12 weeks from the date of receipt of the purchase order.-----0.2 % of the total PO value per week of delay	Please refer to the revised SLAs
47	Section-G: Service Level Agreement (SLA); Page 40	2.Delay in implementation of all devices beyond 10 weeks from the date of receipt of the purchase order-----0.2 % of the total PO value per day of delay	Request to modify the clause as: 2.Delay in implementation of all devices beyond 10 weeks from the date of receipt of the purchase order-----0.2 % of the total implementation value (25% of the PO) per week of delay	Please refer to the revised SLAs
48	Section-G: Service Level Agreement (SLA); Page 40	Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order.-----0.2% of the total PO value for every week of delay or part thereof.	Request to modify the clause: Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order.-----0.1% of the Delivery value for every week of delay or part thereof.	Please refer to the revised SLAs
49	General	General	We have undergone restructuring of our company business resulting in formation of subsidiary company to focus on specific line of business of the RFP. Hence the subsidiary bidding company being a young entity formed in Feb 2020 will have to rely on its parent company to comply with the Experience & financial Eligibility clauses of the RFP. Request you to consider the phrase "The Bidder" as: The Bidder or Bidder's Parent company (Incase bidder is 100% owned subsidiary of its Parent company)	Please be guided by the RFP
50		Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 2 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 4 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Please refer to the revised "Minimum Eligibility Criteria"
51		Documentary proof (purchase order/customers certificates, etc.) should be submitted along with the bid. The bidder should submit details like name of contact person along with his phone number for above projects to be submitted (for verification) as per format under Annexure-V	we cannot submit PO copy due to NDA signed with client. Please allow us to submit self declaration signed by the authorised signatory (proactive) along with Name and Seal.	Please be guided by the RFP
52		The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 5 skilled professionals in security domain, out of whom at least 2 each should be certified for each of the Firewall OEMs proposed.	Please refer to the revised "Minimum Eligibility Criteria"
53		Self-declaration signed by the authorised signatory along with Name and Seal in Annexure-III along with certification details for each of the 10 professionals.	Self-declaration signed by the authorised signatory along with Name and Seal in Annexure-III along with certification details for each of the 3 professionals.	Please refer to the revised "Minimum Eligibility Criteria"

54		Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 230th days from the date of issue of Purchase order.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
55		Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Delay in delivery, installation and integration beyond 230 days will attract a penalty 0.05 % of the total PO value, per day from the 231th day till the date of installation/integration subject to a maximum of 2% of the total PO value.	Please refer to the revised SLAs
56		The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 3% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount	The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 2% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount	Please be guided by the RFP
57	1.4. Basic Installation of Hardware and Software Pg. No. 28	The successful bidder has to migrate the data from the existing firewall to the new firewall being installed	Request LIC to share configuration details (no. of policies, rules, objects, features enabled etc.) in existing firewalls.	Please be guided by the RFP
58	EXPECTED DELIVERABLES (from successful bidder) Pg. No. 33	Servers for Management with Logging and Reporting of Firewalls to provide high-availability provision at 2 different locations (DC and DR) to take care of the management of firewalls at all sites. It is the responsibility of vendor to do proper hardware sizing to avoid any bottlenecks. Vendor to factor Hardware, Software with necessary storage, RAID, any licenses (OS, database etc.). They should not depend on LIC for any provisioning in this regard. - 2 Locations - Qty 2	Since LIC has requested "The vendor has to quote two different OEMs for the Perimeter and Core Segment", the servers for management with logging and reporting will be for managing the respective firewalls. Hence to meet the HA criteria at DC and DR, this Qty might change. Request LIC to consider if there is a change in Qty.	Please be guided by the RFP
59	General Pg. No. 27	Installation and implementation of the products/devices as per the security architecture design; this will include device rules / device policy definition and enforcement on the Security devices proposed in this RFP.	Bidder will propose the required no. of firewalls with the appropriate model, sizing and features as per the requirements in the Expected Deliverables table on Pg. 33 of the RFP and as per the technical requirements sheet. During the design and architecture phase, if it necessitates a change in the proposed model, number and features of the firewalls, it has to mutually discussed and agreed upon by LIC, accordingly there will be a change in commercials.	Please be guided by the RFP
60	1.1 Details of Work Pg. No. 27	Bidder needs to study existing Client, Server, LAN& WAN network environment of LIC and suggest suitable changes for deployment of proposed solution	Bidder will propose the required no. of firewalls with the appropriate model, sizing and features as per the requirements in the Expected Deliverables table on Pg. 33 of the RFP and as per the technical requirements sheet. During the design and architecture phase, if it necessitates a change in the proposed model, number and features of the firewalls, it has to mutually discussed and agreed upon by LIC, accordingly there will be a change in commercials.	Please be guided by the RFP
61	EXPECTED DELIVERABLES (from successful bidder) Pg. No. 33	On-site support of L1 at Bengaluru - Qty 1	Request LIC to consider an additional resource for on-site support at Bengaluru as back-up	Please be guided by the RFP
62	Support Process Requirement Pg. No. 36	Day-to-day maintenance of the network gateway security setup along with associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC.	Request LIC to share the details of these associated appliances.	Please be guided by the RFP
63	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Pg. No. 39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 weeks	Request LIC to extend this timeline to 14 weeks considering global shortage of semi conductor / raw material required for manufacturing the boxes.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
64	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Pg. No. 39	Implementation of all devices. Date of implementation of last device shall be taken as date of installation of all devices. - 10 weeks	Request LIC to extend this timeline to 16 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
65	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Pg. No. 39	Onsite support - 6 weeks	Request LIC to extend this timeline to 12 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"

66	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Pg. No. 39	Remote (offsite) Support - 6 weeks	Request LIC to extend this timeline to 12 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
67	TIME SCHEDULE FOR DELIVERY AND INSTALLATION Pg. No. 39		Bidder needs to know what is the timeline for migration of data from existing firewalls to new firewalls and also what is the timeline for decommissioning the existing solution.	Please be guided by the RFP
68	Submission of CV, selection of the onsite Engineers by LIC, other conditions Pg.No.35	Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 3 weeks from the date of issue of purchase order/Letter-of-Intent.	Request LIC to extend this timeline to 9 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised "SLAs" the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
69	Submission of CV, selection of the onsite Engineers by LIC, other conditions Pg.No.35	If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.	Request LIC to extend this timeline to 8 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
70	13. Remote (offsite) Support Pg. No. 37	The offsite support has to be provided within 4 weeks of issue of PO. The details of offsite support such as name, Contact no., email ID etc. has to be provided to LIC within the same time period. The complete escalation matrix for offsite support has to be provided to LIC within 4 weeks	As per the TIME SCHEDULE FOR DELIVERY AND INSTALLATION, offsite support is to be provided within 6 weeks from Date of Acceptance of Purchase Order, request LIC to modify the clause as The offsite support has to be provided within 12 weeks of acceptance of PO. The details of offsite support such as name, Contact no., email ID etc. has to be provided to LIC within the same time period. The complete escalation matrix for offsite support has to be provided to LIC within 12 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
71	Project Implementation Period Pg. No. 39	The Bidder should note that all hardware & software products should be delivered within 7 weeks of the date of acceptance of the Purchase Order.	As per the TIME SCHEDULE FOR DELIVERY AND INSTALLATION, this timeline is 8 weeks, request LIC to modify this to 14 weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
72	Project Implementation Period Pg. No. 39	Firewall should be implemented in all the four Data centers within 10 weeks from the date of acceptance of purchase order	Request LIC to extend this timeline to 16 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
73	Project Implementation Period Pg. No. 39	The details of information required from LIC for the submission of Scope of Work and subsequent implementation to be done accordingly should be sought within three weeks from the date of receipt of purchase order from LIC. The successful bidder may physical verify the sites involved.	Request LIC to extend this timeline to 5 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
74	Project Implementation Period Pg. No. 39	The HLD and LLD is to be submitted within six weeks from the date of acceptance of the purchase order.	Request LIC to extend this timeline to 12 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
75	Project Implementation Period Pg. No. 40	However, equipments/appliances/components not delivered/installed beyond 14 weeks from the date of the Purchase order, will be dealt with as follows:-	Request LIC to extend this timeline to 20 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"

76	Section-G: Service Level Agreement (SLA) Pg. No. 40	Delay in delivery of products, services, On-Site support and offsite support:	Request LIC to extend the timelines in all clauses by further 6 weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
77	Installation of the equipments Pg. No. 18	It is advised that, the vendor should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements i.e. adequate Space, UPS/Power, Earthing, Air Conditioning etc	Bidder assumes that LIC will provide hardware/Infra requirements (like Rack Space, UPS/Power, Earthing, AC/Cooling, Cabling path/panels, etc) to host/install devices.	Please be guided by the RFP
78	Acceptance by LIC Pg. No. 30	Decommissioning of the existing solution.	Bidder requests LIC to provide support in interlocking with the existing vendor during the migration and decommissioning activity.	Please be guided by the RFP
79	13.6 Remedy for breach of warranty Pg.No.21	The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	Bidder requests below changes to this clause. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, <u>including but not limited to the legal actions by any third party against LIC.</u>	Please be guided by the RFP
80	7) Annexure-VII: Format for Non-Disclosure Agreement. Pg. No. 51	The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	Bidder requests below changes to this clause. The Respondent herein agree and undertake to indemnify and hold LIC harmless from any <u>direct</u> loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from <u>or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of</u> any breach, <u>failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by</u> or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	Please be guided by the RFP
81	10) Limitation of liability Pg.No.20	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.	Bidder requests below changes to this clause. Except in cases of criminal negligence or willful misconduct and in case of <u>3rd party claim</u> for 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 <u>loss of profits or interest costs, lost revenues, loss of anticipated savings, loss of goodwill, business interruption, diminished business value, exemplary, punitive, special losses, even if such party has been advised of the possibility thereof, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation</u> and the aggregate liability of both the parties whether under the Contract, in tort or <u>under indemnities or</u> otherwise, shall not exceed the total Contract price with LIC under this Contract <u>provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</u>	Please be guided by the RFP
82	13.4 Liability of the successful bidder Pg.No.21	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. 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.	Bidder requests below changes to this clause. Limitation liability is already mentioned in the 10) Limitation of liability, hence this clause is not required and to be deleted. The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. <u>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.</u>	Please be guided by the RFP
83	2. Terms and Conditions Pg.No.9	The terms and conditions for the bidders who participate in this RFP are specified in the Section named "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/modifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), clarifications/modifications issued will form the part of the purchase orders/any resulting contracts, to be issued to the successful bidder/s from time to time as an outcome of this RFP Process.	Bidder requests that T&Cs provided in the RFP are onerous at many places hence Bidder request for the submission of deviations which can be discussed and finalized at the time of contract finalization.	Please be guided by the RFP

84	13) Intellectual Property Rights Pg.No.20	Additions	<p>There is no specific provision for the protection of Party's background and foreground IP hence, we would like to include below provisions for the protection of either party's IP.</p> <p><u>(a) All pre-existing "Intellectual Property Rights" or "IP" (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing "Intellectual Property Rights" shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights. (hereinafter referred to as "Pre-Existing IP")</u></p> <p><u>(b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in connection with the agreement/RFP, including deliverables developed for the Customer and/or jointly with Customer shall be owned by Bidder except for "Pre-Existing IP" of Customer. Bidder grants to Customer a limited, non-exclusive, non-transferable, worldwide, royalty free license to use such IPs solely for Customer's internal business purposes during the term of the contract.</u></p> <p><u>(c) Any third-party IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions. Any warranties and indemnities in respect of third party proprietary</u></p>	Please be guided by the RFP
85	12) Copyright Violation and Patent Rights Pg.No.20	No Indemnification processes and no duty to mitigate	<p>appropriate indemnification procedure and duty to mitigate for indemnity hence we would like to request for the inclusion of below provisions to this clause.</p> <p><u>(1) A Party entitled to the benefit of an indemnity (Indemnified Party) agrees to give the other Party (Indemnifying Party) prompt written notice of all claims that it is responsible for defending. The Indemnified Party may participate in the investigation and defense of such claims at its expense with its own counsel. If, after 15 Business Days of receiving a notice, the Indemnifying Party fails to assume and defend such claim, the Indemnified Party may defend or settle the claim at the Indemnifying Party's expense, subject to compliance with this clause. An Indemnifying Party will not be responsible for any settlement or compromise of a claim made without its consent, unless the Indemnified Party has tendered notice of the claim and the Indemnifying Party has after 15 Business Days failed to assume and defend a claim that is required to be indemnified by the Indemnifying Party under a contract.</u></p> <p><u>(2) Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.</u></p>	Please be guided by the RFP
86	RFP	Addition to RFP	<p>Bidder requests for the inclusion of below provision to this RFP;</p> <p><u>Bidder's delay/failure resulting from Customer's failure/delay to comply with its responsibilities and obligations will be excused and Bidder will not be liable for delay/failure. In this event, Bidder shall be entitled to extension of time or to receive payment for any additional cost incurred in this regard.</u></p>	Please be guided by the RFP
87	3. Invitation to Bid- Pg 6	LIC may order for additional setup at different location or reduce the number of locations.	Current prices are for the scope provided in the RFP. Any addition/reduction will be dealt via CR.	Please be guided by the RFP
88	12. Commercial Bid (Indicative Price) - Pg 12 & 1) Pricing & Taxes: Pg 16	b) The bidder shall quote the price of buy back items as per annexure-IX. Buy back items should be quoted inclusive of all taxes (if applicable). 1) Pricing & Taxes: Pg 16 b) Buy-Back rates should be quoted inclusive of all taxes (wherever applicable).	Bidder requests that Buy Back will be done by 3rd party OEM	Please be guided by the RFP
89	1) Pricing & Taxes: Pg 16	f) 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 duties/taxes including any newly introduced taxes shall be permitted.	Bidder requests below modification: f) 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 duties/taxes except GST and any other taxes that may be introduced by the Government including any newly introduced taxes shall be permitted.	Please be guided by the RFP
90	3) Delivery & Installation schedule and Penalty (in case of a delay):- Pg 17	(d) Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Bidder requests below modification: (d) Delay in delivery, installation and integration beyond 84 days will attract a penalty 0.2 % of the total cost of the respective item total PO value , per day from the 85th day till the date of installation/integration subject to a maximum of 10% of the total cost of the respective item total PO value .	Please refer to the revised SLAs
91	3) Delivery & Installation schedule and Penalty (in case of a delay):- Pg 17	(e) iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.	Bidder requests that PBG cannot be invoked for recovery of Penalties. For Penalties, Bidder will issue a credit note (exclusive of GST) to the LIC.	Please be guided by the RFP

92	3) Delivery & Installation schedule and Penalty (in case of a delay):- Pg 17	(f) In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged ,the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	Request deletion of this clause	Please be guided by the RFP
93	B. Other / General Terms and Conditions: 3) Performance Bank Guarantee (PBG): Pg 18	The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 3% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount. The required PBG should be submitted to LIC within 25 days from the date of letter issued by LIC for selection as the "selected vendor". 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.	Bidder requests below modification: The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 3% of the total Contract Value Annual Value of the contract to be renewed every year for the annual contract value of the next year . Format for submitting the Bank Guarantee is attached herewith as Annexure-XII. No interest shall be payable on the PBG amount. The required PBG should be submitted to LIC within 25 days from the date of letter issued by LIC for selection as the "selected vendor". 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.	Please be guided by the RFP
94	B. Other / General Terms and Conditions: 3) Performance Bank Guarantee (PBG): Pg 18	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 and offsite etc. required as per this RFP.	Bidder requests that before exercising its right to invoke the PBG, LIC must provide a cure period of 30 days to the bidder.	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 and offsite etc. required as per this RFP. The bidder will be given a cure period of 21 days in writing before invoking the PBG .
95	18.1 Right to terminate- Pg 23	If Vendor fails to comply with the clause 4.8 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days.	Requests deletion of this clause since there is no clause 4.8 for Performance Assessment in the RFP. Bidder also requests LIC to provide the said clause for the bidder to go through before agreeing to the same.	If Vendor fails to comply with the performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30 days.
96	18.2 Termination and reduction for convenience- Pg 23	a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Bidder requests that for termination for convenience, LIC must provide a notice of 3 months. Also any partial termination will be dealt via CR and any cost incurred in anticipation of full scope already incurred by the bidder will also have to be paid by LIC.	Please be guided by the RFP
97	18.3 Termination by LIC for default- Pg 24	Notwithstanding what has been stated in this RFP 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 systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Bidder request below modification: Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default of 2 months inclusive of cure period of 30 days 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 systems or Services subject to a cap of 5% of the undelivered services for any incremental cost. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Please be guided by the RFP
98	22.1 Varying the Contract- Pg 25	The quantity of material may vary up to 25% of the quantity mentioned in this document	Bidder request that any change in quantity will have to be confirmed at the time of signing of the contract. Post signature, price and terms and conditions will be subject to CR.	Please be guided by the RFP
99	Section-F: Payment Terms- Pg 37	<u>Payment for Solution:</u> 70%- delivery of entire solution (software, hardware and peripherals as per scope) at the specified location mentioned in the PO. 25%- after successful Installation and integration, acceptance testing as per scope of work 5% - after training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	Bidder requests below modification: 75% 70% - delivery of entire solution (software, hardware and peripherals as per scope) at the specified location mentioned in the PO. 25%- after successful Installation and integration, acceptance testing as per scope of work 5% - after training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.	Please refer to the revised "Payment Terms"

100	Section-F: Payment Terms- Pg 38	In addition the following aspects may be noted: d. The total penalty for delivery and installation shall not exceed the total PO Value.	Bidder requests that total penalty for delivery and installation shall not exceed 10% of the total price of Delivery and installation	Please be guided by the RFP
101	Section-F: Payment Terms- Pg 38	Payment against remote (offsite) support: quarterly basis at the end of each quarter	Bidder requests that payment for remote offsite support should be done quarterly in advance	Please be guided by the RFP
102	Section-F: Payment Terms- Pg 38	Payment against Onsite Services: quarterly basis at the end of each quarter	Bidder requests that payment for Onsite services should be done quarterly in advance	Please be guided by the RFP
103	Section-F: Payment Terms- Pg 38	The Amount against Penalties if any will be recoverable from any payment due to the vendor OR from performance Bank Guarantee.	Bidder requests that PBG cannot be invoked for recovery of Penalties. For Penalties, Bidder will issue a credit note (exclusive of GST) to the LIC.	Please be guided by the RFP
104	G. Warranties: Pg 38	The offer must include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases of security solutions.	Warranty will be for the standard duration as provided by OEM. Beyond this, it will be supported as per standard AMC/ATS provided by OEM.	Please be guided by the RFP
105	Maintenance during Warranty Period: Pg 38	LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services.	Bidder request below modification: LIC reserves the right to terminate the contract earlier, with two months' notice inclusive of cure period of 30 days for reasons of non-performance and unsatisfactory services.	Please be guided by the RFP
106	Section-G: Service Level Agreement (SLA)- Pg 40	1. Delivery of all software & hardware security products including the servers/desktops etc. needed as per the expected deliverables within 8 weeks from the date of receipt of the purchase order- 0.2 % of the total PO value per day of delay 2. Delay in implementation of all devices beyond 10 weeks from the date of receipt of the purchase order- 0.2% of the total PO value per day of delay 3. Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order- 0.2% of the total PO value for every week of delay or part thereof.	Bidder requests below modification: 1. Delivery of all software & hardware security products including the servers/desktops etc. needed as per the expected deliverables within 14 weeks from the date of receipt of the purchase order- 0.2 % of the total cost of the respective item PO value per day of delay 2. Delay in implementation of all devices beyond 16 weeks from the date of receipt of the purchase order- 0.2% of the total cost of the respective item PO value per day of delay 3. Delay in submission of HLD and LLD beyond 12 weeks from the date of issue of purchase order- 0.2% of the total implementation cost total PO value for every week of delay or part thereof.	Please refer to the revised "Time Schedule for Delivery and Installation" and revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
107	Section-G: Service Level Agreement (SLA)- Pg 40	4. In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 1 day of the receipt/notice of the complaint- 0.1% of the total PO value per each hour of delay or part thereof. 5. In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 5 hours of the receipt/notice of the complaint- 0.1% of the total PO value per every 6 hours of delay or part thereof. 6. In case both the appliances/hardware in the HA mode are down and the system is completely down the defect should be attended and rectified within 4 hours of receipt of notice- 2% of the total PO value per every 1 hour of delay or part thereof.	Bidder requests below modification: 4. In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 1 day of the receipt/notice of the complaint- 0.1% of the total price of respective item PO value per each hour of delay or part thereof. 5. In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 5 hours of the receipt/notice of the complaint- 0.1% of the total price of respective item total PO value per every 6 hours of delay or part thereof. 6. In case both the appliances/hardware in the HA mode are down and the system is completely down the defect should be attended and rectified within 4 hours of receipt of notice- 1% of the monthly support value 2% of the total PO value per every 1 hour of delay or part thereof.	Please be guided by the RFP
108	Section-G: Service Level Agreement (SLA)- Pg 40	7. Construction/implementation of security portal with authentication for various security reports, best-practices, common vulnerabilities etc. beyond 20 weeks in consultation with LIC- 5% of the Annual remote-monitoring charges and on-site charges for each week of delay or part thereof 8. Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day- 2% of the Quarterly on-site charges per each day of delay or part thereof 9. Failure to prevent attacks for which the solutions have been procured- 20% of the Quarterly onsite and offsite support charges for each attack reported.	Bidder requests below modification: 7. Construction/implementation of security portal with authentication for various security reports, best-practices, common vulnerabilities etc. beyond 26 weeks in consultation with LIC- 5% of the Monthly Annual remote-monitoring charges and on-site charges for each week of delay or part thereof 8. Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day- 0.5% 2% of the Quarterly on-site charges per each day of delay or part thereof 9. Failure to prevent attacks for which the solutions have been procured- 2% 20% of the Quarterly onsite and offsite support charges for each attack reported.	Please refer to the revised SLAs
109	Section-G: Service Level Agreement (SLA)- Pg 40	11. Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products- 0.5% of the purchase order value per week of delay or part thereof. 12. Delay in posting of offsite support Personnel beyond 6 weeks from the date of issue of purchase order for security products- 0.5% of the purchase order value per week of delay or part thereof.	Bidder requests below modification: 11. Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products- 0.5% of the total price for such personnel purchase order value per week of delay or part thereof. 12. Delay in posting of offsite support Personnel beyond 6 weeks from the date of issue of purchase order for security products- 0.5% of the total price for such personnel purchase order value per week of delay or part thereof.	Please refer to the revised SLAs
110	Section-G: Service Level Agreement (SLA)- Pg 40	19. If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalisation- 10 % of the Annual on-site charges for the first incident, to be incremented by 5% for each repetition. The number of such occurrences shall be reckoned from the date of purchase order for on-site support. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30days to suitably replace the Personnel.	Request deletion as personnel leaving will be replaced by a suitable replacement.	Please refer to the revised SLAs
111	Section-G: Service Level Agreement (SLA)- Pg 40	24. If the LIC's firewall system uptime for any of the three locations is below 99.9% calculated on monthly basis-2% of the onsite and offsite support charges of every 0.1% decrease of system uptime.	Bidder requests below modification- 24. If the LIC's firewall system uptime for any of the three locations is below 99.9% calculated on monthly basis-2% of the monthly onsite and offsite support charges of every 0.1% decrease of system uptime.	Please refer to the revised SLAs

112	Section-G: Service Level Agreement (SLA)- Pg 42	Penalty caps: The total penalty for delivery and installation shall not exceed 10% of the PO value. The total penalty for onsite and offsite support shall not exceed 50% of the quarterly charges payable for onsite and offsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 100% of the quarterly charges payable.	Bidder requests below modification: The total penalty for delivery and installation shall not exceed 10% of the total price for delivery and installation PO-value. The total penalty for onsite and offsite support shall not exceed 10% 50% of the quarterly charges payable for onsite and offsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 10% 100% of the quarterly charges payable of the respective personnel.	Please be guided by the RFP
113	SUPPORT PROCESS REQUIREMENT Pg. No. 37	The Vendor has to construct a portal application with authentication to implement, assess and track various Trouble-tickets as well as to post important reports in the web-sites for higher official of LIC. The site has to be updated regularly by the on-site Personnel.	LIC to clarify if the ticketing tool has to be provided by the Bidder or can the Bidder leverage existing ticketing tool of LIC.	Clause Deleted and Please refer to the revised SLAs
114	General Pg. No. 27	In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of security equipment/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.	Bidder will supply the components in the proposed solution as per the technical specifications sheet and will implement the same. If LIC determines that the proposed BoM/Specification/feature-set of security equipment/device/appliance needs to change, then it has to be mutually discussed with the Bidder and OEM together and will be part of a change request	Please be guided by the RFP
115	1.9 Acceptance by LIC Pg.No.30	Degaussing of the existing solution before taking the decommissioned solution for buyback.	Bidder requests that degaussing of the existing solution should not remain in scope of RFP	Please be guided by the RFP
116	Service-Delivery and Project Management Pg. 33	The selected vendor will have to post a full time onsite Service-Delivery Manager (SDM) immediately after the signing of the Contract.	Bidder requests LIC to include this in the commercial format as a separate line item.	Please be guided by the RFP
117	Section B - Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Pg. No. 7	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Bidder requests LIC to consider at least 2 orders which should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) where Bidder has supplied solutions not restricted to Network Gateway Security solutions but also related to network, ITO and other security areas as well.	Please refer to the revised "Minimum Eligibility Criteria"
118	Section-B: ELIGIBILITY CRITERIA	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	We Hereby request LIC to kindly amend the clause as:- "Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Security solutions including firewalls for at least 3 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Please refer to the revised "Minimum Eligibility Criteria"
119	Section-B: ELIGIBILITY CRITERIA	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed	We Hereby request LIC to kindly amend the clause as:- The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 20 skilled professionals in security domain, out of whom at least 5 each should be certified for each of the Firewall OEMs proposed	Please refer to the revised "Minimum Eligibility Criteria"
120	Page 39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. (8 Weeks)	Requesting to change the delivery schedule from 8 weeks to 16 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
121	Page 29 and 30	Documentation and knowledge transfer after each patch/version update.	Please elucidate what training is expected here? The training schedule is only 2 days Pre and 5 days Post implementation training required.	Please be guided by the RFP
122	Page 29	The bidder and OEM are required to provide training jointly as per the below table for people nominated by the LIC for each solution specified in the scope of work. The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.	Since you have mentioned OEM approved authorized agencies/faculties to provide training therefore pls amend this clause from "OEM" to OEM approved authorized agencies/faculties	Please refer to revised "Scope of Work"
123	Page 30	The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training	Since you have mentioned OEM approved authorized agencies/faculties to provide training therefore pls remove this clause	Please refer to revised "Scope of Work"

124	Page 30	The Bidder has to ensure that a competent team of OEM conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines.	Please confirm if this post implementation Audit (in acceptance phase) is required to be done by OEM reps necessarily	Yes
125	Page 31	RACI Matrix	As OEM is Responsible and Accountable for a large number of activities in Pre and Post implementation phases it is recommended that an OEM resource is deployed on a Full Time / Part time basis as an offsite L3 support to ensure all the asks as per the RFP. Else the R and A in RACI be transferred to Bidder and OEM be utilised only as a Expert Consultant. OEM L3 will work with Bank/Bidders operation team to provide expert guidance.	Please be guided by the RFP
126	Page 31	RACI Matrix : Monitoring Tool/Software availability and Support	This should be only R,A for Bidder and not for OEM.	Please be guided by the RFP
127	page 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Since firewall installation and integration will require multiple stakeholders approval and involvement from LIC, we would request bank to provide 2 months for date of PO for Design submission. Once Material arrive onsite and site readiness is available, we will require another 3 months for implementation and integration work.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
128	Page 28	Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.	Since firewall installation and integration will require multiple stakeholders approval and involvement from LIC, we would request bank to provide 2 months for date of PO for Design submission.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
129	Page 30	Performance and Support Assurance The System Integrator and OEM must provide the following performance assurances on the NGFW solution:	We would request Bank to remove OEM from performance and support assurance activity.	Please be guided by the RFP
130	Page No 33	Quarterly OEM Audit Report	Request you to kindly specify OEM report requirement, what type of report, retention policy and number of devices	Please be guided by the RFP
131	Page No 33	Backup Solution as per technical specification	Unable to find anything related to backup specification in RFP and in technical specification sheet expect encrypted backup SHA-256 format. request to kindly specify backup requirement	Please refer to the revised "Expected Deliverables"
132	Section B - Eligibility Criteria - #2	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards	We request you to consider the clause as below : Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder / OEM must have provided Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards	Please refer to the revised "Minimum Eligibility Criteria"
133	Section B - Eligibility Criteria - #5	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	We request you to consider the clause as below : The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 3 each should be certified for each of the Firewall OEMs proposed.	Please refer to the revised "Minimum Eligibility Criteria"
134	Section B -1. Minimum Eligibility Criteria (MEC), Pg.- 7	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Request you to accept 4 separate reference Purchase orders for different OEM Solutions within last 5 year in India since there are very limited heterogeneous deployments currently. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 5 years in India immediately preceding the date of this RFP.	Please refer to the revised "Minimum Eligibility Criteria"
135	Section B -1. Minimum Eligibility Criteria (MEC), Pg.- 8	Bidder should have made profit (before tax) in the last three financial years preceding the date of this RFP.	Request you to change this criterion to - Bidder should have positive net worth in the last three financial years preceding the date of this RFP.	Please be guided by the RFP
136	Section B -1. Minimum Eligibility Criteria (MEC), Pg. - 8	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	Request you to change this criterion to - The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 5 each should be certified for each of the Firewall OEMs proposed.	Please refer to the revised "Minimum Eligibility Criteria"

137	Section C - 17. Bid Validity Period - Pg. - 13	Bids shall remain valid for 1 year from the date of publishing of this RFP. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity any time before the expiry of validity period. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended.	Bids shall remain valid for 3 Months from the date of publishing of this RFP. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder's consent for an extension of the period of validity any time before the expiry of validity period. The request and the response thereto shall be made in writing and the validity period of EMD will be suitably extended.	Please be guided by the RFP
138	Section D - 3) Delivery & Installation schedule and Penalty (in case of a delay), Pg. - 17	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Request to consider delivery timelines of 10-12 weeks considering global shortage of semi conductor / raw material required for manufacturing the boxes. Implementation timeline would be 4-6 weeks post delivery of the firewall. A penalty 0.1 % of the total PO value, per week from the 13th Week till the date of installation/integration subject to a maximum of 5% of the total PO value.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
139	Section E - Scope of Work - L2 onsite support personnel Qualifications - 35	Graduate Engineer (B.E. / B.Tech or equivalent) with at least 2 years of Experience in implementation of Next Generation Firewall etc. The person should be certified on the firewall products being quoted as well as on NAC.	Request you to consider - Graduate (B.E. / B.Tech/MCA/BCA/B.Sc- CS/B.Sc-IT or equivalent) with at least 2 years of Experience in implementation of Next Generation Firewall etc. The person should have experience on the firewall products being quoted.	Please be guided by the RFP
140	Submission of CV, selection of the onsite Engineers by LIC, other conditions - Pg. 35	If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.	In this scenario a new resource has to be onboarded, and notice period for any Technical resource is minimum of 30 days hence, request you to consider - The selected candidate has to report to the LIC, within 45 days of being intimated of the selection by LIC.	Please be guided by the RFP
141	TIME SCHEDULE FOR DELIVERY AND INSTALLATION - Pg. 39	1) Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 Weeks from PO Acceptance 2) Implementation of all devices. Date of implementation of last device shall be taken as date of installation of all devices. - 10 Weeks from PO Acceptance 3) Onsite support - 6 Weeks from PO Acceptance 4) Remote (offsite) Support -6 Weeks from PO Acceptance	Request you to consider the following; 1) Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 12 Weeks from PO Acceptance 2) Implementation of all devices. Date of implementation of last device shall be taken as date of installation of all devices. - 20 Weeks from date of PO Acceptance 3) Onsite support - 15 Weeks from PO Acceptance 4) Remote (offsite) Support - 15 Weeks from PO Acceptance	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
142	Section G - SLA - Pg. 40	1) Delivery of all software & hardware security products including the servers/desktops etc. needed as per the expected deliverables within 8 weeks from the date of receipt of the purchase order. - 0.2 % of the total PO value per day of delay 2) Delay in implementation of all devices beyond 10 weeks from the date of receipt of the purchase order.- 0.2 % of the total PO value per day of delay 4) In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 1 day of the receipt/notice of the complaint. - 0.1% of the total PO value per each hour of delay or part thereof	1) Delivery of all software & hardware security products including the servers/desktops etc. needed as per the expected deliverables within 12 weeks from the date of receipt of the purchase order. - 0.1% of the total PO value per week of delay 2) Delay in implementation of all devices beyond 20 weeks from the date of receipt of the purchase order.- 0.1% of the total PO value per week of delay 4) In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 1 day of the receipt/notice of the complaint. - 0.1% of that particular device value per day of delay or part thereof.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
143	Section G - SLA - Pg. 40	5) In case both the appliances/hardware in the HA mode are down and the system is completely down the defect should be attended and rectified within 4 hours of receipt of notice. - 2% of the total PO value per every 1 hour of delay or part thereof.	5) In case both the appliances/hardware in the HA mode are down and the system is completely down the defect should be attended and rectified within 4 hours of receipt of notice. - 0.1% of the particular per every 1 hour of delay or part thereof.	Please refer to the revised SLAs
144	Penalty Caps -Pg. 42	The total penalty for delivery and installation shall not exceed 10% of the PO value	The total penalty for delivery and installation shall not exceed 5% of the PO value	Please be guided by the RFP
145	Penalty Caps -Pg. 42	The total penalty for onsite and offsite support shall not exceed 50% of the quarterly charges payable for onsite and offsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 100% of the quarterly charges payable.	The total penalty for onsite and offsite support shall not exceed 10% of the quarterly charges payable for onsite and offsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 50% of the quarterly charges payable. Consideration - 8X5 days/week per resource. Kindly clarify.	Please be guided by the RFP
146	page no.17 Clause 3 a	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request LIC to consider delivery timeline as 20 weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
147	page no.27 Clause 1.1 Details of Work	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Request LIC to modify this to: Prepare HLD and LLD in consultation with OEM/OEM Authorized Service Partner and LIC for rollout. The design should be OEM/OEM Authorized Service Partner certified.	Please be guided by the RFP

148	page no.29 Clause 1.8 Training	Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved authorized agencies/faculties.	Please clarify no. of personnel for whom training has to be arranged	Please refer to the revised "Scope of Work"
149	page no.30 Clause 1.10 Performance and Support Assurance	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Request LIC to modify this to: "During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 50% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC."	Please refer to the revised "Scope of Work" .
150	page no.39 Time Schedule for Delivery & Installation	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 Weeks	Request LIC to consider delivery timeline as 14 Weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
151	Page no.37 Section-F: Payment Terms	<ul style="list-style-type: none"> o 70% of the cost shall be paid after delivery of entire solution (software, hardware and peripherals as per scope) at the specified location mentioned in the PO. o 25% of the cost shall be paid after successful Installation and integration, acceptance testing as per scope of work. o 5% of the cost shall be paid after training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work. 	Kindly help with the payment terms as mentioned below: <ul style="list-style-type: none"> o 90% against Delivery of material o 5% on successful Implementation o 5% of the cost shall be paid after training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work 	Please refer to the revised "Payment Terms"
152	Page no.37 For 70 % Payment against Delivery of hardware and software:	OEM Audit Report	Kindly change term as below: OEM / Vendor Audit Report	Please be guided by the RFP
153	Page no.37 For 70 % Payment against Delivery of hardware and software:	Data Migration certificate	Not applicable as Policies will migrate in our solution	Please be guided by the RFP
154	Page no.39 Project Implementation Period:	Firewall should be implemented in all the four Data centers within 10 weeks from the date of acceptance of purchase order	Firewall should be implemented in all the four Data centers within 20 weeks from the date of acceptance of purchase order	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
155	Page No. 8 & 45 C. Eligibility information/Compliance Point # 2	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10 Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Kindly amend Order value as mention below: In case of vendor :Out of these, at least 2 orders should be of values greater than Rs. 4 Crore (either single or clubbed for the same customer) within last 4 years in India OR Out of these, at least 2 orders should be of values greater than Rs. 10 Crore (either single or clubbed for the same customer) within last 4 years in India edecuted by OEM / Vendor / Bidder	Please refer to the revised "Minimum Eligibility Criteria"
156	Page No. 8 & 45 C. Eligibility information/Compliance Point # 5	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	Request LIC to modify this to:minimum 15 Skilled professionals in security domain and 5 certified for any of the firewall OEMs Proposed Also clarify certification should of technical team or mix of sales & Technical	Please refer to the revised "Minimum Eligibility Criteria"
157	Page No. 33 EXPECTED DELIVERABLES (from successful bidder) Point # 14	Quarterly OEM Audit Report	Kindly amend term as mentioned below: Quarterly OEM / Vendor Audit Report	Please be guided by the RFP
158	Page No. 33 EXPECTED DELIVERABLES (from successful bidder) Point # 15	Backup Solution as per technical specification	Kindly advice who will supply hardware for Backup solution LIC or bidder has to supply	Please refer to the revised "Expected Deliverables"
159			Kindly clarify whether bidder will get preference who had already supplied similar solution in LIC group of Companies	Please be guided by the RFP

160	Section-B: ELIGIBILITY CRITERIA - Point 5, Page 8	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	The bidder requests to have in total 5 certified skilled professionals for both the proposed OEM	Please refer to the revised "Minimum Eligibility Criteria"
161	Section-B: ELIGIBILITY CRITERIA - Point 6, Page 8	The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.	Bidder request to change the clause to: The bidder so selected should have the proven capability to perform the implementation without outsourcing the same to any third party other than OEMs Professional Services	Please be guided by the RFP
162	12. Commercial Bid (Indicative Price) - b, Page 12	The bidder shall quote the price of buy back items as per annexure-IX. Buy back items should be quoted inclusive of all taxes (if applicable).	Since the taxes for the quoted commercials shall be exclusive of GST, request LIC to change the quote of price of buyback items exclusive of GST	Please be guided by the RFP
163	12. Commercial Bid (Indicative Price) - c, Page 12	For each component, the prices quoted should be inclusive of all costs except applicable taxes.	Bidder requests that the taxes on buy back and the each component should be the same inclusive or exclusive	Please be guided by the RFP
164	12. Commercial Bid (Indicative Price) - f, Page 12	The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.	The dollar prices have been extremely volatile. Request to keep the validity of prices for 90 days	Please be guided by the RFP
165	SECTION-D: TERMS AND CONDITIONS - A 1) b), Page 16	Buy-Back rates should be quoted inclusive of all taxes (wherever applicable).	The commercials for new product purchase is without GST but for buy-back is with GST. Request to align the GST exclusive clause for both ne product purchase and buy-back	Please be guided by the RFP
166	Section D: 3) Delivery & Installation schedule and Penalty (in case of a delay): a), Page 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Bidder requests for deletion of this clause as it is contradicting the clause in Page 39	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
167	Section D: 3) Delivery & Installation schedule and Penalty (in case of a delay): d), Page 17	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Bidder requests to align this clause as mentioned in Page 39	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
168	Section D: 3) Delivery & Installation schedule and Penalty (in case of a delay): e), Page 17	However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:-	Bidder requests to align this clause as mentioned in Page 39	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
169	Section-E: SCOPE OF WORK: General, Page 27	Vendor has to act as technical-advisor to LIC for gateway security products and related systems by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc. No additional cost will be payable by LIC for such things.	Bidder requests the technical advisor scope to be limited to the products which are part of the tender	Please be guided by the RFP
170	Section-E: SCOPE OF WORK: 1.5. Deploying and Fine Tuning of Firewall Appliances, Page 29	Vendor has to do end-to-end configuration of network gateway security devices, designing, implementation and customization as per best practices and LIC's requirements. The vendor will ensure seamless integration of its equipments for functioning of existing as well as future gateway security appliances.	Bidder requests the technical advisor scope to be limited to the products which are part of the tender	Please be guided by the RFP
171	Section-E: SCOPE OF WORK: 1.6. Deploying Management, Logging & Reporting Appliance, Page 29	Enable capturing of logs, log retention period and mechanism for archiving logs.	Bidder wants to know the log retention period	This will be provided to the successful bidder
172	Section-E: SCOPE OF WORK: 1.6. Deploying Management, Logging & Reporting Appliance, Page 29	Scheduling of backup for device used for Management purpose	Bidder would want to know if the existing backup solution by LIC will be used or we would need to procure another solution for backup	This will be provided to the successful bidder
173	Section-E: SCOPE OF WORK: 1.8. Training	The bidder and OEM are required to provide training jointly as per the below table for people nominated by the LIC for each solution specified in the scope of work.	Bidder requests that the bidder OR OEM, instead of Bidder AND OEM should provide training	Please refer to the revised "Scope of Work"
174	Section-E: SCOPE OF WORK: 1.8. Training, Page 29	The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the solutions for minimum of one day. LIC has the right to exercise this training option at its discretion	Bidder requests that the bidder OR OEM, instead of Bidder AND OEM should provide training	Please refer to the revised "Scope of Work"

175	Section-E: SCOPE OF WORK: 1.10 Performance and Support Assurance, Page 30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity	Bidder requests this point to be removed as the technical specification has been provided via the tender	Please refer to the revised "Scope of Work" .
176	EXPECTED DELIVERABLES (from successful bidder), Page 33	The Bidder should provide backup solution for proposed setup as per technical specifications. The backup taken should be SHA-256 encrypted.	Bidder would request the existing backup solution used by LIC to be utilized for the same. Also would need to know storage requirement and retention period for the backup data	Please refer to the revised "Expected Deliverables"
177	L1 onsite support personnel Qualifications: d), Page 34	Should be in the pay-roll of the vendor i.e. not outsourced.	The bidder so selected should have the proven capability to perform the support while any outsourcing for the scope of assignment to be done with prior approval from LIC	Please be guided by the RFP
178	L1 onsite support personnel Qualifications: f), Page 34	The L1 should have a backup resource of L2 who will complement the person during routine jobs and supplement, if he is on leave. The L2 should be accountable for the providing the technical support to LIC.	Bidder is requesting that to allow the backup of L1 to be L1 and not increase the level to L2	Please be guided by the RFP
179	L2 onsite support personnel Qualifications: a), Page 35	The person should be certified on the firewall products being quoted as well as on NAC.	Bidder requests the support to be limited to the products mentioned in the tender	Please be guided by the RFP
180	L2 onsite support personnel Qualifications: g), Page 35	Should be in the pay-roll of the vendor i.e. not outsourced.	The bidder so selected should have the proven capability to perform the support while any outsourcing for the scope of assignment to be done with prior approval from LIC	Please be guided by the RFP
181	Submission of CV, selection of the onsite Engineers by LIC, other conditions: g), Page 35	In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. Additionally, an overlapping period of at least 21 days has to be there between the new and old engineer failing which penalty as per SLA conditions shall be applicable	Request Notice period of 60 days and 21 days overlap period	Please be guided by the RFP
182	Onsite support additional requirements: ii, Page 35	NGFW and EPP EDR and Email Security Sandbox Appliance, etc. equipment health monitoring.	Bidder requests the support to be limited NGFW requirement as EPP EDR and Email Security is a different technology	Please refer to revised "Onsite Support Services"
183	Onsite support additional requirements: xii, Page 36	Ensure Managed Components can successfully send and receive and/or process data traffic and report failed passwords and community SNMP strings RFP for Next Generation Firewall Solution, Endpoint Protection (EPP) – EDR and Email security with Sandbox Solution	Bidder request clarity. Also support through the solution provided by us is our ownership and by another vendor like eg: EPP - EDR should be the scope of the EPP- EDR provider	Please refer to revised "Onsite Support Services"
184	Onsite support additional requirements: xiii, Page 36	Detect that an Event has occurred by monitoring syslog, SNMP trap messages, KPIs, and/or Threshold Crossing Alerts from Managed Components	Bidder request clarity. Also support through the solution provided by us is our ownership and by another vendor like eg: EPP - EDR should be the scope of the EPP- EDR provider	Please be guided by the RFP
185	SUPPORT PROCESS REQUIREMENT: b), Page 36	Day-to-day maintenance of the network gateway security setup along with associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC	Bidder requests the support to be limited to the products mentioned in the tender.	Please be guided by the RFP
186	SUPPORT PROCESS REQUIREMENT: n), Page 37	The Vendor has to construct a portal application with authentication to implement, assess and track various Trouble-tickets as well as to post important reports in the web-sites for higher official of LIC. The site has to be updated regularly by the on-site Personnel.	Bidder request LIC to provide the existing ticketing solution for the same	Clause Deleted and Please refer to the revised SLAs
187	Section- B: Eligibility Criteria Clause 1 Sub section 3, Page 40	Bidder must have had a minimum turnover of Rs. 25Crore in each of their last three financial years preceding the date of this RFP.	Bidder requests for the following changes: Bidder must have had a minimum turnover of Rs. 25Crore in Security Solution / Services each of their last five financial years preceding the date of this RFP. Or Bidder must have had a minimum turnover of Rs. 200 Crore in each of their last five financial years preceding the date of this RFP	Please be guided by the RFP
188	Subcontracting, Page 25	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	Bidder requests sub-contracting is permitted after taking prior permission from LIC in writing. Further in case sub-contracting is permitted, the Bidder shall remain responsible for all the services provided to LIC from all points of view. Bidder shall also remain responsible for ensuring that the sub-contractor/s comply with all security/confidentiality requirements and other terms and conditions as applicable to the Bidder under this RFP. LIC reserves the rights to conduct independent audit of the Bidder including any sub-contractor in this regard.	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party , other than OEM professional services , with the approval of LIC .
189	Section F - Payment Terms, Page 38	d. The total penalty for delivery and installation shall not exceed the total PO Value.	Bidder requests all penalties are cumulative capped at 10% of PO value as everywhere the penalty is capped to 10%	Please be guided by the RFP
190	12. h, Page 12	The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component.	Bidder request to clarify that the commercials for the extended term shall mutually agreed between the parties at the time of extension	The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions . The commercials shall be mutually agreed upon between the parties at the time of extension .

191	17, Page 13	Bids shall remain valid for 1 year from the date of publishing of this RFP.	Considering the inflation and forex fluctuation, bidder request to limit the bid validity to 90 days	Please be guided by the RFP
192	1.d, 1.e, Page 16	d) Vendor will be entirely responsible for upfront payment of all applicable taxes (wherever applicable) like Central / State levies, GST, road permits etc. in connection with delivery of products at site. e) GST and any other tax wherever applicable, shall be mentioned in the invoices submitted and shall be reimbursed as per actual on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted along with the invoices to LIC, the vendor will not be eligible for any reimbursement on this count from LIC.	Bidder request to remove the highlighted portion. GST shall be charged on the invoice raised by the bidder and LIC shall pay full invoice value including GST as per the agreed payment term with the bidder. The GST will be paid by bidder to government later on the due date of payment as per GST rules.	Please be guided by the RFP
193	2, Page 17	The Central Office of LIC at Mumbai will place orders for the equipments/components. However, in view of the GST rules, the payments will be made by the Central Office, Mumbai for the orders placed in the state of Maharashtra and the payments for DR Site shall be made by nodal Divisional Office of Karnataka where the services are being provided.	Bidder requests to accept iGST billing if applicable for invoice submitted to LIC	Please be guided by the RFP
194	2, Page 17	Note:- Purchase order for the equipments may be issued by LIC in a staggered manner. The quantities mentioned under the "Estimated quantity" column of Technical/ Commercial Bid is indicative only and will be used to arrive at the L1 vendor. However, the actual quantities may differ at the time of issuing Purchase Order/s, depending on the actual requirements, circumstances prevailing at that time.	Bidder request to clarify that the Price will be valid only for given qty +/-5%, price for any variation beyond this shall be mutually agreed between the parties	Please be guided by the RFP
195	8, Page 19	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 RFP. This period of transition shall not exceed six months from the effective date of termination.	Bidder request to clarify that the bidder shall be paid as per the charges agreed between the parties for the such transition period	Please be guided by the RFP
196	18.2, Page 23	Termination and reduction for convenience	In the event of reduction for convenience, the price for the revised scope shall be mutually discussed and agreed between the parties as there may be an increase in the effective cost of delivery due loss of efficiency that was considered in the price based on the original scope.	Please be guided by the RFP
197	Section G, Page 39	In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.	Bidder requests LIC to ensure transit insurance while transportation of equipments	In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, transit insurance charges, GST or any other government taxes.
198	Section G, Page 38	LIC may at its discretion extend the services for onsite support and remote (offsite) support for a further period from the expiry of the Warranty period on the same terms and conditions. The on-site and offsite support services will be for a period of 5 years. The contract may be renewed after the end of 5 years subject to the discretion of LIC.	Bidder request to clarify that the Commercials for the extended term shall be mutually agreed between the parties	The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions. The commercials shall be mutually agreed upon between the parties at the time of extension.

199	Section G, Page 38	LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares	Bidder request to remove the lumpsum penalty as LIC have other recourses and can claim damages under the general provisions of the RFP	Please be guided by the RFP
200	Section-G: Service Level Agreement (SLA), Page 42	The total penalty for onsite and offsite support shall not exceed 50% of the quarterly charges payable for onsite and offsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 100% of the quarterly charges payable.	Bidder request to Cap the SLA to 10% of quarterly charges per quarter	Please be guided by the RFP
201	NA	Payment term	Payment Term is missing in RFP, Bidder request to confirm the payment term of 30 days from date of invoice	Please refer to the revised payment terms
202	3) Delivery and Installation Schedule & Penalty, Page 17	(a) Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request that the delivery and implementation milestones are split as below so that any delay in delivery on account of global challenges does not lead to a penalty situation for implementation also. T0 - Date of Issue of Purchase Order T1 - Date of delivery of hardware T2 - Date of Implementation	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
203	3) Delivery and Installation Schedule & Penalty, Page 17	(a) Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request that the time required of hardware delivery be amended to 16 weeks from the date of PO	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
204	3) Delivery and Installation Schedule & Penalty, Page 17	(a) Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request that the implementation timelines be modified to 12 weeks from the date of delivery of hardware. This should be exclusive of the proposed third party audit	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
205	1.4 - Basic Installation of Hardware and Software, Page 28	The successful bidder has to migrate the data from the existing firewall to the new firewall being installed. The successful data migration done has to be verified and certified by a third party (CERT-In empaneled).	Kindly confirm if the third party will be arranged by LIC or the bidder is responsible for the same	The third party (CERT-In empaneled) has to be arranged by the succesful bidder
206	L1 onsite support personnel qualifications, Page 34	a. Graduate in Science/Engineering with at least 1 year of Experience in implementation of Next Generation Firewall, NIPS, NIDS etc. The person should be certified on the firewall products being quoted.	Request you to exclude Certification as this is a L1 resource	Please be guided by the RFP
207	Section G – Service Level Agreement (SLA). Page 40	In case of a malfunctioning of appliances, hardware, hardware components accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 5 hours of the receipt/notice of the complaint.	Request that this be changed to Next Business Day in alignment with the OEM support policy	Please be guided by the RFP
208	Section G – Service Level Agreement (SLA), Page 40	11 - Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products	Kindly confirm if the onsite support personnel is to be stationed from the date of implementation sign off and not 6 weeks from PO	Please refer to the revised SLAs
209	Section G – Service Level Agreement (SLA), Page 40	12 - Delay in posting of offsite support Personnel beyond 6 weeks from the date of issue of purchase order for security products	Kindly confirm if the onsite support personnel is to be stationed from the date of implementation sign off and not 6 weeks from PO	Please refer to the revised SLAs
210	Section G – Service Level Agreement (SLA), Page 40	18 - The on-site Personnel should be present in LIC's premises as per the RFP conditions.	Request that the resources be permitted to avail leave/time-off as per the labor laws provisions.	Please be guided by the RFP
211	Section G – Service Level Agreement (SLA), Page 40	22 - In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 30 days.	Bidder requests LIC to change from 30 days to 60 days	Please be guided by the RFP
212	EXPECTED DELIVERABLES, Page 33	Quarterly OEM Audit Report	Bidder suggests to perform this OEM Audit once a year	Please refer to revised "Scope of Work"
213	1.1 Details of Work, Page 27	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Request LIC to modify this to: Prepare HLD and LLD in consultation with OEM/OEM Authorized Service Partner and LIC for rollout. The design should be OEM/OEM Authorized Service Partner certified.	Please be guided by the RFP
214	1.8 Training, Page 29	Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved authorized agencies/faculties.	Please clarify no. of personnel for whom training has to be arranged	Please refer to revised "Scope of Work"

215	10. Instructions for Bid Submission, point no (v), Page 12	v) In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs. 5,000/- per violation will be charged and recovered from the EMD. For example: if the Bid is not spirally bound a penalty of Rs. 5,000/- will be imposed. Upper cap for this penalty is Rs.10,000/-	Bidder understands that the maximum penalty applicable for this is Rs. 10,000/-	Please be guided by the RFP
216	14. Modification and Withdrawal of the Bids, Page 13	The bid and all the supporting documents submitted by the bidders shall be the property of LIC.	We request deletion of this language. Any information or documents shared by the bidder to LIC shall be solely for the purpose of this bid and shall not in anyway transfer any rights to LIC.	Please be guided by the RFP
217	Clause 3 point d, Page 17	d) Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value. (e) However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:- ii. The penalty clause as mentioned in point no.-(d) above will be applicable. iii. Deductions of penalty will be made from any amount payable to the vendor by LIC. iv. Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.	We request that the penalty so levied shall be a percentage of the delayed services and shall be subject to a maximum cap of 10% of the delayed services	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
218	D(A)(4), Page 17	(e) In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipments will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated time-frame of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s) (f) In case of any short shipment/equipment not functioning, LIC will not issue Site Not Ready (SNR) certificate but only Short Shipment Form (SSF) as per Annexure-XV will be issued. Vendor should arrange the delivery of the short shipment/faulty equipment within the delivery and installation period else, penalty defined as per clause 2(d) above will be applicable.	We request that the penalty so levied shall be a percentage of the delayed services and shall be subject to a maximum cap of 3% of the delayed services.	Please be guided by the RFP
219	B. Other / General Terms and Conditions Clause No 3, Page 18	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 and offsite etc. required as per this RFP. If vendor fails to submit the required PBG within 25 days period as mentioned above, penalty of Rs.1,000/- per day (subject to maximum penalty of Rs.1,00,000/-) will be imposed. In case the selected bidder fails to submit performance bank guarantee even after the elapse of 35 days from the date of letter issued for selection as the "selected vendor", LIC at its discretion, may cancel the allotment of the contract to the concerned bidder and allot the contract to the L2 bidder at L1 prices, so on and so forth. All the terms & conditions, stated in this RFP (and subsequent modifications, if any) will then be applicable to the L2/L3 bidders, so on and so forth. In case the tenure of servicing is extended beyond five years, the selected Vendor will be required to extend validity period of the PBG or submit a fresh PBG.	We request that PBG may be invoked only if there is termination of the contract and suggest having the validity period to be the end of the contract period. Also, we request any extension of the PBG validity period be at such commercial terms as may be mutually agreed between the parties and not on the same terms as the previous contract. Further, we request that the penalty so levied shall be a percentage of the delayed services and shall be subject to a maximum cap of 3% of the delayed services.	Please be guided by the RFP
220	D(B)(5), p.19, Page 19	The goods supplied shall be fully insured by the vendor for and from transit period till 10 days from the date of delivery at LIC's offices, at their cost against any loss or damage. Should any loss or damage occur, the vendor shall: (a) Intimate and pursue claim with the Insurance Company till settlement and (b) Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.	We request that the vendor should not be required to obtain fresh insurance for this project as the vendor would already have insurance in place. Therefore, we request deletion of this language.	Please be guided by the RFP

221	B. Other / General Terms and Conditions, point no 7, Page 19	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 RFP. This period of transition shall not exceed six months from the effective date of termination.	We request that the termination under this clause may be exercised by LIC only in case of a material breach and not any breach. In case of termination and purchase by LIC of solution from the next successful bidder, the selected bidder should be liable for only 5% of the differential amounts which LIC has spent over and above what was quoted by the selected bidder. Further, we request that any transition services performed by the bidder after the termination of the contract shall be at additional charges that may be charged by the terminated bidder.	Please be guided by the RFP
222	10) Limitation of liability, Page 20	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.	We request the deletion of the exception specified in the last part of the clause " <i>provided that this limitation shall not apply to the cost of repairing or replacing defective equipment</i> "	Please be guided by the RFP
223	12) Copyright Violation and Patent Rights., Page 20	The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder.	We request that in the event that the bidder has to indemnify for any third party losses, we request that the bidder be entitled to defend and settle such matter with prompt notice and cooperation from LIC.	Please be guided by the RFP
224	13.2 LIC ownership of Intellectual Property Rights in Contract Material, Page 20	LIC ownership of Intellectual Property Rights in Contract Material a. All Intellectual Property Rights in the Contract Material shall vest in LIC; b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	We request more clarity on the term "Contract Material" as it is not defined in the contract. Further, we request that any license granted to LIC by the vendor be non-exclusive, non-transferable and limited.	Please be guided by the RFP
225	13.3 Responsibility of the successful bidder, Page 20	It would be the responsibility of the successful bidder to ensure that it has legal, valid and current rights to provide all the deliverables as sought under this RFP. LIC acknowledges that save as expressly provided elsewhere in this RFP, all Intellectual Property Rights in relation to the software, its documentation, development, coding and any adaptations, translations and derivative work, whether a copyright, trade mark, patent, trade secret design or otherwise, provided to the LIC by the bidder during, in connection with or in relation to fulfilling its obligations under this RFP will belong to and shall remain a property of the bidder or its licensor, except under the condition when the LIC has taken possession of the software through its rights bestowed upon by the Escrow arrangement.	We request deletion of the last part of the clause which reads " <i>except under the condition when the LIC has taken possession of the software through its rights bestowed upon by the Escrow arrangement</i> ". Bidder is financially strong, reputable and honours its obligations to its customers. Software and support is an important and integral part of the bidder's business. As such, bidder's software is commercially sensitive and a trade secret, so bidder does not place its software in escrow.	Please be guided by the RFP
226	13.4 Liability of the successful bidder, Page 21	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.	We request that the liquidated damages be capped to max 10% of the total contract price.	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 limited to the contract value .

227	13.6 Remedy for breach of warranty, Page 21	<p>The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.</p> <p>The LIC shall not be held liable for and would be absolved of any responsibility or claim/litigation arising out of the use of any third party software or its components or modules supplied by the bidder in terms of requirements of this RFP.</p>	<p>We request that the bidder be held responsible for the claims under this clause only if the same is solely attributable to the bidder and if the loss/claim is suffered by a third party. Further, in the event that the bidder has to indemnify for any third party losses, the bidder should be entitled to defend and settle any such claims with prompt notification by, and cooperation from, LIC.</p>	Please be guided by the RFP
228	D(B)(13.7), p.21, Page 21	<p>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's country, 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). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.</p>	<p>In the event that the bidder has to indemnify for any third party losses, we request that the bidder be entitled to defend and settle such matter with prompt notice and cooperation from LIC.</p>	Please be guided by the RFP
229	General	New clause	<p>We request addition of the following clause as a new clause:</p> <p>The bidder and its sub-contractors will own all IPR in any materials, methodologies, processes, techniques, tools, forms, templates, and Software (collectively "Materials") that are:</p> <ul style="list-style-type: none"> i) owned or licensed by the Bidder, its subcontractors, or their respective affiliates prior to the effective date of the Contract; ii) developed by Bidder, its subcontractors, or their respective affiliates whether developed during or independently of performance of the Contract; and/or, iii) modifications, enhancements, and derivative works of the Materials. 	Please be guided by the RFP
230	D(B)(14), p.21, Page 21	<p>The bidder/vendor, their employees and representatives shall observe the highest standard of ethics at all times (pre and post the RFP process). Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid or terminate the contract without being liable in any manner whatsoever to the bidder/vendor, if it determines that the bidder/vendor has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the EMD / PBG, as the case may be for, inter alia, time, cost and effort of LIC, with regard to the RFP, including consideration and evaluation of such Bids and such Bidder/Vendor may not be allowed to participate in any RFP issued by LIC during a period of two years from the date such bidder/vendor is found by LIC to have directly or through an agent, engaged or indulged in corrupt / fraudulent / coercive / undesirable / restrictive practice, as the case may be.</p>	<p>We request the first part of this clause be made mutual. Further, we request that PBG may be invoked only if there is termination of the contract.</p>	Please be guided by the RFP
231	16) Conflict of interest, Page 22	<p>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 RFP. 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.</p>	<p>We request that the termination under this clause may be exercised by LIC only in case of a material breach and not any breach. Also, we request that any transition services performed by the bidder after the termination of the contract shall be at additional charges that may be charged by the terminated bidder. Further, we request that PBG may be invoked only if there is termination of the contract.</p>	Please be guided by the RFP
232	18) Termination, Page 23	Termination	<p>We request that the termination under this clause may be exercised by LIC only in case of a material breach and not any breach</p>	Please be guided by the RFP

233	18.8 Termination does not affect accrued rights, Page 24	<p>Consequences of Termination of the Selected Bidder: In the event of termination of the selected bidder(vendor) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life 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.</p> <p>The terminated vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination.</p>	We request that any transition services performed by the bidder after the termination of the contract shall be at additional charges that may be charged by the terminated bidder.	Please be guided by the RFP
234	18.11 Knowledge transfer, Page 25	c. The Parties agree that duration of Knowledge transfer shall in no event exceed 90 days.	We request that any knowledge transfer required from the bidder after the termination of the contract shall be at additional charges that may be charged by the terminated bidder.	Please be guided by the RFP
235	22.7 Announcements, Page 26	<p>Announcements</p> <p>a. The Vendor must, before making a public announcement in connection with the contract or any transaction contemplated by it, obtain LIC's written agreement to the announcement.</p> <p>b. If the Vendor is required by law or a regulatory body to make a public announcement in connection with the contract or any transaction contemplated by the contract the Vendor must, to the extent practicable, first consult with and take into account the reasonable requirements of LIC</p>	We request this clause be made mutual to safeguard the interest of both parties.	Please be guided by the RFP
236	24) Rights reserved by LIC:	(a) 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.	We request that PBG may be invoked only if there is termination of the contract.	Please be guided by the RFP
237	Right to Audit, Page 32	Right to Audit	We request deletion of this clause altogether. Bidder is prepared to accommodate reasonable audit rights, but requests the inclusion of specific exclusions and clarifications to protect its interests. Further, in case of a successful bid, we request that the bidder be entitled to add this bid as a credential for future bids without the prior written consent of LIC.	Please be guided by the RFP
238	Annexure-VII, p.53, Page 37	The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	We request deletion of this clause altogether in the Non-Disclosure Agreement as Indemnity provision is extensively covered in the RFP.	Please be guided by the RFP
239	1.9 Acceptance by LIC Pg - 30	The Bidder has to ensure that a competent team of OEM conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented.	Request LIC to modify this to "The Bidder has to ensure that a competent team of OEM/OEM Authorized Service Partner conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented."	Please be guided by the RFP

240	RFP - 1.10 Performance and Support Assurance, Pg - 30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Request LIC to modify this to: "During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 50% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC." CPU and memory utilization of the firewall depends on the security features enabled, throughput (volume of traffic), SSL decryption if enabled and packet mix (type of application like HTTP, DNS, Video etc) of the traffic passing through the firewall. Without having the above details it is not possible to predict the CPU and memory percentage of the firewall. Request you to add below clause "Firewall's throughput claim, after enabling all the features, must be supported by OEM's lab test reports. The test should be conducted with good modelling of real world traffic including a mix of various protocols and packet sizes. The lab test reports along with declaration of throughput claim from OEM has to be submitted along with the technical bid". In case of under performance 2% penalty of TCO would be levied on bidder for each incident maximum for 3 incidents. If such incident repeats after 3rd occurrence bidder has to replace/upgrade the firewall with higher model."	Please refer to the revised "Scope of Work" .
241	EXPECTED DELIVERABLES (from successful bidder) Page no - 33	Point no - 15 - Backup Solution as per technical specification	The purpose of Backup Solution (Event, Logs backup, Manage Console etc.) Kindly provide Technical specifications for Backup Solution Kindly provide retention policy details for Backup Solution	Please refer to the revised "Expected Deliverables"
242	Section-B: ELIGIBILITY CRITERIA Point # 5 Page # 8	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	Request LIC to consider the clause as mentioned below :- The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 3 each should be certified for each of the Firewall OEMs proposed.	Please refer to the revised "Minimum Eligibility Criteria"
243	Section-B: ELIGIBILITY CRITERIA Point # 7 Page # 8	The bidder should have back-to-back support with both the Firewall OEMs. Bidder should not be a mere reseller but a systems integrator. Bidder must have prime and direct (selling, support, upgrade and service) partnership with the solution / technology provider.	Request LIC to consider the clause as mentioned below :- The bidder should have back-to-back support with both the Firewall OEMs. Bidder should not be a mere reseller but a systems integrator. Bidder must have direct (selling, support, upgrade and service) partnership with the solution / technology provider.	Please be guided by the RFP
244	3) Delivery & Installation schedule and Penalty (in case of a delay): Page # 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request LIC to provide atleast 16 Weeks for delivery and 6 Weeks for the Complete Implementation (Total 22 Weeks from PO date).	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
245	3) Delivery & Installation schedule and Penalty (in case of a delay): Page # 17	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Request LIC to consider the clause as mentioned below :- Delay in delivery, installation and integration beyond 22 weeks will attract a penalty 0.2 % per week of the total PO value, till the date of installation/ integration subject to a maximum of 10% of the total PO value.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
246	17. Bid Validity Period page # 13	Bids shall remain valid for 1 year from the date of publishing of this RFP.	Bids shall remain valid for 180 days from the date of publishing of this RFP.	Please be guided by the RFP
247	pg 19 point 5 (b)	Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.	We request modification as mentioned below: Promptly make arrangements for replacement of any damaged item/s (within Thirty days of detection of damages), irrespective of the settlement of claim by the Insurance Company.	Please be guided by the RFP
248	pg 20 point 10	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.	we request modification as mentioned below: Neither 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.	Please be guided by the RFP

249	pg 20 point 12	The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE.	We request modification as mentioned below: The Bidder shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE. •We have an agreement with the OEM since the IPR clause given in the tender does not completely match with the one given in the agreement, which is signed with the OEM, however we propose back to back confirmation to be taken on the same line from the OEM to ensure complete protection	Please be guided by the RFP
250	pg 21 point 13.7	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered.	we request modification as mentioned below: In no event shall either party be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered.	Please be guided by the RFP
251	pg 23 point 18.1	If Vendor fails to comply with the clause 4.8 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days.	we request modification as mentioned below: If Vendor fails to comply with the clause 4.8 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30 days. Such situation shall arise when the default notice sent to the service Provider has not been cured within the prescribed time.	If Vendor fails to comply with the performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30 days.
252	pg 23 point 18.2 (a)	LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	we request modification as mentioned below: LIC may, at any time, by a prior written notice of 60 days, terminate the contract or reduce the scope of the Services. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	Please be guided by the RFP
253	Section 2, Point no - 2 and page 7	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore(either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Kindly request for you consider Bidder/OEM for must have provided heterogeneous (1 or more security Technologies in each development). Request to change order value from 10 Cr to 1 Cr (either single or clubbed for the same customer) and also consider within last 6 years instead of 4 Years in India immediately preceding the date of this RFP involving OEM's	Please refer to the revised "Minimum Eligibility Criteria"
254	Section 2, Point no - 5 and page 8	The bidder should have a dedicated security practice in operation for over 3 years and shall have minimum 30 skilled professionals in security domain, out of whom at least 10 each should be certified for each of the Firewall OEMs proposed.	Kindly consider atleast 5 each should be certified for each of the Firewall OEMs proposed.	Please refer to the revised "Minimum Eligibility Criteria"
255	Section E, point no 1.1 and page no.33	Backup Solution as per technical specification	Please Elaborate	Please refer to the revised "Expected Deliverables"
256	Page 17, Section 3 a)	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request LIC to consider delivery timeline as 14 weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
257	Page -27, section 1.1 Details of Work	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Request LIC to modify this to: Prepare HLD and LLD in consultation with OEM/OEM Authorized Service Partner and LIC for rollout. The design should be OEM/OEM Authorized Service Partner certified.	Please be guided by the RFP
258	Page 29, Section 1.8 Training	Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved authorized agencies/faculties.	Please clarify no. of personnel for whom training has to be arranged	Please refer to the revised "Scope of Work"

259	Page 30, Section 1.9 Acceptance by LIC	The Bidder has to ensure that a competent team of OEM conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented.	Request LIC to modify this to "The Bidder has to ensure that a competent team of OEM/OEM Authorized Service Partner conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented."	Please be guided by the RFP
260	Page 30, Section 1.10 Performance and Support Assurance	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Request LIC to modify this to: "During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 50% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC."	Please refer to the revised "Scope of Work" .
261	Page 39 Section Time Schedule for Delivery & Installation	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 Weeks	Request LIC to consider delivery timeline as 14 Weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
262	27	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Request LIC to modify this to: Prepare HLD and LLD in consultation with OEM/OEM Authorized Service Partner and LIC for rollout. The design should be OEM/OEM Authorized Service Partner certified.	Please be guided by the RFP
263	29	Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved authorized agencies/faculties.	Please clarify no. of personnel for whom training has to be arranged	Please refer to the revised "Scope of Work"
264	30	The Bidder has to ensure that a competent team of OEM conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented.	Request LIC to modify this to "The Bidder has to ensure that a competent team of OEM/OEM Authorized Service Partner conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented."	Please be guided by the RFP
265	30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Request LIC to modify this to: "During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 50% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC."	Please refer to the revised "Scope of Work" .
266	39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 Weeks	Request LIC to consider delivery timeline as 14 Weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
267	17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Delivery and Implementation timelines are very aggressive. Kindly consider relaxation on the overall timeline. Delivery timeline to be considered as 4-8 Weeks and Implementation timeline as 4 weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
268	27	Design, implement, and keep record & controls and migration to IPv6 as and when required by LIC without any additional cost to LIC.	Kindly elaborate the scope around IPv6 migration since bidder is supplying the security infrastructure	Please be guided by the RFP

269	27	This will also include installation, configuration and maintenance of associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC.	Kindly elaborate on this clause. SOW of RFP is limited to NGFW deployment and management only.	Please be guided by the RFP
270	28	Design, implement, and keep record & controls and migration to IPv6 as and when required by LIC without any additional cost to LIC.	As per our understanding the scope here is more aligned towards logical routing to other DC FW infrastructure. Kindly confirm.	Please be guided by the RFP
271	36	The on-site L1 and L2 support may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given.	May we know L1/L2 supporting window? Such as from Monday to Sunday 9/6? If L1 & L2 work in general shift, what is the plan to handle firewall service management after business hours? Moreover, the given resourcing like 1L1 & 1L2 are not sufficient to provide the required coverage. Is the bidder allowed to factor extra resources? Will L3 support be in general shift like 9 hours per day and 5 days in a week? Has the bidder to provide L3 resource in the asked location anywhere remotely?	Please be guided by the RFP
272	36		As per RFP, Firewall audit seems to be required. Does LIC have any firewall audit tool like algosec or any other tools?	Please be guided by the RFP
273	33		As per RFP, L3 is to be onboarded in 4 weeks. Can bidder get some more time?	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
274			Does LIC have SIEM service in place to handle security events coming out NGFW? If not, what is the plan for handling firewall related security incidents?	Yes
275	Page 18 - Section D (B)(2)	Non-Disclosure Agreement	The Bidder proposes to make this clause mutual	Please be guided by the RFP
276	Page 19 -Section D (B)(7)	Dispute	The Bidder proposes deletion of clause (c) of this section. The services shall be rendered if the payment clause is not breached by LIC.	Please be guided by the RFP
277	Page 20 - Section D (B)(9)(d)	Force Majeure	The Bidder requests to change non performance period due to Force Majeure event from 21 days to 90 days consecutive days	Please be guided by the RFP
278	Page 20 -Section D (B)(10)	Limitation of liability	Bidder proposes to replace this clause with the following: Notwithstanding anything contained in the RFP or any other place, the Bidder shall not be liable for any indirect, incidental, consequential, special exemplary or punitive damages or for any loss of profit, loss of data, loss of business / revenue, loss of goodwill, loss of customer, cost of purchasing replacement services for any reason whatsoever. Further, in case of service related matters the sole liability of the Bidder and sole remedy of Customer shall be the limited to the applicable credit allowance and / or right to terminate the contract as mentioned in the applicable service schedule. For any other loss or damage, the overall liability of the Bidder shall be capped to twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability. Provided that nothing contained herein shall be construed as limiting the liability of either Party for (a) personal injury or death resulting from the negligence of a Party or its employees, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct"	Please be guided by the RFP
279	Page 20 - Section D (B)(13)	Intellectual Property Rights	The Bidder proposes to delete the words- world-wide, perpetual. The overall liability of the Bidder shall be capped to twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability.	Please be guided by the RFP
280	Page 26- Section D (B)(22.7)	Announcements	The Bidder proposes to make this clause mutual	Please be guided by the RFP
281	Page 7- Section B- 2	Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 4 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	We suggest below clause: Bidder should have at least 3 years of experience in supplying, integrating and supporting Network Gateway Security technology solutions. Bidder must have provided heterogeneous (2 or more security technologies in each deployment) Network Gateway Security solutions including firewalls for at least 4 clients globally/India. Out of these, at least 2 orders should be of values greater than Rs. 10Crore (either single or clubbed for the same customer) within last 5 years in India immediately preceding the date of this RFP, involving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019 onwards (this is not applicable to bidders quoting products under Make In India).	Please refer to the revised "Minimum Eligibility Criteria"
282	Page 25 Point 22 Section B	Subcontracting The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	Bidder requests for relaxation on this clause as we would require third party involvement for this opp.	Please be guided by the RFP
283	Installation of the equipments:	pre-installation survey of all sites	When we should do pre-Installation Survey after or before the proposal	It is to be done by the successful bidder after submission of the PBG .
284	Section-E: SCOPE OF WORK	DR Drill	Do we have to Inline with the existing BCP for DR Drill or Need to Get New BCP Plan for DR Drill	Please be guided by the RFP

285	Annexure VII - NDA	The Respondent agree that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LIC posted at/for Central Office-IT (Mumbai, Pune and COSPCentres) and Information-Technology department of Zonal offices.	Bidder requests deletion as Tata Comm does not include non solicitation as a part of NDAs	Please be guided by the RFP
286	Annexure VII - NDA	The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	Due to the very nature of the document Tata Comm cannot incorporate the indemnification clause in the NDA and same can be covered in MSAs that parties might sign.	Please be guided by the RFP
287	Section-F: Payment Terms	Section-F: Payment Terms: For Payment against remote (offsite) support: For Payment against Onsite Services: Payment for the Remote Monitoring Services will be done on quarterly basis at the end of each quarter on production of the following:	Request LIC to kindly release the payment monthly in arrears	Please be guided by the RFP
288	3) Delivery & Installation schedule and Penalty (in case of a delay):	Delay in delivery, installation and integration beyond 56 days will attract a penalty 0.2 % of the total PO value, per day from the 57th day till the date of installation/integration subject to a maximum of 10% of the total PO value.	Request LIC to kindly reduce the cap on penalty to 5%	Please be guided by the RFP
289	Section-F: Payment Terms		Kindly confirm once invoice is raised payment will be released within 30 days?	Please refer to the revised "Payment Terms"
290	Penalty caps:	The total penalty for onsite and offsite support shall not exceed 50% of the quarterly charges payable for onsite and offsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 100% of the quarterly charges payable.	Request LIC to kindly reduce the cap to 20%	Please be guided by the RFP
291	1.10 & 30 Page	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 80% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Please refer to the revised "Scope of Work" .
292	Page 27	The Bidder has to perform quarterly OEM audit of the deployment and provide a detailed report on the hardening and best practices to be adopted.	Requesting you to clarify and change it to "The Bidder has to perform quarterly audit of the deployment and provide a detailed report on the hardening and best practices to be adopted."	Please refer to revised "Scope of Work"
293	1.1 Page 27	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Requesting you to change the clause as "Prepare HLD and LLD in consultation with OEM/OEM Certified Partner and LIC for rollout. The design should be certified by OEM/OEM Certified Partner.	Please be guided by the RFP
294	Page 39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. (8 Weeks)	Requesting to change the delivery schedule from 8 weeks to 16 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
295	Page 27	The Bidder has to perform quarterly OEM audit of the deployment and provide a detailed report on the hardening and best practices to be adopted.	Please elucidate if these audits are to be performed by Bidder or OEM? If OEM conducts the audit then the implementation of the recommendations will be done by Bidder and reassessed by the OEM.	Please be guided by the RFP
296	Page 29 and 30	Documentation and knowledge transfer after each patch/version update.	Please elucidate what training is expected here? The training schedule is only 2 days Pre and 5 days Post implementation training required.	Please be guided by the RFP
297	Page 30	The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training	Since you have mentioned OEM approved authorized agencies/faculties to provide training therefore pls remove this clause	Please refer to revised "Scope of Work"
298	Page 30	The Bidder has to ensure that a competent team of OEM conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines.	Please confirm if this post implementation Audit (in acceptance phase) is required to be done by OEM reps necessarily	Please refer to revised "Scope of Work"
299	page 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Since firewall installaiton and integration will require multiple stakeholders approval and involvement from LIC, we would request bank to provide 2 months for date of PO for Design submission. Once Material arrive onsite and site readiness is available, we will require another 3 months for implementation and intergration work.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"

300	Page 28	Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.	Since firewall installation and integration will require multiple stakeholders approval and involvement from LIC, we would request bank to provide 2 months for date of PO for Design submission.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
301	Page 30	Performance and Support Assurance The System Integrator and OEM must provide the following performance assurances on the NGFW solution:	We would request Bank to remove OEM from performance and support assurance activity.	Please be guided by the RFP
302	1.10 Performance and Support Assurance, Pg - 30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	CPU and memory utilization of the firewall depends on the security features enabled, throughput (volume of traffic), SSL decryption if enabled and packet mix (type of application like HTTP, DNS, Video etc) of the traffic passing through the firewall. Without having the above details it is not possible to predict the CPU and memory percentage of the firewall. Request you to add below clause "Firewall's throughput claim, after enabling all the features, must be supported by OEM's lab test reports. The test should be conducted with good modelling of real world traffic including a mix of various protocols and packet sizes. The lab test reports along with declaration of throughput claim from OEM has to be submitted along with the technical bid". In case of under performance 2% penalty of TCO would be levied on bidder for each incident maximum for 3 incidents. If such incident repeats after 3rd occurrence bidder has to replace/upgrade the firewall with higher model."	Please refer to the revised "Scope of Work" .
303	Section-E: SCOPE OF WORK - Page 27	Vendor has to act as technical-advisor to LIC for gateway security products and related systems by way of evaluation, demonstration, etc. as and when required by LIC. Vendor has to submit findings/reports to LIC and give suggestions/recommendations. Necessary resources (including Level-3 support) have to be deployed by vendor for technical assistance and submit the detailed documentations etc. No additional cost will be payable by LIC for such things.	Please clarify if LIC requires technical advisor to LIC for the entire contract period to be deployed on-premise .	No
304	1.1. Details of Work - Page 27	This will also include installation, configuration and maintenance of associated appliances like routers, switches, Link load balancers etc. which may be provided by LIC.	Our understanding is installation, configuration and maintenance is only for the proposed solution and not for the existing solution managed by the existing vendor of LIC. Please confirm	Please be guided by the RFP
305	1.5. Deploying and Fine Tuning of Firewall Appliances - Page 29	Migrate the existing security policies to new firewall after reviewing the same in consultation with LIC.	Kindly confirm the existing firewall currently in use at LIC	Please be guided by the RFP
306	1.10 Performance and Support Assurance - Page 30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Kindly confirm the parameters LIC will use to verify the utilization of the firewall doesn't exceed 35% of total memory and CPU capacity	Please refer to the revised "Scope of Work" .
307	1.11 RACI Matrix - Page 31	Proactive Software Risk Assessment/ Software Selection	Kindly clarify the scope and the frequency for Proactive Software Risk Assessment/ Software Selection	Please be guided by the RFP
308	1.11 RACI Matrix - Page 31	Software Security Vulnerability Assessment	Kindly clarify the scope and the frequency for software security vulnerability assessment	Please be guided by the RFP
309	1.11 RACI Matrix - Page 32	Proactive Threat Assessment	Kindly clarify the scope and the frequency for threat assessment	Please be guided by the RFP
310	Project Implementation Period:	The Bidder should note that all hardware & software products should be delivered within 7 weeks of the date of acceptance of the Purchase Order	Page 39 under "TIME SCHEDULE FOR DELIVERY AND INSTALLATION" the delivery timelines is 8 weeks	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
311	Section-G: Service Level Agreement (SLA) - Point 7	Construction/implementation of security portal with authentication for various security reports, best-practices, common vulnerabilities etc. beyond 20 weeks in consultation with LIC.	Our understanding is dashboard that comes as part of the proposed firewall will be used for logging and reporting. Kindly clarify	Clause Deleted and Please refer to the revised SLAs
312	3 a) - Page 17	Delivery, installation and integration (with the current setup) of the ordered equipments should be completed within 56 days from the date of issue of Purchase order.	Request LIC to consider delivery timeline as 16 weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"

313	1.1 Details of Work - Page 27	Prepare HLD and LLD in consultation with OEM and LIC for rollout. The design should be OEM certified.	Request LIC to modify this to: Prepare HLD and LLD in consultation with OEM/OEM Authorized Service Partner and LIC for rollout. The design should be OEM/OEM Authorized Service Partner certified.	Please be guided by the RFP
314	1.8 Training - Page 29	Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved authorized agencies/faculties.	Please clarify no. of personnel for whom training has to be arranged. Also confirm if the training needs to be done onsite at LIC premises?	Please be guided by the RFP
315	1.9 Acceptance by LIC - Page 30	The Bidder has to ensure that a competent team of OEM conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented.	Request LIC to modify this to "The Bidder has to ensure that a competent team of OEM/OEM Authorized Service Partner conducts an audit of the implemented solution in order to confirm that the implementation and configuration has been done as per OEM best practices and design, IRDAI IS Audit guidelines. It is suitable to deliver 99.5% uptime. All the securities features sought in the technical specifications and the scope of work have been implemented."	Please be guided by the RFP
316	1.10 Performance and Support Assurance - Page 30	During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 35% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC.	Request LIC to modify this to: "During the immediate post deployment demonstration of the NGFW solution in the live environment, the system integrator and OEM must demonstrate that the Memory and CPU utilization of the firewall doesn't exceed 50% of the total memory and CPU capacity. In case this requirement is not met, then the OEM and System Integrator must replace the Firewall with a higher capacity box to meet this requirement without any additional cost implication to the LIC."	Please refer to the revised "Scope of Work" .
317	Time Schedule for Delivery & Installation - Page 39	Delivery of all software & hardware security products (Fire wall etc.) including the servers/desktops etc. needed as per the expected deliverables. Date of delivery of last item shall be taken as date of delivery for all items. - 8 Weeks	Request LIC to consider delivery timeline as 16 Weeks.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
318	Maintenance during Warranty Period: - Page 39	Spares and support for the appliances should be available for a minimum period of six years from the date of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The	Kindly confirm the no of units to be factored for spares and also confirm if the spares needs to be kept at LIC premises	Please be guided by the RFP
319	TIME SCHEDULE FOR DELIVERY AND INSTALLATION - Page 39	Implementation of all devices. Date of implementation of last device shall be taken as date of installation of all devices - 10 weeks from date of PO	Request LIC to consider implementation timelines of 8 weeks from date of delivery	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"