

**Corrigendum 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 a 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 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.	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	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"
7	General	SLA Exemption	NO SLA penalty will be applicable on bidder incase 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
8	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

9	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"
10	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"
11	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 erfer to the revised "Minimum Eligibility Criteria"
12	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" .
13	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"
14	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"
15	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"

16	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" .
17	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"
18	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"
19	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"
20	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"
21	1.8. Training, Page No. 29		Kindly share the no of people & Training Location Details	Please refer to the revised "Scope of Work"
22	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"
23	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"

24	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"
25	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</u> professionals 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"
26	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"
27	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"
28	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"
29	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"
30	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"
31	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"

32	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
33	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
34	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
35		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"
36		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"
37		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"
38		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"
39		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
40	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"
41	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"
42	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"

43	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"
44	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"
45	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"
46	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"
47	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"
48	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"
49	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"
50	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"

51	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"
52	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"
53	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 PGB, 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 .
54	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.
55	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"
56	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"

57	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
58	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
59	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
60	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
61	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
62	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"
63	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"
64	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"

65	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"
66	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"
67	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"
68	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
69	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"
70	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"
71	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"
72	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 erfer to the revised "Minimum Eligibility Criteria"
73	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 referece 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"

74	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"
75	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"
76	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"
77	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"
78	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"
79	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"
80	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"
81	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" .

82	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"
83	Page no.37 Section-F: Payment Terms	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: 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"
84	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"
85	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 executed by OEM / Vendor / Bidder	Please refer to the revised "Minimum Eligibility Criteria"
86	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"
87	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"
88	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"
89	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"
90	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"

91	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"
92	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"
93	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"
94	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" .
95	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"
96	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"
97	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"
98	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
99	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 .
100	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 .

101	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.
102	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 maybe renewed after the end of 5 years subject to the discretion of LIC.	Bidder request to clarify that the Commercial 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 .
103		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
104	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"
105	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"
106	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"
107	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
108	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
109	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"
110	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"

111	Clause 3 point d, Page 17	<p>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.</p> <p>(e) However, equipments/components not delivered/installed beyond 107 days, from the date of the Purchase order, will be dealt with as follows:-</p> <p>ii. The penalty clause as mentioned in point no.-(d) above will be applicable.</p> <p>iii. Deductions of penalty will be made from any amount payable to the vendor by LIC.</p> <p>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.</p>	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"
112	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 .
113	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" .
114	EXPECTED DELIVERABLES (from successful bidder) Page no - 33	Point no - 15 - Backup Solution as per technical specification	<p>The purpose of Backup Solution (Event, Logs backup, Manage Console etc.)</p> <p>Kindly provide Technical specifications for Backup Solution</p> <p>Kindly provide retention policy details for Backup Solution</p>	Please refer to the revised "Expected Deliverables"
115	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"

116	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"
117	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"
118	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.
119	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 RFPinvolving OEMs figuring in Leaders and Challengers quadrants of Gartner in any of the reports from 2019onwards (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"
120	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"
121	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"
122	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"
123	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"
124	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" .

125	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"
126	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"
127	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" .
128	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"
129	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"
130	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"
131	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"
132	Section-F: Payment Terms		Kindly confirm once invoice is raised payment will be released within 30 days?	Please refer to the revised "Payment Terms"

133	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" .
134	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"
135	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"
136	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"
137	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"
138	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"
139	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 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.	Please refer to the revised "Time Schedule for Delivery and Installation" and , revised SLAs the "Project Implementation Period" and "Delivery & Installation schedule and Penalty"
140	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" .
141	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" .

142	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"
143	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
144	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"
145	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" .
146	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"
147	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"

Last Date for Bid Submission	09.01.2023 latest by 3:30 PM
Eligibility and Technical Bid Opening date and Time	09.01.2023 at 03:45 PM