

RFP for Supply, Installation and Servicing of Laser/ Inkjet Printers, MFPs, Scanners
RFP REF: LIC/CO/IT-BPR/HW/2022-23/02 Dated: 05.08.2022
Clarifications to Pre-bid Queries

Sl No	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Clarifications
1	Section B. 8 Page No. 7	Bid Submission: Friday, 26th August 2022, latest by 3:30 p.m.	Request to consider clear 15 working days after Prebid clarifications .	Please refer Corrigendum.
2	Section B.10 Page No. 9	EMD: By way of DD Rs.1,00,000 By way of BG Rs.3,00,000	Request to revise - EMD: By way of DD Rs. 50,000 By way of BG Rs.1,00,000	No change in RFP condition.
3	Clause B.10: Earnest Money Deposit Page No. 9	EMD amount Rs. 400000 (4Lakh)	We are MSME company and will be participating for Scanners only so Rs. 400,000 is high for us. Please convert the EMD amount to Rs. 50,000 only	Registered MSEs are exempted from payment of EMD as per Public Procurement Policy for MSEs Order, on production of valid MSE certificate from NSIC.
4	Section B.12.iv Page No.12	The Bidder should quote only those products which will not be declared as end-of- life during 12 months from the date of submission of the bid. However, such request for change of model can be considered after minimum period of 12 months from the date of submission of bid and on payment of evaluation fees of Rs.10000/-. In any case, if the selected bidder offers models with specifications mentioned in technical bid or other equivalent or higher specifications, LIC reserves the right to evaluate the model before placing of the purchase order. In case the selected bidder is allowed to supply hardware of higher specifications, it will not attract any additional commercial benefit / payment from LIC.	As the model from OEM change depending on the globe senario requesting you to consider 3 month instead of 12 months.	Please refer Corrigendum.
5	Section B.12.viii Page No. 13	Declaration of Print Capacity: The bidder shall submit a Declaration from the printer OEM, for the models quoted in this RFP, as per Part-E of Annexure-VII, clearly stating the part-code and the print capacity of the cartridge. If, after supply, any deviation in the Print capacity/ Yield of the Cartridge is noticed by any of the LIC offices, the vendor shall supply a new toner/ cartridge of correct or higher capacity within 5 days from the date of complaint in LIC's Hardware Complaint Tracking Module at no cost to LIC. In case of default, LIC reserves the right to place Purchase Orders with other selected Vendor(s) and recover the loss by invoking the PBG from the defaulting Vendor.	Request to consider the vendor shall supply a new toner/ cartridge of correct or higher capacity within 8 working days from the date of complaint and also request you to consider and revise the clause of invoking the PBG .	No change in RFP condition.
6	Section B.13.a Page No.13	a) The estimated quantities are mentioned in -Commercial Bid Document <u>Annexure-II</u> . The quantities are indicative and may vary to the extent of +/- 25 % under each of the line item. However, the actual quantities will be as reflected in the Purchase Orders placed. Any additional requirement of Hardware items mentioned in the Commercial Bid may also come up during the price validity of the RFP.	Request you to provide the exact quantity and may vary to the extent of +/-5% of the each item .	No change in RFP condition.

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7	Section B.18 Page No.14	Bids shall remain valid for 210 days after the date of bid opening prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.	Request to revise Bid Validity Period - 60 days .	No change in RFP condition.
8	C. Eligibility Criteria: Project Experience-Point no 5 Page No. 17	2. The bidder should have executed projects for delivery, installation and maintenance of Hardware like Servers, PCs, Printers, Scanners etc., Cloud Projects (which may include network related hardware also for office computerisation), in more than 50 locations, necessarily in different cities covering at least ten states including at least one state from each of the eight zones of LIC, during the last five financial years.	If supplied hardware falls under 2016-17 year and maintenace falls in 2017-18 onwards (i.e in last five financial years as per RFP), then will it be acceptable. Please confirm the same. Please confirm whether we can attached mutple POs for the ten states criteria.	Yes. It will acceptable, provided all the eligibility conditions are satisfied. Yes. Multiple Pos can be attached provided all the conditions are satisfied.
9	C. Eligibility Criteria Page No.18	The bidder should have minimum annual turnover of Rs. 2 Crores in the Financial Year 2021-22 and also in any two of the four previous Financial Years, 2020-21, 2019-20, 2018-19 and 2017-18 for Hardware (Computer Systems & Peripherals, Cloud Computing)	Request to consider turnover of Rs 200 crores last three financial Year .	No change in RFP condition.
10	D. e. Commercial Bid Evaluation v) Buyback items: Page No. 21	Buyback Items: The minimum buy-back rate, for items as mentioned in the Commercial bid will be fixed by LIC. The Vendor shall quote the buyback rate not lesser than the fixed minimum value mentioned in the Commercial Bid. Where a bidder does not quote for any item, the fixed value for that particular item will be taken as the H1 buyback price for that item. The quotes for the buyback items will be multiplied by the estimated buyback quantities as mentioned in commercial bid. The Buyback quantity mentioned in the Commercial Annexure will be subject to a variation of +/- 25% of the originally declared quantities.	Request to consider - As the BB machines are not in the good working conditions, missing parts and there is huge pickup cost to the vendor, the rate of BB should be allowed to be quoted by vendor and not as per fixed rate of RFP. The Buyback Qty mentioned should be up to PO qty of new machines only and not as per +/-25% variation . Please provide buyback model details also.	No change in RFP condition.
11	Section F.2.b Page No. 23	Approved Rates Under RFP The rates approved by LIC will be valid for 12 months from the date of the Online Reverse Auction where there was a final price discovery. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to 31/12/2023. If, at any time during this period, those hardware items with the configuration quoted are not available, the vendor should supply hardware items with equivalent or higher configurations at the approved L1 rates, subject to evaluation/ OEM certificate wherever required and approval from LIC. In case the hardware item has weight as one of the specifications, higher specifications would mean a lesser weight. Similarly, the spares which includes the cartridges, toners, print heads and any other spares of the supplied hardware under the scope of this RFP shall be available for a period of six years, from the date of placing of the Purchase Order (PO).	Request you to consider the rates valid for 6 months as due to Dollar escalation and OEMs unable to give validity to SI. Also Standard Spares Support from OEM is 5 yrs so request to consider 5 yrs instead of Six years	No change in RFP condition.

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12	Section F.2.c Page No. 23	LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period of up to 120 days only.	Request to consider to reduce or extend the validity of approved rates for a maximum period of up to 30 days	No change in RFP condition.
13		However, if LIC decides to extend the validity period of the RFP, during the extended period, in case there is 5% increase or decrease of the Dollar rate, as on the date of placing purchase order, the approved prices can be revised for the purchase orders placed in the extended period, to the extent of 4% of the approved price as illustrated below, however it will be the responsibility of the bidders to indicate in their commercial bid, the hardware items which may have price impact due to dollar rate fluctuations:	Request to consider the increase of the Dollar rate both in RFP period and extension period. In case there is increase or decrease of more than 5% , the approved price to be revised to the extent of 1% less than the actual percentage. Need to add this clause	No such clause in RFP. No change in RFP condition.
14	Section 4: Table E Page No. 26	Table E Delivery period - 70 days	Request you to consider delivery timeline for 120 days.	Please refer Corrigendum.
15	Section 4: Table E Page No. 26	Penalty for delay in delivery: @ 0.5% per day subject to maximum penalty of 5%	Request you to consider maximum penalty 3% instead of 5%.	No change in RFP condition.
16	Section 4: Table E Page No. 26	Penalty for delay in installation: @ 0.5% per day for delay subject to maximum penalty of 5%	Request you to consider maximum penalty 3% instead of 5%.	No change in RFP condition.
17	Section 4: Table E Page No. 26	Part II - Delivery Period - 30 days , Maximum Penalty - 10%	Request to consider 45 days , Maximum Penalty - 5%	No change in RFP condition.
18	Section 4: Deliverables and Timelines Page No. 26	However, in case, the delivery and installation together is completed within 80/ 90 days, no penalty will be charged. For delay in the delivery and installation together beyond 80/ 90 days, the penalty will be charged separately for delivery and installation as stated in the table above depending on the time lines of delivery and installation. Eg: If the delivery has happened within 70/ 80 days then no penalty will be charged and if the installation has been delayed due to which the total no of days of delivery and installation has exceeded 80/90 days then penalty will be charged for the delay in the installation only from the date of delivery of the hardware till it is installed as per the penalty applicable for installation in the table above.	Request you to consider 120/130 instead of 80/90 days . If the delivery has happened within 110/ 120 days then no penalty will be charged and if the installation has been delayed due to which the total no of days of delivery and installation has exceeded 120/130 days then penalty will be charged for the delay in the installation only from the date of delivery of the hardware till it is installed as per the penalty applicable for installation in the table above.	Please refer Corrigendum.
19	Section 4: SNR Clause Page No. 27	If installation is not done within the stipulated time-frame of 10 days, additional penalty of 0.5% of the cost of that item(s) per day will be applicable from the 11th day to the date of installation, subject to a maximum of 15% of the cost of that item(s).	Request to consider maximum penalty of 5% .	No change in RFP condition.
20	Clause G.5 Page No. 29	Posting of a dedicated engineer at each Divisional Office premises is compulsory.	Kindly modify to - Ensure engineer is available for DO & branches to handle service calls and PM	Please refer Corrigendum.

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21	Clause G.5 Page No. 29	If the selected bidder fails to post dedicated engineer(s) as above, within three months from date of placing of purchase order of Hardware, a penalty of Rs.500 per day per engineer subject to a maximum of Rs.10,000 per Division will be applicable and will be recovered from any payment due to the bidder.	Request to consider maximum of Rs.2000/- instead of Rs.10000/-.	No change in RFP condition.
22	Clause G.6 Page No. 30	Monthly meetings are to be held at Zonal IT dept with the RM(IT) of the Zone by the Vendor that is NPM or Zonal SPOC only. However Monthly meetings at the Divisional Office is to be held at DO(IT) by the senior Engineer or Group Leader of the DO.	Request to consider Quarterly meeting instead of Monthly meeting with NPM or Zonal Spoc at LIC ZO.	Please refer Corrigendum.
23	Payment Terms G.14.c) Page No.33	i. 65% of the payment will be made on delivery of the Hardware on submission of Invoice cum delivery Challan along with the Delivery Report (DR) which is generated online from LIC's Module at the location where hardware has been delivered. The GST number has to be incorporated in the Invoice of the Vendor and of the location of delivery of LIC. ii. 30% payment will be made on installation of the Hardware delivered along with the Installation Report (IR) generated online from LIC's Module at the location where hardware installation has been done. The installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the Vendor. iii. Balance 5% payment will be settled on receipt of claim from the Vendor for the same.	Request to consider 70% against delivery, 27% against installation and 3% against Buyback .	No change in RFP condition.
24	Payment Terms G.14.c) iii. Page No.33	A certificate of buyback hardware removal from the HCT Module which is signed by the officer in-charge of the location from where the buyback hardware is lifted.	Request to consider online removal of buyback from HCT. The Officer sign of that location should not be compulsory. Branch should return the hardware within a week after installation and should not retain any hardware if mentioned in the PO as otherwise the interest at prevailing rates will be applicable from the vendor for balance payment.	Please refer Corrigendum.

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25	Section 14.e) Chart of Penalties Page No. 34	SLA Penalty: Per day Breakdown Charges: upto 4 days - 1% of the cost of hardware per day Per day Breakdown from 5th day to 8th day - 2% of the cost of hardware per day Per day from 9th day to 12th day - 3% of the cost of hardware per day Beyond 12 days that is from 13th day onwards - 6% of the cost of hardware per day. Maximum penalty for breakdown - Basic cost of hardware item	Request to consider: upto 5 days - 0.25% of the cost of hardware per day Per day Breakdown from 6th day to 10th day - 0.5% of the cost of hardware per day Per day from 11th day to 15th day - 0.75% of the cost of hardware per day Beyond 15 days - 1% of the cost of hardware per day. Maximum penalty for breakdown - Request to remove the clause of Basic Cost	No change in RFP condition.
26	Section E.16.b Page No. 35	Spares, consumables and support for the hardware should be available for a minimum period of six years from the date of installation of the Hardware irrespective of whether the equipment is manufactured by the Selected Vendor or procured from any other Principal Vendor (OEM).	Request to consider five years as OEMs Standard Support is for 5 yrs only .	No change in RFP condition.
27	Section E. 16.e Page No. 36	Penalty of 0.5% of the cost of the hardware item will be charged every quarter per device, if the Preventive Maintenance is not done.	Request to consider Penalty of 0.2% every quarter if PM not done	Please refer Corrigendum.
28	Section 16.i Page No. 36	In both the cases mentioned above, fresh order will be placed by LIC with the Vendor concerned for the supply of the new hardware against the lost/damaged equipment/ component. Monthly rental of 5% of basic Hardware cost will be payable to the Vendor for the equipment supplied as standby until such time the new hardware is received by the location and installed after which the rental will cease.	Request to consider Monthly Rental @20%	No change in RFP condition.
29	Annexure V Page No. 65	Undertaking for Warranty & AMC	Request to consider and make changes for 5 years instead of 6 years.	No change in RFP condition.

22.08.2022

Chief (IT/ BPR)