



Pre-Bid queries – RFP for Supply, Installation, Commissioning and Maintenance of Hardware for CO Private Cloud
Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01 Dated: 14/03/2024

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
1	AMC & ATS Percentage (Commercial Annexure)	The percentage defined for AMC & ATS on Hardware & Software value is 8-10% & 15-20% respectively.	These percentages are very high. Kindly request LIC to revise the percentage for AMC & ATS on Hardware & Software value as 2-4% & 6-8% respectively.	Please be guided by the RFP.
2	G. BID EVALUATION: Page# 34	TABLE – POC Criteria 2 Migration of sample physical workload (remote and local) to virtual and demonstrate successful working of the original workload on the virtual setup.	Kindly provide the current Private cloud details such as, VMWare or Hypher V. Also share the number of Physical and VM's in DC and DR.	Please refer Technical Annexure point no.65 for details of current private cloud.
3	G. BID EVALUATION: Page# 34	2. Criteria for Technical Evaluation c) The Bidders who are declared Eligible after the Eligibility Bid Evaluation and who are complying with the requirements mentioned in the technical annexure, will be required to conduct POC demonstration.	Whether LIC shall arrange any HW/SW infra for doing the POC Demonstration or the vendor has to arrange the complete setup?	Bidder has to arrange complete setup for POC either at bidder/OEM premises. Detailed instructions will be given at the time of technical evaluation.
4	12. Instructions for Bid Submission Point G, Page no.17	Bidder has to submit hardcopies of above mentioned documents including Bank Guarantee within 3 working days of online bid submission and all hardcopies must be spirally bound and serially numbered.	Need More clarity which documents to be submitted in hardcopies as its mentined all above documets.	Please refer clause 12(i) under Section-D of the RFP.
5	11.Approved Rates under RFP; Page No.44	The rates approved by LIC will be valid up to two years from the date of signing of MSA. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to above mentioned	Normally OEM would give a Bid validity of not more than 30-45 days. Request to kindly remove this clause.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		period. 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 rates, subject to evaluation/ OEM certificate wherever required and LIC's approval. Similarly, the spares for all the hardware provided under the scope of this RFP shall be available for a period of Seven years from the date of PO. LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period of up to 180 days.		
6	Bid Validity Period	Bids Validity period for 12 months	Request Bid Validity period to be relaxed to 3 months	Please be guided by the RFP.
7	18. Bid Validity Period, Page 21	Bids shall remain valid for 12 months after the last date of bid submission prescribed by LIC, in the Activity Schedule.	Request you to kindly amend the clause as below, Bid shall remain valid for 6 months after the last date of bid submission	Please be guided by the RFP.
8	Sec D: Instruction to the Bidders; Item#18 Bid Validity Period; Page 21	Bids shall remain valid for 12 months after the last date of bid submission prescribed by LIC, in the Activity Schedule	We suggest Bid validity to be 6 months from the date of submission with a revalidation clause by LIC in case additional duration is required	Please be guided by the RFP.
9	Commercial Annexure II - Part III - Quote for Software	Microsoft MS SQL 2022 Standard - per core	As per the available SKU with Microsoft, SQL Server 2022 Standard edition is available under 2 Core Pack License, hence requesting you to change the line item to following Microsoft MS SQL 2022 Standard - per 2 core	Please refer revised Commercial Annexure.
10	Commercial_Annexure-II,	Part III - Quote for Software	The Total takes only the value entered in the Line Item No.5. Request to kindly check the sheet and share revised Commercial Annexure	Please refer to revised Commercial Annexure.
11	J. TERMS AND CONDITIONS: Page# 45	16.Deliverables and Timelines Delivery (Hardware and Software): 50 days Installation (Hardware and Software): 60 days	Assume the timelines are, Delivery (Hardware and Software): 50 days from PO Date and Installation (Hardware and Software): 60	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			days from Delivery Date. Kindly confirm.	
12	45 / Deleivery Installation Go Live	Delivery HW and Software 50 days Installation Hardware and Software 60 days Penalty as a % of Purchase order : Delivery - @ 0.2% per day of delay , Installaion - @ 0.2% per day of delay	Can the supply of HW & SW we standalone billed and delivery seperalty . Also request you to amend the HW/SW delivery 80days and Intallation of HW/SW is 100Days.	Please be guided by the RFP.
13	16.Deliverables and Timelines, Page no 45	Delivery (Hardware and Software):50 days Installation (Hardware and Software):60 days	Hardware Delivery timelines are dependant upon OEMs. Requesting LIC to extend the delivery timeline to 12-14 Weeks	Please be guided by the RFP.
14	16.Deliverables and Timelines 45	In case of cancellation of orders due to delay in deliveries/ installations, besides the penalty charged, the concerned Vendor may also be disallowed to participate in any RFPs as decided by LIC, period of which may extend up to three years. However, in all such cases LIC will take a considered decision in the matter and LIC's decision will be final and binding on the bidder	It is requested to kindly amend the clause: In case of cancellation of orders due to delay in deliveries/ installations, besides the penalty charged may forfeit the PBG.	Please be guided by the RFP.
15	16.Deliverables and Timelines (Pg. No. 45)	The delivery and installation time for hardware and software is 50 days and 60 days respectively.	Please help whether our understanding of installation time of 60 days will begin after delivery of hardware and software.	Please be guided by the RFP.
16	Page-45, Clause-16	Deliverables and Timelines	Please make the delivery timelines to 90 days	Please be guided by the RFP.
17	Deliverables and Timelines Page 45	Hardware Delivery timelines	Request Hardware delivery timelines of 12 weeks (84 days) instead of 50 days as mentioned in the RFP (7 weeks) .	Please be guided by the RFP.
18	16.Deliverables and Timelines , Page No: 45	Delivery (Hardware and Software): 50 days	Request to kindly consider delivery in 90 Days	Please be guided by the RFP.
19	16.Deliverables and Timelines , Page No: 45	Installation (Hardware and Software): 60 days	Request to kindly consider installation & migration in 180 Days after material delivery	Please be guided by the RFP.
20	16.Deliverables and Timelines; Page 45	Delivery (Hardware and Software):50 days penalty @ 0.2% per day of delay	Request to modify the clause : Delivery (Hardware and Software):75 days	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			penalty @ 0.2% per week of delay of undelivered equipment cost	
21	TABLE E at page 45 .Deliverables and Timelines	Delay in delivery and Installation beyond 110 days Delay up to 15 days Beyond 15 days	Request you to amend the timelines as below: Delay up to 15 45 days Beyond 15 45 days	Please be guided by the RFP.
22	16. Deliverables and Timelines Page 45	Delivery (Hardware and Software): 50 days Installation (Hardware and Software): 60 days	Request you to amend the timelines as below: Delivery (Hardware and Software): 120 days Installation (Hardware and Software): 180 days	Please be guided by the RFP.
23	16.Deliverables and Timelines , Page no 46	Delivery (Hardware and Software):50 days Installation (Hardware and Software):60 days	Request you to kindly change the Installation Period as 80 days from PO received.	Please be guided by the RFP.
24	Page no 45, 16 Deliverables and Timelines	Installation (Hardware and Software): 60 days	We understand that 60 days of installation after the delivery, Kindly confirm the same. Considering the end to end scope we request to increase the implementation timelines to 120 days	The timelines of 60 days for installation will be reckoned from the date of delivery. No change in delivery and installation timelines.
25	44 / Deleivery	The Vendor shall conduct a Pre-Dispatch Factory Inspection for all Hardware items before delivery and submit document on letter head certifying that all listed components are inspected and are in order.	We would request you to remove this clause.	Please refer Corrigendum.
26	General	Count of DR Drills in a Year	LIC to confirm number of DR Drills to be done in year and the duration of the DR Drills wherein the application will be residing the DR Site.	Will be informed to selected bidder.
27	Page #35 ; Point # 3	Technical Scoring model Criteria- References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria)	References of proposed Solution implementation by bidder /OEM in India (As specified in Eligibility Criteria)	Please refer to revised Technical Scoring Table.
28	C. ELIGIBILITY CRITERIA, RFP	Bidder should be in a business of supply, delivery,	Bidder should be in a business of supply,	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	Page no. 10-11(S. no. 4)	installation, configuration, maintenance and support of HCI/Cloud Solution/Integrated Systems/Virtualization in India for the last three FY.	delivery, installation, configuration, maintenance and support of Cloud Solution in India for the last three FY.	the RFP.
29	C. ELIGIBILITY CRITERIA, RFP Page no. 10-11 (S. no. 2)	Bidder should have an average annual turnover of Rs. 150 Crores during the last three FY	Bidder should have an average annual turnover of Rs. 100 Crores during the last three FY	Please be guided by the RFP.
30	C. ELIGIBILITY CRITERIA, RFP Page no. 10-11 (S. no. 6)	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 100 Cr or more, if Corporate); with total PO value of at least Rs 20 Lakh (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five	No change in total PO value. Please refer Corrigendum.
31	Page No 31	Should have at least 2 years' onsite experience of handling managed cloud setup of a similar customer preferably PSU/Govt./Pvt. Banks etc.	can we deploy resources with experience in other private organisation.	Yes provided the resource has the relevant experience as per RFP terms and conditions.
32	ELIGIBILITY CRITERIA: Point 8. page 11	The bidder should not be debarred by LIC, as on date of submission of bid. There should be no pending litigations against the Bidder.	Dose bidders who have not debarred have to give self declaration for the same	Please refer Annexure-IV point no:18.
33	Annexure V page no 92	We also give an undertaking that we have the ISO 20000-1:2018 certification for Service Management.	Is this for the Bidder of OEM	It is for the Bidder and same is mentioned in the RFP document - Annexure V.
34	C. Eligibility Criteria Page 10	Partnership certificate/ Agreement evidencing partnership with the OEM as on date to be submitted with bid.	It is requested to kindly amend the clause as follow: Partnership certificate/ Agreement evidencing/MAF partnership with the OEM as on date to be submitted with bid.	Please refer to revised MAF format.
35	C. Eligibility Criteria Page 10	Bidder should have partnership with OEM of the proposed technology	Kindly clarify on the nature of the partnership required	Bidder should be authorized partner of

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
				OEM of the proposed technology.
36	C. ELIGIBILITY CRITERIA, RFP Page no. 10-11 (S. no. 5)	Bidder should have partnership with OEM of the proposed technology. (MAF)	Kindly clarify regarding MAF	Please refer to revised MAF format.
37	C. Eligibility Criteria Point no 7	The bidder should have presence with own offices or Service Centres in Mumbai and Bengaluru.	Kindly request you to change Own/Rental	The bidder should have own office or service center in Mumbai and Bengaluru. The same can be in owned or rental premises.
38	C. ELIGIBILITY CRITERIA: Point 6. page 10	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references	Need more clarity on "Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least" is it same	Please refer to revised Eligibility Criteria
39	Page # 10; Clause - C;Point #6	Eligibility Criteria - Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five years	Needed clarity on this	Please refer to revised Eligibility Criteria
40	TABLE – Technical Scoring Model Criteria	References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria) >5 References 15 marks 2 to 5 References 10 marks	References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria) >5 2 References 15 marks 2 1 to 5 2 References 10 marks	Please refer to revised Technical Scoring Table
41	TABLE – Technical Scoring Model Criteria	References of proposed Solution implementation by bidder in India in BFSI/Govt./PSU (As specified in	References of Solution implementation by bidder in India in BFSI/Govt./PSU (As specified in	Please refer to revised Technical Scoring Table

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		Eligibility Criteria)	Eligibility Criteria)	
42	Page-35, Clause-G, Point H	Technical Scoring Model Criteria- Point 3	References of Solution implementation by bidder in India (As specified in Eligibility Criteria)	Please refer to revised Technical Scoring Table
43	Page-35, Clause-G, Point H	Technical Scoring Model Criteria- Point 4	References of Solution implementation by bidder in India in BFSI/Govt./PSU (As specified in Eligibility Criteria)	Please refer to revised Technical Scoring Table
44	10	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five	Request for reducing the value of the PO to share the same.	Please be guided by the RFP.
45	Sec C: Eligibility Criteria; Item#2 Page 10	The Bidder should have an average annual turnover of Rs. 150 Crores during the last three Financial Years, i.e., 2022-2023, 2021-2022, 2020-2021.	Request LIC if this can be limited to Average Annual Turnover of Rs.50 Crores during the last three Financial Years. If the Bidder qualifies as MSME then turnover criteria should be waived.	Please be guided by the RFP.
46	C. ELIGIBILITY CRITERIA:	Bidder should have partnership with OEM of the proposed technology.	Request to Accept the Self declaration from bidder/ OEM. MAF is submitted as part of the authorization that we have partnership with OEM.	Please refer to revised MAF format.
47	Annexure-IV; Eligibility Criteria -Company Profile; page 69	Details of Projects/PO's executed for supply of HCI/Integrated Systems, in last three Financial years: (Multiple Purchase Orders from the same customer in the same year can be clubbed.)	Request to amend the clause as per C. ELIGIBILITY CRITERIA;; Page 10 SI No. 4 criteria as: The Bidder should be in a business of supply, delivery, installation, configuration, maintenance and support of HCI/Cloud Solution/ Integrated Systems/Virtualization in India for the last three Financial Years,	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			i.e., 2022-2023, 2021-2022, 2020-2021.	
48	Annexure-IV	Details of Projects undertaken Details of Projects/PO's executed for supply of HCI/Integrated Systems, in last three Financial years: (Multiple Purchase Orders from the same customer in the same year can be clubbed.)	Request to amend the clause: Details of Projects/PO's executed for supply of HCI/Cloud Solution/Integrated Systems/Virtualization, in last three Financial years: (Multiple Purchase Orders from the same customer in the same year can be clubbed.)	Please be guided by the RFP.
49	C. ELIGIBILITY CRITERIA;; Page 11	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./ Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five year	Request to modify the clause as: Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 1 BFSI/PSU/Govt./ Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 3 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last Seven year	Please be guided by the RFP.
50	C. Eligibility Criteria Point no 2	The Bidder should have an average annual turnover of Rs. 150 Crores during the last three Financial Years, i.e., 2022-2023, 2021-2022, 2020-2021.	Request you to change the average annual turnover to Rs. 120 Crores during the last three Financial Years, i.e., 2022-2023, 2021-2022, 2020-2021.	Please be guided by the RFP.
51	C. Eligibility Criteria Point no 6	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five financial years, i.e., 2022-2023, 2021-2022, 2020-2021 , 2019-2020, 2018-2019.	Request you to change the Total PO value to 10 Crores	Please be guided by the RFP.
52	C. ELIGIBILITY CRITERIA: page 10 Point 2	The Bidder should have an average annual turnover of Rs. 150 Crores during the last three	Request you to kindly change the clause as below,The Bidder should have an average	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		Financial Years, i.e., 2022-2023, 2021-2022, 2020-2021.	annual turnover of Rs. 500 Crores during the last three Financial Years, i.e., 2022-2023, 2021-2022, 2020-2021.	
53	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Section C, Eligibility Criteria, Page no 10.	The Bidder should have an average annual turnover of Rs. 150 Crores during the last three Financial Years, i.e., 2022-2023, 2021-2022, 2020-2021.	Since LIC has granted exemptions for EMD to MSMEs, we kindly ask you to extend this exemption to the turnover criteria. We don't need any exemptions in terms of experience criteria. So, requesting you to please include MSME exemptions in the turnover clause.	Please be guided by the RFP.
54	Page #35 ; Point # 8	Technical Scoring model Criteria- Total Purchase Order value (As specified in Eligibility Criteria)	Total Purchase Order value (As specified in Eligibility Criteria) alongwith OEM	Please be guided by the RFP.
55	Annexure-IV; Eligibility Criteria -Company Profile; page 69 AND C. ELIGIBILITY CRITERIA;; Page 11	Annexure-IV; Eligibility Criteria -Company Profile; page 69 AND C. ELIGIBILITY CRITERIA;; Page 11	We have gone through restructuring of the company business focusing digital business as separate entity operating from February 2021. Since the new entity will have to depend on its parent company to comply with experience and financial eligibility parameters of the RFP Request to consider inclusion of following note for Eligibility and Technical Scoring parameters as: Note: 1. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. 2. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.	Please be guided by the RFP.
56	Annexure-IV; Eligibility Criteria -Company Profile; page 69 AND C. ELIGIBILITY CRITERIA;;	Annexure-IV; Eligibility Criteria -Company Profile; page 69 AND C. ELIGIBILITY CRITERIA;; Page 11	We kindly suggest to keep only one format for Eligibility either of page 10 or of page 68. Both the formats are contradicting.	Please be guided by the RFP and Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	Page 10			
57	C. ELIGIBILITY CRITERIA: page 10	Bidder/OEM must have implemented HCI/Cloud solution of OEM in at least 2 BFSI/PSU/Govt./Corporate (Company Turnover of Rs 200 Cr or more, if Corporate); with total PO value of at least Rs 20 Crores (Minimum 2 references; Multiple POs from 2 or more references may be clubbed) for supply/implementation of HCI/Cloud Solution/Integrated Systems in India during the last five financial years, i.e., 2022-2023, 2021-2022, 2020-2021 , 2019-2020, 2018-2019.	we understand under this clause, Bidders can use OEM's credentials. Kindly confirm	Please refer to revised Eligibility Criteria
58	16. Bid Rejection Criteria Point C Page No 62	c. Bids not accompanied by the requisite EMD. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to claim for such waiver by providing copy of valid NSIC/MSME Certificate as part of eligibility criteria	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. Need more clarity if its applicable for MSME	Please be guided by the RFP.
59	11. Earnest Money Deposit, Page 15		Kindly reduce the EMD value to 2Cr.	Please be guided by the RFP.
60	11. Earnest Money Deposit, Page 15	The EMD will have to be a Bank Guarantee (BG) of value of ₹ 4 Crores in the form of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled Bank as per attached Annexure-XII, valid for a period of 13 months from the date of bid submission	Request to modify EMD Amount upto 50 Lakhs	Please be guided by the RFP.
61	11. Earnest Money Deposit, Page No.15	a) Bidders shall submit, along with the Eligibility Bid, EMD as stated below. The EMD will have to be a Bank Guarantee (BG) of value of ₹ 4 Crores in the form of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled Bank as per attached Annexure-XII, valid for a period of 13 months from the date of bid submission	Request to relax the EMD to 2 Crore	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
62	11. Earnest Money Deposit, Page 15	Bidders shall submit, along with the Eligibility Bid, EMD as stated below. The EMD will have to be a Bank Guarantee (BG) of value of ₹ 4 Crores in the form of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled Bank as per attached Annexure-XII, valid for a period of 13 months from the date of bid submission.	Request you to kindly change the clause as EMD BG validity for 6 Months from Date of Bid submission	Please be guided by the RFP.
63	Tender Document - Page # 13; Point # 4	Earnest Money deposit (EMD) - INR 4,00,00,000 (Rupees Four Crore Only)	Requesting Change as below Value should be in Lacs	Please be guided by the RFP.
64	Earnest Money Deposit (Pg. No. 13)	EMD to be submitted of Rs. 4 Crores	Rs. 4 Crores is a very high value of EMD. Kindly request LIC to keep EMD in range of 2% of estimated budget of RFP.	Please be guided by the RFP.
65	K 1a	Site-uptimes to be provided by the vendor as per SLA. Monitoring Window	As per RFP you have requested for 2 Onsite engineers for 8AM to 8PM support . Kindly clarify whether remote monitoring to be done during non-working hours?	Remote monitoring may be required as per need.
66	SLA point no 4 Other Penalties , page no 57	If the candidate engineer called for interview is not found to be suitable, vendor will have to provide an alternate candidate within a period of 7 days	Can it be done 15 days as HR process it self take that time due to BC, documentation etc	Please be guided by the RFP.
67	Page no 33, F 3d	The Vendor will also have to earmark an Offsite L3 support and onsite L2 engineer(s) will have to liaison with the L3 engineer for troubleshooting/resolving Breakdown calls	Can this be considered as separate line item in commercial bid	Please be guided by the RFP.
68	Page no 32, F	Support Window 8am to 8pm only two resources required as per RFP	Do we need to provide remote support apart of support window given in RFP	Remote monitoring may be required as per need.
69	Page-33, Clause-3d	Role of the L2 Engineer	How the L3 engineer services need to be factored.	The vendor needs to provision L3 support on need basis for resolution of issues which are escalated by the onsite L2 resource.
70	F. APPOINTMENT OF L2 ENGINEERS IN CENTRAL	The selected Vendor shall be required to post onsite engineer for support, maintenance and	i. Kindly confirm the timing for the on-site resources, like 1st RE- 8 AM to 4 PM and	The shift timings of the on-site resources

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	OFFICE, MUMBAI: page# 32	monitoring of the DC/HCI setup at Primary Site, Vile Parle DC, Mumbai, as below: Shift hours Number of L2 engineers 8.00 am to 8.00 pm 2 Whenever required, the onsite engineer may have to visit the DR site for support and maintenance activities after the installation of the HCI setup is over (at both sites).	2nd RE - 12 Pm to 8 PM. li. Assume the vendor has to arrange resources on-demand basis only from 8 PM to 8 AM to coverup 24 x 7 (365 days a year) support, Kindly confirm.	within the 8 AM to 8 PM window shall be communicated to the successful bidder. For the period from 8 PM to 8 AM the vendor has to arrange remote monitoring and resources as per need.
71	L2 Engineer Qualifying Criteria Role Of L2 Engineer	The onsite engineer may also have to visit the DR site for support and maintenance activities.	In which part of the commercial sheet do we factor for Travel since the DR is in Bangalore. Also can additional L2 Engineer be posted in DR site instead of the resource travelling to DR site and where do we cost it in the commercial sheet.	Please be guided by the RFP.
72	APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, MUMBAI Role of L2 Engineer	The Vendor will also have to earmark an Offsite L3 support and onsite L2 engineer(s) will have to liaison with the L3 engineer for troubleshooting/resolving Breakdown calls	In which part of the commercial sheet do we factor the effort for offsite L3 Engineers.	Please be guided by the RFP.
73	Page No 31	The selected engineer has to report to the LIC Ville-Parle Office, Mumbai within 1 week of being intimated of the selection.	kindly assist us with additional time for joining post intimation of selection.	Please be guided by the RFP.
74	Working Hour Window - 8 am to 8 pm (on all working days)		Kindly clarify onsite engineer working hrs as you have asked for only 2 onsite engineers	L2 Engineers will be working on shift basis from 8 AM to 8 PM
75	E. BROAD SCOPE OF WORK:	The selected Vendor shall be required to post onsite engineer for support, maintenance and monitoring of the DC/HCI setup at Primary Site, Vile Parle DC, Mumbai,	Kindly clarify the manpower portion for DR site.	Please be guided by the RFP.
76	Page No 32	The onsite engineer may also have to visit the DR site for support and maintenance activities.	kindly specify the count and period of visits.	The On-site engineer will be required to visit DR site as and when need arises.
77	Page No 55	Working Hour Window	kindly specify the count of resources to be	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		8 am to 8 pm (on all working days)	deployed for 16x7 support.	the RFP.
78	Page-32, Clause-3a	Role of the L2 Engineer	Lic will provide the Monitoring and ticketing tool	Bidder needs to provide Monitoring tool. Ticketing tool will be provided by LIC.
79	Page-32, Section-f, APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, MUMBAI	Shift hours Number of L2 engineers 8.00 am to 8.00 pm 2	normal shift hours are 8 hours can it be modified	The shift timings of the on-site resources within the 8 AM to 8 PM window shall be communicated to the successful bidder.
80	Page-33, Clause-3f	Role of the L2 Engineer	onsite engineer may also have to visit the DR site for support and maintenance activities.	The On-site engineer will be required to visit DR site as and when need arises.
81	Page # 57	Other Penalty regarding L2 engineer - If the candidate engineer called for interview is not found to be suitable, vendor will have to provide an alternate candidate within a period of 7 days. If not provided then penalty will be imposed till the candidate is provided. Additionally, if the second candidate is not found suitable, and fails then penalty will be imposed till the selection and deputation of the subsequent L2 engineer.	Penalty for this clause cant be levied	Please be guided by the RFP.
82	Page-32, Clause-F	APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, MUMBAI:	Please provide how rest of the hours need to be supported	Remote monitoring may be required as per need.
83	Page-32, Clause-F	APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, MUMBAI:	Please provide the duration of support	Please be guided by the RFP.
84	57	If the candidate engineer called for interview is not found to be suitable, vendor will have to provide an alternate candidate within a period of 7 days. If not provided then penalty will be imposed till the candidate is provided. Additionally, if the second	Please waive off or reduce the %	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		candidate is not found suitable, and fails then penalty will be imposed till the selection and deputation of the subsequent L2 engineer.		
85	57	The on-site engineer should be present in LIC's premises as per the RFP conditions. In case of a person going on leave, suitable replacement shall be provided for that period. If not provided then, penalty will be imposed	Please waive off or reduce the %	Please be guided by the RFP.
86	Page no 32, F 2b	The successful bidder has to submit a Background Verification Report conducted by Police of all resources deployed.	Request to Consider this once the Candidate is Onboarded in LIC Premises	Please be guided by the RFP.
87	Page no 32, F 2d	If rejected, vendor will have to provide an alternate candidate within a period of 7 days.	Request to increase the timeline to 30 days.	Please be guided by the RFP.
88	Page no 32, F 2a	Details of the concerned candidate, along with his/her CV duly authenticated by OEM/Vendor should be made available to LIC within two weeks from the date of selection as L1 bidder	Request to increase the timeline to 45 days. As we require candidate with multiple Skillset engineer	Please be guided by the RFP.
89	Page no 32, F 2e	The vendor shall provide the background verification, including Police Clearance Report of the onsite resources	Request to increase the timeline to 90 days.	Please be guided by the RFP.
90	Page no 32, F 1	Educational Qualifications Should be B.Tech/BE/MCA	Request to Keep this Open any Education stream (Graduate)	Please be guided by the RFP.
91	Page no 57, K 4.1	If the candidate engineer called for interview is not found to be suitable, vendor will have to provide an alternate candidate within a period of 7 days. If not provided then penalty will be imposed till the candidate is provided.	Request to remove this Clause	Please be guided by the RFP.
92	Page no 32, F 2c	Immediately thereafter the engineer will be called for an interview by LIC and will be assessed on the skill sets based on the parameters mentioned. The interview may include hands-on troubleshooting on which the candidate will be assessed. The selected engineer has to report to the LIC Ville-Parle Office, Mumbai within 1 week of being intimated of the selection.	Request you to reconsider this as the notice period is constrained to 90 Days.	Please be guided by the RFP.
93	K. SERVICE LEVEL	(4) Other Penalties (Penalties regarding onsite L2	Requesting to exclude the penalty for	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	AGREEMENT (SLA): Page# 57	engineers) 3 If the on-site engineer leaves before expiry of one year, penalty will be imposed - @ 10% of the L2 engineer's annual quotes approved by LIC for every such incident.	genuine reasons.	the RFP.
94	Page No 33, F. APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, MUMBAI:	The Vendor will also have to earmark an Offsite L3 support and onsite L2 engineer(s) will have to liaison with the L3 engineer for troubleshooting/resolving Breakdown calls.	We assume that the customer is providing the VPN connectivity to the premise for remote L3 support. Please confirm. If bidder has to factor the solution, requesting you to add this line item in Commercial_Annexure-II.xlsx?	VPN connectivity will be provided by LIC on need basis.
95	F. APPOINTMENT OF L2 ENGINEERS IN CENTRAL OFFICE, MUMBAI: page# 32	1. L2 Engineer Qualifying Criteria (i) Educational Qualifications: a) Should be B.Tech/BE/MCA	Whether resources with BSc qualification shall be acceptable?	Please be guided by the RFP.
96	Page no 33, F 3e	The onsite engineer may also have to visit the DR site for support and maintenance activities	Will this be reimbursed from LIC, as the DR is in Bangalore, Or we need to consider this as separate line item in commercial bid	Please be guided by the RFP.
97	K. SERVICE LEVEL AGREEMENT (SLA):	Monitoring Window is 24x7 . Working Hour window 8 am to 8 pm (on all working days)	Working hours of 2 x L2 engineer is 12 hour and they have to also to monitor HCI. How would they cover 24x7 monitoring. 24x7 monitoring team will require additional resources. Please confirm under which line item of commercial template this needs to be included.	Bidder should provide monitoring tools to monitor the setup 24x7. In case of emergency Engineer support will be called.
98		Additionally, if the second candidate is not found suitable, and fails then penalty will be imposed till the selection and deputation of the subsequent L2 engineer.	Request to remove this Clause	Please be guided by the RFP.
99		Working Hour Window	As per RFP you have requested for 2 Onsite engineers for 8AM to 8PM support . Kindly clarify whether remote monitoring to be done during non-working hours?	Remote monitoring may be required as per need.
100	24/ Verification of local content	The 'Class-I local supplier' & 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content	LIC has requested a certificate from the bidder, which the bidder does not possess. We kindly ask you to request the OEM to	Please be guided by the RFP. Bidder can submit

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		and provide self- certification as per Annexure-III that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made	obtain this certificate and make the necessary amendment to the RFP accordingly	certificate if applicable.
101	Broad Scope of Work, E,2, Page 29	The primary site will be in Mumbai - Vile Parle DC and location of DR site shall be in Bengaluru. Exact location of the DR site will be provided later.	Bidder assumes that the DC and DR would be in Active - Passive Mode. Please confirm.	The interpretation is correct.
102	58 / Transportation and Insurance	The vendor shall be required to deliver the goods and services to the various locations of LIC across the country as specified in the Purchase Order. Transportation of goods shall be arranged and paid for by the vendor at no extra cost to LIC. The goods supplied shall be fully insured by the vendor at their cost against loss or damage incidental to manufacturer or acquisition, transportation, storage, delivery and operation. The insurance should indemnify LIC against all damages that would have occurred till 15 days beyond the date of delivery of Hardware to LIC Office.	Please share and confirm the exact location list. Transit from bidder location to customer location. Insurance extending 15 days beyond the delivery of hardware is not possible. No insurance company will provide this kind of coverage. Once delivery is completed, the insurance expires. After that, neither we nor the customer can claim. Please amend this clause accordingly.	Locations will be Mumbai and Bengaluru. Exact location will be informed to selected bidder.
103	29 / SOW Location	The primary site will be in Mumbai - Vile Parle DC and location of DR site shall be in Bengaluru. Exact location of the DR site will be provided later.	Please share the detail of tentative location if finalized	Locations will be Mumbai and Bengaluru. Exact location will be informed to selected bidder.
104	25 / Standard Terms & Conditions:	The Vendor will supply the services: At Mumbai , Bengaluru and any other location as required by LIC	We need details on the list of locations to be supplied/serviced. If there are more locations than those mentioned, such as Mumbai and Bengaluru, we will need to adjust the costs accordingly.	Locations will be Mumbai and Bengaluru. Exact location will be informed to selected bidder.
105	Conclusion of Online Reverse Auction Process Page 96	The successful Bidder is bound to supply/ execute the deliverables as per the scope of work defined in the RFP at their final lowest bid price of Online	It is requested to kindly amend the clause. The successful Bidder is bound to supply/ execute the deliverables as per the scope of	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		Reverse Auction. In case of backing out from the reverse auction process or not agreeing to supply as per the rates quoted, LIC will take appropriate action against such bidder and may blacklist/ debar him from participating in any tenders in future	work defined in the RFP at their final lowest bid price of Online Reverse Auction. In case of backing out from the reverse auction process or not agreeing to supply as per the rates quoted, LIC will take appropriate action against such bidder and may blacklist/ debar him from participating in any tenders in future	
106	. COMMERCIAL BID EVALUATION AND ORA:	Commercial Bid for the Online Reverse Auction	Kinldy remove the Reverse auction	Please be guided by the RFP.
107	Page # 36	COMMERCIAL BID EVALUATION AND ORA The Commercial opening will be done for the bidders declared successful after the Technical Bid Evaluation and POC. The rules of the ORA will be shared with the eligible bidders subsequently after the opening of the Commercial Bid for the Online Reverse Auction process (TCO basis). Only total of Part-I items of commercial quotes will be taken up in ORA and other parts of the commercial will be based on paper submission.	Needed clarity on this	Please be guided by the RFP.
108	Page-18, Clause-Payment Terms	Payment Terms	g)Balance 10% payment will be made at the end of the warranty period	Please be guided by the RFP.
109	Page #46; Point # 18	Payment Terms - 35% of Hardware on delivery - 45% on Installation of Hardware - 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project - Balance 10% payment will be made at the end of the warranty period (7 years)	100% against hardware delivery within 30 days	Please refer Corrigendum.
110	18.Payment Terms, Page 46.	d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's	d) 50% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		<p>officials with name, designation, date and stamp. e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of the warranty period</p>	<p>machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. e) 30% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). f) 10% payment will be made after one month from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made after submission of PBG</p>	
111	Page-38, Section-J - 18, Payment terms	<p>d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of the warranty period.</p>	<p>d) 80% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. e) 10% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). f) 5% payment after successful commissioning and implementation of the project. g) Balance 5% payment will be made against submission of Performance Bank Gurantee (PBG).</p>	Please refer Corrigendum.
112	18. Payment Terms, point f, page no. 46	f) 10% payment will be made after six months from the date of issuance of certificate of successful	Instead of six month can it be made one month from the date of issuance of	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		commissioning and implementation of the project.	certificate of successful commissioning and implementation of the project.	
113	Terms & Conditions Page 46	<p>18.Payment Terms</p> <p>1.35% of the payment will be made on delivery of the Hardware & software.</p> <p>2.45% payment will be made on installation, acceptance Test and Go Live.</p> <p>3.10% payment will be made after six months from the date of issuance of certificate</p> <p>4.Balance 10% payment will be made at the end of the warranty period.</p>	<p>It is requested to kindly amend the clause:</p> <p>18.Payment Terms</p> <p>1.35% 60% of the payment will be made on delivery of the Hardware & software.</p> <p>2.45% 30%payment will be made on installation, acceptance Test and Go Live.</p> <p>3.10% 5% payment will be made after six months from the date of issuance of certificate.</p> <p>4.Balance 10% 5% payment will be made at the end of the warranty period.</p>	Please refer Corrigendum.
114	Terms & Conditions Page 43	<p>10.Pricing & Taxes</p> <p>Bids shall be inclusive of all taxes, duties, levies etc., but exclusive of GST as applicable. Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.</p>	It is requested to kindly confirm that statutory variation is allowed.	Please be guided by the RFP.
115	18.Payment Terms (Pg. No. 46)	The payment terms defined in RFP are as below: - Delivery - 35% - Installation & Go-Live – 45% - After 6 Months of Implementation – 10% - After Warranty Period – 10%	Kindly request LIC to revise payment terms as mentioned below as per industry standards: - Delivery - 70% - Installation & Go-Live – 20% - After Warranty Period or Against Bank Guarantee – 10%	Please refer Corrigendum.
116	18. Paymemnt terms (D)	35% of the payment will be made on delivery of	Kindly request you to changed to minimum	Please refer

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.	60% against the Hardware & Software Delivery	Corrigendum.
117	18.Payment Terms;Page No.46	35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of the warranty period.	Payment Terms against AMC Charges is not mentioned in the RFP	AMC payment will be applicable after expiry of warranty period and payment for the same will be made quarterly in arrears.
118	18	Payment Terms	Payment terms for SW/HW should be upfront.	Please refer Corrigendum.
119	46 / Payment terms	35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan. 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use).10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. Balance 10% payment will be made at the end of the warranty period.	Pl change the terms of payment as 70% on delivery , 30% on installation, acceptance Test and Go Live . 10% against additional BG.	Please refer Corrigendum.
120	Page No 46	For services of engineer/s appointed, the payment	request payment terms to be changed for	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		shall be made at the end of each quarter.	the resources to monthly arrears against attendance.	the RFP.
121	Sec J: Terms & Conditions; Item# 18 Payment Terms; Points d) e) f) & g); Page 46	35% payment on Delivery, 45% payment on Installation, 10% after 6 months of commissioning & 10% at the end of the warranty period of 5 years	Request please consider the following payment terms to help the bidder manage the project in a better way. 75% payment upon delivery, 20% upon installation and 5% payment against PBG of same value, 6 months after installation	Please refer Corrigendum.
122	Page no 46, 18.Payment Terms, , d,e,f,g	<p>d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.</p> <p>e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use).</p> <p>f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project.</p> <p>g) Balance 10% payment will be made at the end of the warranty period</p>	<p>Request to change the clause as below:</p> <p>70% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.</p> <p>20% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use).</p> <p>10% against PBG till the contract period.</p>	Please refer Corrigendum.
123	18.Payment Terms;Page No.46	<p>35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.</p> <p>e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire</p>	Request to kindly modify the clause to: 80% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		scope of work activity to make the Infrastructure ready for use). f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of the warranty period.	e) 20% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use).	
124	18.Payment Terms	d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.	Request to modify the clause as: d) 80% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp.	Please refer Corrigendum.
125	18.Payment Terms	e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use).	Request to modify the clause as: e) 20% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use).	Please refer Corrigendum.
126	18.Payment Terms, Page no 46	d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of	Request you to kindly change the Payment Term as, 70% Payment on Delivery of Hardware and Software, 20% Payment on installation, acceptance Test and Go Live 10% on submission of PBG .	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		the warranty period.		
127	18.Payment Terms	f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of the warranty period.	Since successful Bidder will be tendering PBG tune of 5% of the Grand Total Cost, to cover all the risk associated with the project Implementation and maintainance of SLA, we request to delete these clauses.	Please refer Corrigendum.
128	23. Standard Terms & Conditions: (Pg. No. 24)	23.1 Project Duration The initial project duration will be for a period of 5 Years from the date of issue of first purchase order. The prices must be valid for 2 years from the date of initial purchase order and no enhancement will be permitted.	The prices are dependant on Taxes, Duties (including Custom Duty), Levies, OEM List Price, OEM Discounting, USD-INR exchange rate etc. These factors are not within bidder's control. Hence the bidder requests LIC to allow for price revision to the extent of revision in any of these factors. Kindly request LIC to reduce the price validity for 6 months after first PO.	Please be guided by the RFP.
129	Sec J: Terms & Conditions; Item# 19 T&C for HW maintenance during Warranty & AMC Period; Point f); Page 47	Monthly rental of 5% of basic Hardware cost will be payable to the vendor for the equipment supplied as standby. If the vendor does not provide standby equipment, the penalties as per SLAs defined below will be imposed.	This clause would also not be applicable as explained above for point e). Request LIC to consider removing this clause	Please refer Corrigendum.
130	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Payment Terms, Page no 46.	(d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. (e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). (f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. (g) Balance 10% payment will be made at the end of the warranty period.	We request you to make the payments terms as (d) 70 % will be made on delivery of software and submission of invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. (e)10% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity to make the Infrastructure ready for use). (f) 10% payment will be made after six months from the date of issuance of certificate of	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			successful commissioning and implementation of the project. (g) Balance 10% payment will be made at the end of the warranty period.	
131	Terms & Conditions Page 46	Payment will be made for the entire purchase order at one time and not in piecemeal. For services of engineer/s appointed, the payment shall be made at the end of each quarter.	We understand during the warranty period bidder will get the payment for software licenses renewal on yearly advance basis.kinldy confirm	Hardware and software payment will be made as per timelines specified.
132	General	Asset Procurement	Would lic be ok to make payment direct to OEM for hardware and we build and Manage the environment.	Please be guided by the RFP.
133	42/ Performance Bank Guarantee (PBG)	A Performance Bank Guarantee, unconditional and irrevocable from scheduled/ nationalized Bank payable at Mumbai (as per Annexure-XIII) to the tune of 5% of the Grand Total Cost, shall be submitted by the selected bidder, as Performance Bank Guarantee (PBG) for the equipment(s) supplied/ Services offered against this RFP. The Performance Bank Guarantee should be valid for the period of 68 months from the date of submission and thereafter shall be renewed for AMC (10% of the AMC cost) and submitted to LIC every year one month before the expiry of the PBG for the maintenance of the supplied Hardware, till the hardware is given away as buyback	Clarification need to term Grand total cost . 10% of the AMC cost . Is it 10% of Quote for AMC /ATS (6th and 7th Year) as per Part IV of commercil Annxure - II.	Grand Total Cost is TCO as appearing in commercial sheet
134	J. TERMS AND CONDITIONS: Page No.42	9. Performance Bank Guarantee (PBG) a) A Performance Bank Guarantee, unconditional and irrevocable from scheduled/ nationalized Bank payable at Mumbai (as per Annexure-XIII) to the tune of 5% of the Grand Total Cost, shall be submitted by the selected bidder, as Performance Bank Guarantee (PBG) for the equipment(s) supplied/ Services offered against this RFP. The Performance Bank Guarantee should be valid for the period of 68 months from the date of submission and thereafter shall be renewed for	Need clarity on the Buyback clause. Kindly remove the buyback clause against PBG	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		AMC (10% of the AMC cost) and submitted to LIC every year one month before the expiry of the PBG for the maintenance of the supplied Hardware, till the hardware is given away as buyback.		
135	Sec J: Terms & Conditions; Item# 9 Performance Bank Guarantee; Point a); Page 42.	PBG Validity period of 68 months and to be submitted within 21 days of selection by the successful bidder	Request LIC to waive this criteria as there is 10 % payment with LIC till the end of the project	Please be guided by the RFP.
136	J. TERMS AND CONDITIONS: Page No.42	9. Performance Bank Guarantee (PBG) a) A Performance Bank Guarantee, unconditional and irrevocable from scheduled/ nationalized Bank payable at Mumbai (as per Annexure-XIII) to the tune of 5% of the Grand Total Cost, shall be submitted by the selected bidder, as Performance Bank Guarantee (PBG) for the equipment(s) supplied/ Services offered against this RFP. The Performance Bank Guarantee should be valid for the period of 68 months from the date of submission and thereafter shall be renewed for AMC (10% of the AMC cost) and submitted to LIC every year one month before the expiry of the PBG for the maintenance of the supplied Hardware, till the hardware is given away as buyback.	Request to kindly modify the clause to a) A Performance Bank Guarantee, unconditional and irrevocable from scheduled/ nationalized Bank payable at Mumbai (as per Annexure-XIII) to the tune of 3% of the Grand Total Cost, shall be submitted by the selected bidder, as Performance Bank Guarantee (PBG) for the equipment(s) supplied/ Services offered against this RFP. The Performance Bank Guarantee should be valid for the period of 63 months from the date of submission and thereafter shall be renewed for AMC (10% of the AMC cost) and submitted to LIC every year one month before the expiry of the PBG for the maintenance of the supplied Hardware	Please refer Corrigendum.
137	9. Performance Bank Guarantee (PBG), Page no 42	c) The Performance Bank Guarantee shall be submitted within 21 days from the date of letter issued for selection as Vendor. Failure to do so may attract a penalty of Rs. 5,000/-per day, subject to maximum penalty of Rs. 1,00,000/- .	Request you to kindly remove this PBG submission penalty part.	Please be guided by the RFP.
138	Page # 42; Point # 9	The Performance Bank Guarantee should be valid for the period of 68 months from the date of submission and thereafter shall be renewed for AMC (10% of the AMC cost) and submitted to LIC every year one month before the expiry of the PBG for the maintenance of the supplied Hardware, till	Will 10% for AMC be after 68 months? And the percentage should be between 2-5%	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		the hardware is given away as buyback.		
139	16.Deliverables and Timelines (Pg. No. 45)	Penalty of 0.2% per day of delay	0.2% penalty per day is very high amount. Kindly request LIC to levy penalty of 0.2% penalty per week on the undelivered hardware / software or services value and capped at 10% of undelivered hardware / software or services PO value.	Please refer Corrigendum.
140	4	Other Penalties (Penalties regarding onsite L2 engineers)	Bidder requests that the total Penalty under this contract should be capped at 3% of the Total Contract Value. All Penalties and LDs put together.	Please be guided by the RFP.
141	Sec D: Instruction to the Bidders; Item#12 Instructions for Bid Submission; Point t) Page 19	In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs. 10,000/- will be charged and recovered from the EMD.	In case of cancellation of orders due to delay in deliveries/ installations, besides the	Please be guided by the RFP.
142	(5) Penalty Cap, Page 57	a) The total penalty for Delivery and Installation shall not exceed 10% of the Total Purchase Order value. b) The overall accrued penalty (other than the above) shall not exceed 20% of the Total Contract Value during the warranty period. Similarly during the AMC period the overall accrued penalty shall not exceed 20% of the total AMC Value.	Kindly amend the clause as, a) The total penalty for Delivery and Installation shall not exceed 5% of the Total Purchase Order value. b) The overall accrued penalty (other than the above) shall not exceed 10% of the Total Contract Value during the warranty period.	Please refer corrigendum.
143	K. Service Level Agreement Page 57	The overall accrued penalty (other than the above) shall not exceed 20% of the Total Contract Value during the warranty period. Similarly during the AMC period the overall accrued penalty shall not exceed 20% of the total AMC Value.	Kindly amend the clause to: The overall accrued penalty (other than the above) shall not exceed 20% 10% of the Total Contract Value during the warranty period. Similarly during the AMC period the overall accrued penalty shall not exceed 20% 10% of the total AMC Value.	Please refer Corrigendum.
144	(5) Penalty Cap (Pg. No. 57)	The penalty capping mentioned in RFP are as under: - Delivery & Installation - 10% of PO Value - Other than Delivery & Installation - 20% of Total Contract Value	Kindly request LIC to reduce the penalty capping as under: - Delivery & Installation - 10% of Undelivered Value of Hardware / Software / Services	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		- AMC Period - 20% of Total AMC Value	- Other than Delivery & Installation - 10% of Total Contract Value - AMC Period - 10% of Total AMC Value The bidder also requests LIC to limit the overall aggregate penalty in contract upto 10% of Total Contract Value.	
145	Sec D: Instruction to the Bidders; Item#12 Instructions for Bid Submission; Point t) Page 19	In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of Rs. 10,000/- will be charged and recovered from the EMD.	penalty charged may forfeit the PBG	Please be guided by the RFP.
146	57	If the on-site engineer leaves before expiry of one year, penalty will be imposed	Please waive off or reduce the %	Please be guided by the RFP and Corrigendum.
147	57	In case the engineer is to be changed by the vendor, minimum of 45 days advance notice shall be given by the vendor to LIC. Additionally, an overlapping period of at least 15 days has to be there between the new and old engineer. If not done, penalty will be imposed	Please waive off or reduce the %	Please be guided by the RFP.
148	Page No 57	Penalty Cap	request for a penalty capping on the onsite engineers value.	Please be guided by the RFP.
149	Page no 57, (5) Penalty Cap, a,b	a) The total penalty for Delivery and Installation shall not exceed 10% of the Total Purchase Order value. b) The overall accrued penalty (other than the above) shall not exceed 20% of the Total Contract Value during the warranty period. Similarly during the AMC period the overall accrued penalty shall not exceed 20% of the total AMC Value.	Request to change the clause as below: a) The total penalty for Delivery and Installation shall not exceed 5% of the Total Purchase Order value. b) The overall accrued penalty (other than the above) shall not exceed 10% of the Total Contract Value during the warranty period. Similarly during the AMC period the overall accrued penalty shall not exceed 10% of the total AMC Value.	Please be guided by the RFP and Corrigendum.
150	16.Deliverables and	Installation (Hardware and Software): 60 days	Request to consider the modification as:	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	Timelines; Page 45	penalty @ 0.5% per day of delay	Installation (Hardware and Software): 45 days after delivery penalty @ 0.5% per week of delay of uninstalled service cost	the RFP and Corrigendum.
151	Page no 57, K 4.3	If the on-site engineer leaves before expiry of one year, penalty will be imposed	Request to reconsider this, Stability on engineers cant be defined	Please be guided by the RFP.
152	c)Penalty , Page 55	Penalty applicable if the desired uptimes are not achieved:	Request you consider maximum penalties upto 10% only	Please refer Corrigendum.
153	16.Deliverables and Timelines: Penalty Part, Page no 46	Maximum Penalty:10% of the total Purchase Order value of the respective item.	Request you to kindly reduce the Maximum Penalty upto 5% of total order value of undelivered items	Please be guided by the RFP and Corrigendum.
154	55 to 57 / Penalty	The total penalty for Delivery and Installation shall not exceed 10% of the Total Purchase Order value The overall accrued penalty (other than the above) shall not exceed 20% of the Total Contract Value during the warranty period. Similarly during the AMC period the overall accrued penalty shall not exceed 20% of the total AMC Value	The Capped should be @ 10% only, please refer the other RFP's also, request you to amend this clause	Please be guided by the RFP and Corrigendum.
155	TABLE E at page 45 .Deliverables and Timelines	0.2% per day of delay 0.5% per day of delay 10% of the total Purchase Order value of the respective item.	We understand LD will be levied on undelivered portion of respective item of PO value. Kindly confirm	Please be guided by the RFP and Corrigendum.
156	POC Criteria	POC Criteria to be demonstrated by the Bidder /	1.Request LIC to remove this clause as LIC has already running Private Cloud with Vmware & Nutanix . We request that if the bidder is proposing Any other cloud software other than Nutanix / Vmware , then only POC will be applicable ? 2. In case Point 1 is not ok with LIC , request LIC to provide us with Underlying IT infra so that Bidder can support the POC with skilled resource and test licenses if any required ?	Please be guided by the RFP.
157	Sec D: Instruction to the Bidders; Item#20 Procedure for opening of the Bids; Point d) Page 21/22	The Bidder who has been declared Eligible after the Eligibility Bid Evaluation and who are complying with the requirements mentioned in the technical annexure, will be required to conduct	Can you share more details on the requirement of conducting POC of the proposed solution. Are there any coonstraints on the location and	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		POC of the proposed solution, as specified in the RFP. Based on the success of POC, bidders will be further evaluated on the basis of scoring table and bidders scoring at least 70 marks will be eligible for Commercial evaluation.	configuration requirement.	
158	Page 34 - TABLE – POC Criteria Point no. 3	Deploy Cloud management portal and demonstrate provisioning of resources.	Deploy Cloud management portal and demonstrate provisioning of [specify resource type and quantity] resources.	Please be guided by the RFP. Quantity is not important in POC.
159	34	The Bidders who are declared Eligible after the Eligibility Bid Evaluation and who are complying with the requirements mentioned in the technical annexure, will be required to conduct POC demonstration.	Is this going to be a paid POC? We have been building Hybrid Cloud for last 10 years across the globe. Would it be acceptable by LIC if we can show a development environment That we have built for customer in our Availability Zones ?	Please be guided by the RFP.
160	21	The Bidder who has been declared Eligible after the Eligibility Bid Evaluation and who are complying with the requirements mentioned in the technical annexure, will be required to conduct POC of the proposed solution, as specified in the RFP. Based on the success of POC, bidders will be further evaluated on the basis of scoring table and bidders scoring at least 70 marks will be eligible for Commercial evaluation	Need More detailing on the POC to be done	Please be guided by the RFP. More details will be informed during technical evaluation stage.
161	TABLE – POC Criteria, Page no 34	Demonstrate patch deployment of web and app VM's without taking downtime.	Requesting to remove POC line item no 9 as Bidder does not have scope for Web or App of the VM	Scope is restricted to deployment of OS patches only.
162	TABLE – POC Criteria, Page no 34	Testing high availability of running database VM by removing network cable, Demonstrate VM motion from one node to other without any data loss.	Requesting you to modify this clause to accept Logical disconnection of network instead of physically removing network cable	Please be guided by the RFP.
163	TABLE – POC Criteria, Page no 34	Addition/deletion of CPU, memory and disk to running VM.	The mentioned activities can be performed on the running VMs, but the effect of the CPU and Memory resources change will happen after the reboot of Virtual Machine. Is that acceptable? Please clarify.	Capability of adding resources should be showcased.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
164	LIC_PVT_CLD_2024 - Page 21	The Bidder who has been declared Eligible after the Eligibility Bid Evaluation and who are complying with the requirements mentioned in the technical annexure, will be required to conduct POC of the proposed solution, as specified in the RFP. Based on the success of POC, bidders will be further evaluated on the basis of scoring table and bidders scoring at least 70 marks will be eligible for Commercial evaluation.	We presume that it can be done at bidder's premises / CoE	POC has to be conducted at Bidder/OEM premises.
165	TABLE – POC Criteria, Page no 34	Setting up the two nodes of Cloud as DC and two nodes as DR. The network bandwidth needs to be throttled to simulate the DC-DR setup.	We understand that the DC DR Setup can be hosted in the same datacentre for POC Purpose. Please confirm.	DC DR setup for POC can be created in same datacentre
166	Page-34, Clause-TABLE – POC Criteria	POC Criterion to be demonstrated by the bidder(in LIC/Bidder/OEM premises)	Where is the POC need to be created	POC has to be conducted at Bidder/OEM premises.
167	Page # 44; Point 14	Pre-Dispatch Inspection - The Vendor shall conduct a Pre-Dispatch Factory Inspection for all Hardware items before delivery and submit document on letter head certifying that all listed components are inspected and are in order.	As the Devices comes boxed from the OEM we don't open it up it gets open at site during installation	Please refer Corrigendum.
168	44	The Vendor shall conduct a Pre-Dispatch Factory Inspection for all Hardware items before delivery and submit document on letter head certifying that all listed components are inspected and are in order.	If we are selecting a OEM would rack the servers themselves before we build and we would have our Back to back contract with them do you still want this verification?	Please refer Corrigendum.
169	J. TERMS AND CONDITIONS: 15.Pre installation survey and Acceptance Test on Delivery and Installation	Each of the hardware delivered at the site will have to undergo an acceptance test, which shall be a part of the complete installation of the equipment/machine and should be a part of the Installation report. The test shall necessarily check all the performance parameters as per the Technical specifications mentioned in the RFP and any further clarifications/ corrigendum(s). The vendor is required to ship along with the machines the necessary software tools to check the	Query We request LIC to elaborate the term "necessary software tools to check the configurations of the machines as well as the compatibility with the respective OS versions"	Hardware infrastructure monitoring tool

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		configurations of the machines as well as the compatibility with the respective OS versions mentioned in the technical specifications		
170	J. TERMS AND CONDITIONS: 15.Pre installation survey and Acceptance Test on Delivery and Installation	Each of the hardware delivered at the site will have to undergo an acceptance test, which shall be a part of the complete installation of the equipment/machine and should be a part of the Installation report. The test shall necessarily check all the performance parameters as per the Technical specifications mentioned in the RFP and any further clarifications/ corrigendum(s). The vendor is required to ship along with the machines the necessary software tools to check the configurations of the machines as well as the compatibility with the respective OS versions mentioned in the technical specifications	Query We request LIC to mention if there are performance parameters in addition to those mentioned in Technical Annexure - I	Please be guided by the RFP and corrigendum.
171	Procedure for opening of the bids (Online):: Page 21	The L1 rate will be discovered after Online Reverse Auction (ORA).	It is requested to kindly remove the clause.	Please be guided by the RFP.
172	Sec D: Instruction to the Bidders; Item#23 Standard Terms & Conditions; Point 23.1) Project Duration; Page 24	The prices must be valid for 2 years from the date of initial purchase order and no enhancement will be permitted.	Price validity should be 6 months from the date of submission and thereafter based on the US\$ exchange rate fluctuation.	Please be guided by the RFP.
173	Page 27 - Point No. 23.9	LIC may procure the hardware and software at the discovered rate in phases as per future requirement within the period of two years. The quantity is tentative which may increase or decrease in future as per LIC's requirement for the contract period of 2 years. The rate discovered through this RFP will be valid for 2 years for any future procurement. LIC may purchase hardware and software post rate contract period of 2 years at same cost and terms & condition on mutual consent. The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the	Request to be changed to (as highlighted): The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of <u>6 months</u> from the date of acceptance of purchase order.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		unit item for any future procurements during the rate contract period of 2 years from the date of acceptance of purchase order.		
174	Page 27 - Point No. 23.9	LIC may procure the hardware and software at the discovered rate in phases as per future requirement within the period of two years. The quantity is tentative which may increase or decrease in future as per LIC's requirement for the contract period of 2 years. The rate discovered through this RFP will be valid for 2 years for any future procurement. LIC may purchase hardware and software post rate contract period of 2 years at same cost and terms & condition on mutual consent. The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of 2 years from the date of acceptance of purchase order.	Request to be changed to (as highlighted): The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of 6 months from the date of acceptance of purchase order.	Please be guided by the RFP.
175	Page 27 - Point No. 23.9	LIC may procure the hardware and software at the discovered rate in phases as per future requirement within the period of two years. The quantity is tentative which may increase or decrease in future as per LIC's requirement for the contract period of 2 years. The rate discovered through this RFP will be valid for 2 years for any future procurement. LIC may purchase hardware and software post rate contract period of 2 years at same cost and terms & condition on mutual consent. The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of 2 years from the date of acceptance of purchase order.	Request to be changed to (as highlighted): The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of 6 months from the date of acceptance of purchase order.	Please be guided by the RFP.
176	Page 27 - Point No. 23.9	LIC may procure the hardware and software at the	Request to be changed to (as highlighted):	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		discovered rate in phases as per future requirement within the period of two years. The quantity is tentative which may increase or decrease in future as per LIC's requirement for the contract period of 2 years. The rate discovered through this RFP will be valid for 2 years for any future procurement. LIC may purchase hardware and software post rate contract period of 2 years at same cost and terms & condition on mutual consent. The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of 2 years from the date of acceptance of purchase order.	The unit cost of the individual item will be calculated (Total Product Cost/Quantity) as per discovered commercials to arrive at the cost of the unit item for any future procurements during the rate contract period of 6 months from the date of acceptance of purchase order.	the RFP.
177	Page 24 - Point No. 23.1	The initial project duration will be for a period of 5 Years from the date of issue of first purchase order. The prices must be valid for 2 years from the date of initial purchase order and no enhancement will be permitted	Request to be changed to (as highlighted): The initial project duration will be for a period of 5 Years from the date of issue of first purchase order. The prices must be valid for <u>6 months</u> from the date of initial purchase order and no enhancement will be permitted	Please be guided by the RFP.
178	11.Approved Rates under RFP at 44	The rates approved by LIC will be valid up to two years from the date of signing of MSA.	Simce OEMs are reluctant to provide the price validity for two year due to inflation rate , semi conductor cost, forex rate.kinldy amend the clasue as follow: The rates approved by LIC will be valid up to two one years from the date of signing of MSA.	Please be guided by the RFP.
179	Page # 44; Point 12	Repeat Orders - LIC reserves the right to place repeat order/s to the vendor under the same terms and conditions within the price validity period. Any request for change in approved rates during the price validity period shall not be considered.	The price locking period to be till 6 months from Order received	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
180	11.Approved Rates under RFP (Pg. No. 44)	The rates approved by LIC will be valid up to two years from the date of signing of MSA. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to above mentioned period. 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 rates, subject to evaluation/ OEM certificate wherever required and LIC's approval. Similarly, the spares for all the hardware provided under the scope of this RFP shall be available for a period of Seven years from the date of PO. LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period of up to 180 days.	The prices are dependant on Taxes, Duties (including Custom Duty), Levies, OEM List Price, OEM Discounting, USD-INR exchange rate etc. These factors are not within bidder's control. Hence the bidder requests LIC to allow for price revision to the extent of revision in any of these factors. Kindly request LIC to reduce the rate validity for 6 months after first PO.	Please be guided by the RFP.
181	23.1	The initial project duration will be for a period of 5 Years from the date of issue of first purchase order. The prices must be valid for 2 years from the date of initial purchase order and no enhancement will be permitted	There will be Cost escalation for Y6 and Y7 in case of extension. Please consider.	Please be guided by the RFP.
182	44/ Bid Pricing	The rates approved by LIC will be valid up to two years from the date of signing of MSA. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to above mentioned period. I	Two years is high time to see current dollar fluctuation.	Please be guided by the RFP.
183	Sec D: Instruction to the Bidders; Item#13 Technical Bid Submission; Point d) Page 20	The Bidder should quote only those products which will not be declared end-of-life or end of sale during 12 months from the date of submission of the bid	Product roadmaps cannot be altered to satisfy RFP requirements. We assure you support and availability of spares for a defined period of 7 years.	RFP requirement is of product availability.
184	Page 46 - Point No. 19 b	Spares for the hardware should be available for a minimum period of 7 years from the date of installation of the Hardware irrespective of whether the equipment is manufactured by the	Request to be changed to (as highlighted): Spares for the hardware should be available for a minimum period of 7 years from the	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		Selected Vendor or procured from any other Principal Vendor (OEM).	<u>date of bid submission</u> of the Hardware irrespective of whether the equipment is manufactured by the Selected Vendor or procured from any other Principal Vendor (OEM).	
185	Annexure-X	We hereby accept all the Term & Conditions of the RFP and extend complete warranty support for all the components of the project (hardware as well as software) for a period of Five years from the date of installation of DC Setup and Two years AMC thereafter as per the terms and conditions stated in the RFP document referred above.	Request to be changed to (as highlighted): We hereby accept all the Term & Conditions of the RFP and extend complete warranty support for all the components of the project (hardware as well as software) for a period of Five years from the <u>date of bid submission</u> of DC Setup and Two years AMC thereafter as per the terms and conditions stated in the RFP document referred above.	Please be guided by the RFP.
186	13.Placing of Orders; Page No.44	c) Purchase Orders may be issued by LIC in a staggered manner as per requirement of LIC.	Please clarify	Please be guided by the RFP.
187	26. SECURITY , Page 51	b) Granting or restricting access to all the application and data, auditing security events, auditing security configurations and changes, generating security reports, and monitoring the application for vulnerabilities and intrusions.	1. Security audit/ VAPT is not mentioned in commercial Bid. Request LIC to include this in the commercial bid. 2. Request LIC to specify the scope (number of assets/VMs) and the frequency for the audits.	Please refer corrigendum.
188	15.Pre installation survey and Acceptance Test on Delivery and Installation;Page NO.44	The vendor should carry out the pre-installation survey, after being intimated of his selection, of the site and certify that the site is meeting all requirements i.e. power, earthing, air conditioner (temperature) etc. No additional charges shall be payable to the Vendor for such survey. If this survey is not done, LIC will not be responsible for any related issues, including hardware damage that may arise at the time of installation.Each of the hardware delivered at the site will have to undergo an acceptance test, which shall be a part of the complete installation of the equipment/machine and should be a part of the	All pre-requisites/rectifications related to Space,Power, Earthing and cooling to be provided by LIC at DC and DR	Space,Power, Earthing and cooling will be provided by LIC

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		Installation report. The test shall necessarily check all the performance parameters as per the Technical specifications mentioned in the RFP and any further clarifications/ corrigendum(s). The vendor is required to ship along with the machines the necessary software tools to check the configurations of the machines as well as the compatibility with the respective OS versions mentioned in the technical specifications.		
189	General		Bidder assumes that LIC would be providing hands and feet support at the DC and DR Site for any DC activities to be done. Please confirm.	Please be guided by the RFP.
190	29	The Bidder is expected to provide end-to-end solution for the project which will cover, but not limited to, supply, installation, implementation, migration/ integration, testing, training & support for obtaining Certification (if required, for LIC nominated officials), support and monitoring the solution during the warranty and AMC period.	Does LIC was a BOT (Build Operate Transfer) model of BOM (Build Operate Manage) model wher after the build we have to manage for remaining years? The Initial PO is for 5 Years. Does this include Manage + Harware Maintenenace or only hardware + Build + AMC ?	Please be guided by the RFP.
191	Page-29, Section-2, HARDWARE AND SOFTWARE REQUIREMENTS	The primary site will be in Mumbai - Vile Parle DC and location of DR site shall be in Bengaluru. Exact location of the DR site will be provided later. The successful bidder's engineers/officials may have to visit data centres of above two sites, as and when required. The scope of work includes understanding the requirement, customizing and providing the deployment architecture of proposed solution. Supply, installation and commission the hardware at respective sites, document the solution, train & certify candidates nominated by LIC, with OEM support.	how many persons will be there to whom training is required. Training will be provided by OEM or bidder, certification is also required for the nominees?	Please refer corrigendum.
192	BROAD SCOPE OF WORK: Pg 29	The infrastructure should also support any other heterogeneous guest OS as specified in the Technical Annexure-I	Is customer expecting bidder to do the management of the Guest Operating System and the application of the Virtual Machines?	Guest OS management is also under scope of this RFP. Managing

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			Bidder scope is limited to managing the HCI based cloud platform only. All the management of guest Operating System and Application will be under Customer Scope. Please confirm.	Applications is not under the scope.
193		Existing private cloud will be in use for some time and after that this migration will be required.	Is new Cloud Setup expansion of existing cloud? What is the plan for existing hardware after migration to New Cloud?	New cloud is not an extension to existing cloud. Decision regarding existing hardware after migration will be taken seperately by LIC.
194	Scope of Work Sr.No.10	Post installation support of the systems supplied and installed till the hardware is given as buy-back. The support should be provided by the Vendor directly or through the OEM. No Service Partner can be appointed for servicing of the hardware.	kindly clarify, support will not be committed without timeline, buy back timeline should be mentioned and should not be beyond 5 year after purchase	Please refer Corrigendum.
195	E. Scope of work (i)	The Bidder shall be responsible to provide within scope of work all facilities like labor, transportation, tool kits, testing equipment, cables, connectors, power cords etc. which is necessary for successful deployment of solution	Kindly confirm if Passive cabling/ Patchcords to connect equipments needs to be considered by the Bidder	Passive cabling/ Patchcords to connect equipments needs to be provided by the Bidder
196	E. BROAD SCOPE OF WORK: page# 30	8. It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	Kindly share the details of applications and the vendors details to check the same.	This information will be shared with selected vendor.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
197	E. BROAD SCOPE OF WORK: Point 10, Page 31	Post installation support of the systems supplied and installed till the hardware is given as buy-back. The support should be provided by the Vendor directly or through the OEM. No Service Partner can be appointed for servicing of the hardware	Kinldy help with more clarity on this point.	Vendor will be single point of contact for any servicing or support related scope.
198	Scope of Work Sr.No.8	It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	LIC application should be compatible with virtual platform, bidder will help with the configuration required at infrastructure level, LIC application team should on application settings and application level changes to be done if required	This information will be shared with selected vendor on case to case basis.
199	Scope of Work 10, Page 31	Post installation support of the systems supplied and installed till the hardware is given as buy-back. The support should be provided by the Vendor directly or through the OEM. No Service Partner can be appointed for servicing of the hardware	Need clarity on this clause.	Vendor will be single point of contact for any servicing or support related scope. Further please refer Corrigendum.
200	E. BROAD SCOPE OF WORK: Page No.29	f) The Bidder shall co-ordinate and co-operate with the other Teams (viz. Network/Security) of LIC so that the project setup is completed smoothly without any delay and to the satisfaction of LIC. The Bidder shall also deploy requisite hardware and ensure its successful installation along with the integration of hardware, Network and other systems in a multi-vendor, inter-operable and cross-platform environment. The Selected Bidder shall be required to undertake to perform tasks, render requisite services and make available resources(ancillary or otherwise) as may be required for the successful completion of the	Please clarify " The Bidder shall also deploy requisite hardware and ensure its successful installation along with the integration of hardware, Network and other systems in a multi-vendor, inter-operable and cross-platform environment". Request LIC to provide details of the Hardware/platforms currently deployed so that Bidder can size the hardware requirement accordingly	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		entire assignment at no additional cost and to the satisfaction of LIC		
201	E. BROAD SCOPE OF WORK: Page No.29	e) The Bidder shall also provide monitoring and onsite support as per the details specified in the RFP.	Please clarify if LIC shall provide monitoring tool	Monitoring tool needs to be provided by vendor.
202	Broad Scope of work : Point 8 (page 30)	Application Programmes of different Dept Work sucessfully	Please confirm : Application installation is not under Bidder Scope of work .Pls confirm if the applications to be migrated toProposed private cloud solution is already virtualized and /or virtualizationready ?	Application installation is not under scope of vendor under this RFP.
203	Sec E: Broad Scope of Work; Item# 9; Page 30	In case the OS and other software are provided by LIC, no additional charges shall be paid to the Vendor for installation/reinstallation of any software/OS.	Please share a list of OS and Softwares that LIC would provide so as to ensure technical skills available for installation/reinstallation of the same.	LIC would require installation of OS like RHEL, Windows etc.
204	Page-30, Section-8, HARDWARE AND SOFTWARE REQUIREMENTS	It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	please share the application derails, if it is home grown application then LIC or application team should be responsible for compatibility issue.	Application installation is not under scope of vendor under this RFP.
205	E. BROAD SCOPE OF WORK: Page No.29	3. The Bidder is expected to provide end-to-end solution for the project which will cover, but not limited to, supply, installation, implementation, migration/ integration, testing, training & support for obtaining Certification (if required, for LIC nominated officials), support and monitoring the solution during the warranty and AMC period.	Please specify the No of LIC officials to be Certified for the proposed solution and also please share the details of the montoring solution currently deployed at LIC which will be extended to the L2 Engineers deployed at LIC	Please refer Corrigendum.
206	E. BROAD SCOPE OF WORK: 9.	9. In case the OS and other software are provided by LIC, no additional charges shall be paid to the Vendor for installation/reinstallation of any	Query Please provide count of VMs on which OS is to be installed as part of deployment. We request this information to	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		software/OS.	arrive at manpower time, effort and cost to be factored.	
207	E. BROAD SCOPE OF WORK: 8.	8. It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	Query Please provide information if these applications run on virtualisation platform (we will consider commonly used hypervisor such as VMware vSphere) or need physical bare-metal infra.	Applications run on virtualized platforms.
208	E. BROAD SCOPE OF WORK: 5.	5. This project is envisaged to enable LIC to provide logically unified and shared infrastructure flexible enough to rapidly respond to Infrastructure requirements and also accommodate future technology enhancements with an objective to -	Query We request LIC to elaborate the clause " logically unified and shared infrastructure " . Also we understand from other sections of RFP that LIC is looking to deploy HCI architecture. Do we consider HCI architecture as a suitable infrastructure for the requirement?	Please be guided by the RFP.
209	E. BROAD SCOPE OF WORK: 7.	7. The proposed site should be able to achieve a defined RPO/RTO objective.	Query We request LIC to please provide information of the RPO & RTO values to be achieved.	Please refer technical annexure.
210	E. BROAD SCOPE OF WORK: 1. HARDWARE AND SOFTWARE REQUIREMENTS:	ii. Software/Application Stack: (1) RHEL and MySQL licenses available with LIC will be used, wherever required. (2) There may be a requirement of Windows VMs in future. Hence rates for Windows server and MS SQL licenses are being discovered through this RFP.	Query We understand, installing of RHEL/MS Windows OS and MS SQL/MySQL DB will be done by LIC team. Bidder does not have to carry out this installation. Kindly confirm or clarify.	OS installation is under scope of vendor.
211	19. Terms & Conditions for maintenance of Hardware during the Warranty and AMC period	c) During servicing, whenever required, the vendor has to install original OEM manufactured spare parts of same or higher configuration (subject to compatibility). Warranty should not become void if LIC buys any other supplemental hardware from a third party and installs it in these machines in the	Query We understand, LIC will seek information from OEM on compatibility / interoperability of these components before installing and ensure that these components do not interfere with hardware, OS, air-flow, power drawn etc. parameters.	Feasibility report will be obtained from vendor before installation of spare parts.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		presence of the representative/ engineer of the vendor. However, the warranty will not apply to such third party hardware items, if installed.	Please confirm or clarification.	
212	E. BROAD SCOPE OF WORK: 3.	i) The Bidder shall be responsible to provide within scope of work all facilities like labor, transportation, tool kits, testing equipment, cables, connectors, power cords etc. which is necessary for successful deployment of solution	Query We understand, the bidder has to provide cables / connectors within the rack and between the components supplied. Any cables from the rack(s) to LIC's central network shall be under scope of LIC. Kindly confirm or clarify.	Understanding of the clause is correct.
213	E. BROAD SCOPE OF WORK: 3.	e) The Bidder shall also provide monitoring and onsite support as per the details specified in the RFP	Query We understand, the monitoring services will be part of activities performed by the FMS engineer deputed. For monitoring, bidder does not have to depute personnel in addition to the FMS engineer. Kindly confirm or clarify.	Separate personnel is not required to be deputed for monitoring services. Bidder needs to provide monitoring tool.
214	Sec E: Broad Scope of Work; Item# 4; Page 30	The bidder is also required to migrate the VMs and backup from the existing private cloud infrastructure in LIC to the new cloud. The details of the existing setup is provided in the Technical Annexure. (Annexure-I).	Request to provide complete details of current deployment to understand the scope better. Details such as existing Architecture, Number of VMs & shapes, Underlying Infrastructure, etc.	Please be guided by the RFP.
215	Additional clause, Others		Required LAN side Ports, Cable, Management Swiches, Proposed Hardware, Power supply with appropriate PDU's will be under scope of LIC. Kindly confirm.	cables, Management switches, proposed hardware, PDUs will be under scope of vendor.
216	Annexure-VII: (Manufacturer's Authorization Form) page 73	We also extend our back to back service support and assurance of availability of our equipment their components and consumables as per terms and conditions of the RFP, to M/s_____ for a period up to 31/12/2031 (seven years from tentative project live date)	Since most the OEMs are reluctant to provide the Back-back support to bidders hence, It is requested to kindly amend the clause We also extend our back to back service support and assurance of availability of our equipment their components and consumables as per terms	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			and conditions of the RFP, to M/s_____ for a period up to 31/12/2031 (seven years from tentative project live date)	
217	Scope of Work 8, Page 30	It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	Suggest LIC to declare RACI Matrix of Bidder, LIC and other teams	Please be guided by the RFP.
218	Technical Annexure-I , General Specifications	The bidder shall propose Plan & Design/Architecture and Health check services from the OEM. The OEM shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	The bidder shall propose Plan & Design/Architecture and Health check services from the OEM / Bidder. The OEM / Bidder shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Please be guided by the RFP.
219	Technical Annexure-I , General Specifications	The Bidder should propose Technical Account Manager (TAM) services from Software OEM throughout the contract to conduct Quarterly health check, suggest OEM best practice for the deployed solution and submit a report indicating compliance to reference architecture and OEM best practice. TAM should also be responsible for providing recommendation and available when required by LIC for upgrades and updates.	The Bidder should propose Technical Account Manager (TAM) services from Software OEM (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security) throughout the contract to conduct Quarterly health check, suggest OEM best practice for the deployed solution and submit a report indicating compliance to reference architecture and OEM best practice. TAM should also be responsible for providing recommendation and available when required by LIC for upgrades and updates.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
220	Sec E: Broad Scope of Work; Item# 1 Hardware and Software Requirement; Point ii (2); Page 29	There may be a requirement of Windows VMs in future. Hence rates for Windows server and MS SQL licenses are being discovered through this RFP. However the purchase orders for the same will be placed depending on actual requirement.	We recommend LIC procure these as they would already have a rate contract with Microsoft or its partners.	Please be guided by the RFP.
221	E. BROAD SCOPE OF WORK: Point No 5	This project is envisaged to enable LIC to provide logically unified and shared infrastructure flexible enough to rapidly respond to Infrastructure requirements and also accommodate future technology enhancements with an objective to - a) To deliver IT as a service starting with IaaS and capable of providing PaaS & SaaS in future. b) To deliver robust, secure and reliable User Experience.	Which PaaS and SaaS services are required to be provisioned in future	This information will be shared with the selected vendor as and when required.
222	General	Architecture and Build	Would LIC consider an alternative approach of hosting the Entire cloud in TCS DC in Mumbai and Bangalore? Would LIC be open to TCS Building and supporting the entire IT service involving LIC employees for 5 years?	Please be guided by the RFP.
223	26. SECURITY , Page 51	The selected Bidder must ensure the security of the application and the data throughout the project lifecycle.	1. Application security is not included in commercial bid. Request LIC to include the same in the commercial bid and to also specify the number of applications in the scope/ define clear scope of work. 2. Data protection is also not included in the commercial bid. Request LIC to include the same in the commercial bid. Also request LIC to clearly specify the solution expected from the bidder.	Please be guided by the RFP.
224	26. SECURITY , Page 51	d) Compliance, including the approach to maintaining compliance with law, standards, best practices and LIC's enterprise security requirements:	1. Request LIC to specify which standards/certifications are required to be complied with and to clearly define them in the scope of work.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			2. Also request LIC to include the same in the commercial bid.	
225	Information Security policies of LIC: Page no: 26	The bidders/vendors selected post empanelment, will have to comply with LIC's Information Security (IS) Security Policy in key concern areas relevant to the RFP	Kindly share the security policy of LIC to comply the existing policy of LIC	This information will be shared with the selected vendor.
226	23.7 Information Security policies of LIC:	Cyber Security Policy	Request LIC to clarify the deliverables, documents, solutions pertaining to information security compliance policy of LIC as the bidder would have to factor the same in the cost of designing the solution. Also request LIC to include this in the commercial bid.	Information regarding Security Policies of LIC will be shared with the selected vendor. For deliverables and other conditions, please be guided by the RFP.
227	General query		There is no specific ask about security services in this RFP, would you please share the exact security services you are looking in this RFP?	Please be guided by the RFP.
228	45	Deliverables and Timelines Delivery and Installation period	the is no percentage provided for penalty? In case of delay to make the site ready would LIC provide any percentage as a incentive to the vendor?	Please be guided by the RFP.
229	6. Varying the Services (Pg. No. 40)	I. Variations proposed by LIC – LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services, appliances, licenses, etc. Any change in the scope beyond this 25% will be informed to the vendor in writing. If LIC wants to vary the Services:	25% is a very high percentage for scope change to be factored for Services, Appliances and Licenses. Kindly request LIC to provide Change Requests for additional requirement so that the bidder can provide a best possible price during evaluation.	Please be guided by the RFP.
230	3. Force Majeure Clause @ pg. 58	3. Force Majeure Clause @ pg. 58 a) The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the vendor (other than lack of funds for any reason or any	3. Force Majeure Clause @ pg. 58 a) The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the vendor (other than	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		strike, lockout and labour disputes in respect of the vendor only), including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.	lack of funds for any reason or any strike, lockout and labour disputes in respect of the vendor only), including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.	
231	4. Indemnity @ pg. 58	4. Indemnity @ pg. 58 (b) (4) 4) LIC shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the vendor;	4. Indemnity @ pg. 58 (b) (4) 4) LIC shall not prejudice, pay or accept any proceedings or claim, or admit any wrongdoing or compromise any proceedings or claim, without the written consent of the vendor;	Please be guided by the RFP.
232	4. Indemnity @ pg. 58	4. Indemnity @ pg. 58 (b) (6) 6) LIC will account to the vendor for all awards, settlements, damages and costs (if any) finally awarded in favor of LIC which are to be paid to it in connection with any such claim or proceedings in relation to the agreement between bidder and LIC as per this bid;	4. Indemnity @ pg. 58 (b) (6) 4. Indemnity @ pg. 58 (b) (6) 6) LIC will account to the vendor for all awards, settlements, damages and costs (if any) finally awarded in favor of LIC which are to be paid to it in connection with any such claim or proceedings in relation to the agreement between bidder and LIC as per this bid;	Please be guided by the RFP.
233	4. Indemnity @ pg. 58	4. Indemnity @ pg. 58 a) Subject to Clause 4.II below, vendor will undertake to indemnify LIC from and against all Losses on account of bodily injury, death or damage to tangible personal property of any person, corporation or other entity (including LIC) attributable to the vendor's negligence or willful default under the contract. If LIC promptly notifies vendor in writing of a third party claim against LIC	4. Indemnity @ pg. 58 a) Subject to Clause 4.II below, vendor will undertake to indemnify LIC from and against all Losses on account of bodily injury, death or damage to tangible personal property of any person, corporation or other entity (including LIC) attributable to the vendor's negligence or willful default in performance or non-performance under the contract. If	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		that any service provided by the vendor infringes a copyright Patent or trade secret of any third party, the vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:	LIC promptly notifies vendor in writing of a third party claim against LIC that any service provided by the vendor infringes a copyright Patent or trade secret of any third party, the vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:	
234	9. Settlement of Disputes/Arbitration @ pg. 62	<p>9. Settlement of Disputes/Arbitration @ pg. 62 If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever, the appointing authority shall appoint a new arbitrator in his place. The Arbitral Tribunal shall determine all matters in disputes other than EXCEPTED MATTERS as below:-</p> <ul style="list-style-type: none"> · Scope of Work · Technical and Function Specification · Discrepancies (varying or conflicting provisions among documents, agreement) · Suspension or discontinuation of work · Acceptance of deliverables <p>In the above EXCEPTED MATTERS, the decision of the Senior Executive will be final, conclusive and binding on the parties hereto and shall be without appeal.</p>	<p>9. Settlement of Disputes/Arbitration @ pg. 62 If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever, the appointing authority parties shall appoint a new arbitrator in his place. The Arbitral Tribunal shall determine all matters in disputes other than EXCEPTED MATTERS as below:-</p> <ul style="list-style-type: none"> · Scope of Work · Technical and Function Specification · Discrepancies (varying or conflicting provisions among documents, agreement) · Suspension or discontinuation of work · Acceptance of deliverables <p>In the above EXCEPTED MATTERS, the decision of the Senior Executive will be final, conclusive and binding on the parties hereto and shall be without appeal.</p>	Please be guided by the RFP.
235	Sec J: Terms & Conditions; Item# 19 T&C for HW maintenance during Warranty & AMC Period; Point e); Page 47	In case of partial/full damage or loss of the equipment due to reasons beyond the control of LIC, such as theft, fire, floods etc., the vendor should supply working standby equipment with same configuration or higher with all services	As per the Technical Annexure LIC plans to procure same configuration of equipment in DC and DR location. In case of a disaster at any one site the other site will takeover completely to provide business continuity.	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		restored, as if it is a normal breakdown.	In such a case the need to provision a standby system of similar configuration does not arise. Request LIC to amend / remove this clause.	
236	Sec J: Terms & Conditions; Item# 19 T&C for HW maintenance during Warranty & AMC Period; Point e); Page 47	In case of partial/full damage or loss of the equipment due to reasons beyond the control of LIC, such as theft, fire, floods etc., the vendor should supply working standby equipment with same configuration or higher with all services restored, as if it is a normal breakdown.	As per the Technical Annexure LIC plans to procure same configuration of equipment in DC and DR location. In case of a disaster at any one site the other site will takeover completely to provide business continuity. In such a case the need to provision a standby system of similar configuration does not arise. Request LIC to amend / remove this clause.	Please refer Corrigendum.
237	9. Settlement of Disputes/Arbitration @ pg. 62	9. Settlement of Disputes/Arbitration @ pg. 62 e. No interest will accrue on any amount during the Arbitration proceedings	Discretion can't be taken away. Seek deletion of this sub-clause.	Please be guided by the RFP.
238	Page 49 - 23. Intellectual Property Rights	Entire clause on Intellectual Property Rights	For NTTI services, these services are non-exclusive and hence there shall be no transfer of IPRs. For OEM/ OSD products/ services transfer of IPRs shall be as per the terms offered by the OEM/ OSD. Warranties on IPRs on equipment shall be as per the terms provided by the OEM. There should not be any warranties on IPRs for services.	Please be guided by the RFP.
239	RFP Page no. 60 (S. no. 7)	No consortium or sub-contractor bidding is allowed.	Kindly allow for consortium or sub-contractor bidding	Please be guided by the RFP.
240	Rights reserved by LIC @ pg. 63	14. Rights reserved by LIC @ pg. 63 LIC reserves absolute and unconditional right to: (h). To debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect, (j). Decide all unforeseen issues on the merits of each case	Legal seeks deletion. Can't judge it's own case.	Please be guided by the RFP.
241	Activity Schedule, Page No.	Mode of submission Online.	Mode of submission is mentioned as Online	Please be guided by

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	No 14 Point 5		while in instruction to bidder on page number 17 is mentioned as hardcopies submission of all documents. Need clarity if all documents need to be submitted with its for EMD, Bid processing Fee receipt, & integrity pact.	the RFP.
242	Page #40	Variations proposed by LIC - LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services, appliances, licenses, etc. Any change in the scope beyond this 25% will be informed to the vendor in writing. If LIC wants to vary the Services:	Needed clarity on this	Please be guided by the RFP.
243	Page-25, Clause-23.5	Subcontracting	No Subcontracting is permitted for the scope of work to be provided to LIC pursuant to this RFP.	Please be guided by the RFP.
244	4. Indemnity @ pg. 58	4. Indemnity @ pg. 58 (a) (6) If any service is or is likely to be held to be infringing, vendor will at its expense and option either: i. Procure the right for LIC to continue using it; ii. Replace it with a non-infringing equivalent; or iii. Modify it to make it non-infringing. The foregoing remedies constitute LIC's sole and exclusive remedies and vendor's entire liability with respect to infringement.	Number it as a different clause as it relates to process. This point should not come under indemnity. 4. Indemnity @ pg. 58 (a) (6) If any service is or is likely to be held to be infringing, vendor will at its expense and option either: i. Procure the right for LIC to continue using it; ii. Replace it with a non-infringing equivalent; or iii. Modify it to make it non-infringing. If i, ii, and iii are not commercially reasonable then Bidder will have the right to terminate the relevant Services. The foregoing remedies constitute LIC's sole	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			and exclusive remedies and vendor's entire liability with respect to infringement.	
245	Sec C: Eligibility Criteria; Item#7 Page 11	In case the bidder is not OEM, a letter of authorization (MAF) to this effect from OEM(s) specifying that in case authorized representative is not able to provide support/upgrade during contract period, OEM shall provide the same product or the required components t	OEM provides standard MAF for all partners. Format of the samewe will share if required so request LIC to accept the same.	Please be guided by the RFP.
246	Sec J: Terms & Conditions; Item# 19 T&C for HW maintenance during Warranty & AMC Period; Point j); Page 47	No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorized Officials.	Oracle Engineered Systems provide proactive monitoring for Hardware failures. The system may send Hardware status/telemetry data outside LIC's premises. This is required to maintain system availability. This can be disabled at your request but may have impact on system uptime.	Please be guided by the RFP.
247	Sec J: Terms & Conditions; Item# 19 T&C for HW maintenance during Warranty & AMC Period; Point j); Page 47	No component of the System/data/ log information will be taken out of LIC's premises without clearance from LIC's authorized Officials.	Oracle Engineered Systems provide proactive monitoring for Hardware failures. The system may send Hardware status/telemetry data outside LIC's premises. This is required to maintain system availability. This can be disabled at your request but may have impact on system uptime.	Please be guided by the RFP.
248	Sec C: Eligibility Criteria; Item#7 Page 11	In case the bidder is not OEM, a letter of authorization (MAF) to this effect from OEM(s) specifying that in case authorized representative is not able to provide support/upgrade during contract period, OEM shall provide the same product or the required components t	Oracle provides standard MAF for all partners. Format of the same is attached. Request LIC to accept the same.	Please be guided by the RFP.
249	23. Intellectual Property Rights; Page No.49	e) Rights in Vendor's Pre-existing IPR:	Please clarify	Please be guided by the RFP.
250	23. Intellectual Property Rights; Page No.50	f) IPR Warranty	Please clarify	Please be guided by the RFP.
251	23. Intellectual Property Rights; Page No.50	g) Remedy for breach of warranty	Please clarify	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
252	25. Protection of Personal Information	<p>(2) Security clearance LIC may, from time to time, notify the vendor of the level of security or access clearance applicable to the vendor's personnel, and the date from which, or the period during which, that clearance will be effective and the vendor must comply with and ensure its personnel act in accordance with that notice. Bidder will be responsible for all costs associated with obtaining security clearances.</p>	Please clarify what costs will be associated to obtain security clearance	Please be guided by the RFP.
253	General query		Please let us know what are the current security services deployed along with respective OEMs details ?	This information will be shared with the selected vendor.
254	10. Patent Rights and other litigation costs @ pg. 63	<p>10. Patent Rights and other litigation costs @ pg. 63 In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the Hardware deliverables, in LIC's country, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received. In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and service delivered. For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are</p>	Process is already covered in Indemnity sub-clause 6. Not needed here. Hence, seek deletion.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		considered as a direct claim.		
255	Sec D: Instruction to the Bidders; Item#14 Commercial Bid Submission; Point a) Page 20	The estimated quantities of each line item are mentioned in the Commercial Bid document Annexure-II. The quantities are indicative and may vary to the extent of + 50%. However, the actual quantities will be as reflected in the Purchase Orders.	Quantity variation of +50% is very high. Is it possible to give realistic requirement and future purchases in a realistic manner.	Please be guided by the RFP.
256	9. Settlement of Disputes/Arbitration	<p>The vendor and LIC shall endeavor their best to amicably settle all disputes arising out of or in connection with this RFP in the following manner: If a dispute arises in relation to the conduct of the contract (dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause.</p> <p>A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules, or enactments thereof.</p> <p>a. In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred in writing to an arbitrator appointed mutually, whose decision shall be final and binding upon both the parties. Such reference shall be</p>	<p>Request amendment in this clause.</p> <p>The vendor and LIC shall endeavor their best to amicably settle all disputes arising out of or in connection with this RFP in the following manner:</p> <p>If a dispute arises in relation to the conduct of the contract (dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause.</p> <p>A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules, or enactments thereof.</p> <p>a. In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or</p>	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		<p>deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.</p> <p>b. Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides.</p> <p>c. The vendor shall not be entitled to suspend the service(s) or the completion of the job, pending resolution of any dispute between the parties and shall continue to render the service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the parties or the subsistence of any arbitration or other proceedings.</p> <p>d. The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.</p> <p>e. No interest will accrue on any amount during the Arbitration proceedings</p> <p>The procedure of law of Arbitration shall be Indian Law.</p> <p>If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever, the appointing authority shall appoint a new arbitrator in his place.</p> <p>The Arbitral Tribunal shall determine all matters in disputes other than EXCEPTED MATTERS as below:-</p> <ul style="list-style-type: none"> • Scope of Work • Technical and Function Specification • Discrepancies (varying or conflicting provisions 	<p>claim of liability the same will be referred in writing to an arbitrator appointed mutually, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.</p> <p>b. Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides.</p> <p>c. The vendor shall not be entitled to suspend the service(s) or the completion of the job, pending resolution of any dispute between the parties and shall continue to render the service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the parties or the subsistence of any arbitration or other proceedings.</p> <p>d. The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the Contractor shall be withheld on account of such proceedings.</p> <p>e. No interest will accrue on any amount during the Arbitration proceedings</p> <p>The procedure of law of Arbitration shall be Indian Law.</p> <p>If the arbitrator so appointed resigns his appointment or vacates his office or is</p>	

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		<p>among documents, agreement)</p> <ul style="list-style-type: none"> • Suspension or discontinuation of work • Acceptance of deliverables <p>In the above EXCEPTED MATTERS, the decision of the Senior Executive will be final, conclusive and binding on the parties hereto and shall be without appeal.</p>	<p>unable or unwilling to act due to any reason whatsoever, the appointing authority shall appoint a new arbitrator in his place. The Arbitral Tribunal shall determine all matters in disputes other than EXCEPTED MATTERS as below:-</p> <ul style="list-style-type: none"> • Scope of Work • Technical and Function Specification • Discrepancies (varying or conflicting provisions among documents, agreement) • Suspension or discontinuation of work • Acceptance of deliverables <p>In the above EXCEPTED MATTERS, the decision of the Senior Executive will be final, conclusive and binding on the parties hereto and shall be without appeal.</p>	
257	5. Sanctions for Violations: 5.3. Fall Clause:	The Bidder undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems having same scope of work, payment terms and all other applicable terms and conditions, at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage of Bidding process that similar product/systems or sub systems/items was supplied by the Bidder to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract has already been concluded.	Request amendment of the underline word- The Bidder undertakes that it has not supplied/is not supplying identical product/systems/items or subsystems having same scope of work, payment terms and all other applicable terms and conditions, at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage of Bidding process that identical product/systems or sub systems/items was supplied by the Bidder to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, if the contract	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			has already been concluded.	
258	23.10 Information Ownership	<p>All information processed, stored, or transmitted by the vendor in the course of implementation and maintenance of the solution belongs to LIC. By having the responsibility to maintain the equipment, the Vendor does not acquire implicit access rights to the information or rights to redistribute the information. The Vendor understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.</p> <p>This RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information may be necessary or desirable to enable an intending respondent to determine whether or not to enter into a contract or arrangement with LIC of India in relation to the provision of contact centre services. Neither LIC of India nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.</p>	Request deletion of the word "criminal"	Please be guided by the RFP.
259	Sec J: Terms & Conditions; Item# 6 Varying the Services; Point I, Page 40	LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services, appliances, licenses, etc.	Request LIC to provide clarification in terms of the duration during which the scope of the contract can change. This would have an impact on the agreed costs, timelines etc.	Please be guided by the RFP.
260	Sec J: Terms & Conditions; Item# 19 T&C for HW maintenance during Warranty & AMC Period; Point c); Page 47	Warranty should not become void if LIC buys any other supplemental hardware from a third party and installs it in these machines in the presence of the representative/ engineer of the vendor	Request LIC to remove this clause as these are high end appliances and any interference of third party hardware could cause severe breach in SLAs and project schedules	Please be guided by the RFP.
261	47 / Transportation & Shifting	Whenever any Hardware equipment is taken out of an LIC site for repair, the same hardware has to be	request you to remove this clause	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		<p>returned after repair unless it is declared to be irreparably damaged. When any Hardware equipment is taken out of an LIC Office for repair, the vendor shall make all arrangements for removal of the equipment, transit insurance, its transportation to the workshop and back to LIC's site and its re-installation. Insurance of such equipment also has to be arranged by the Vendor and all expenses for the above shall be borne by the Vendor. The vendor shall hand over and reinstall the systems in 100% working condition after repair/maintenance/rectification within 30 days, after repair/maintenance/rectification. Thereafter, the Vendor shall reinstall the same machine after repair unless it is declared to be irreparable.</p>		
262	Page No 47, 19.Terms & Conditions for maintenance of Hardware during the Warranty and AMC period	Warranty should not become void if LIC buys any other supplemental hardware from a third party and installs it in these machines in the presence of the representative/ engineer of the vendor.	Requesting you to remove this clause from RFP as it may create malfunctioning in the OEM provided hardware.	Please be guided by the RFP.
263	Sec D: Instruction to the Bidders; Item#13 Technical Bid Submission; Point e) Page 20	Against each item in the Technical bid specifications, the requirements stated are of minimum specifications expected, compliance to which is mandatory. However, in case the Bidder wishes to supply higher specification, the deviation has to be clearly mentioned in the Technical bid under the column "Deviation" and this may be accepted by LIC after evaluation	RFP provides minimum specifications and if higher specifications are provided it will be considered as Deviation. Also there is no column for "Deviation" in the Technical Bid format. Request LIC to provide clarification.	Deviation, if any, can be mentioned in the space provided for the same at the end of Revised Technical Annexure.
264	23. Intellectual Property Rights b) LIC ownership of Intellectual Property Rights in Contract Material-	<p>i) All Intellectual Property Rights in the Contract Material shall vest in LIC; ii) to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free,</p>	Seek deletion of this clause. Contract material is not defined.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.		
265	Page # 44; Point 11	Approved Rates under RFP - The rates approved by LIC will be valid up to two years from the date of signing of MSA. The selected bidder(s) should ensure that the hardware items quoted will be available for supply for Purchase Orders issued up to above mentioned period. 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 rates, subject to evaluation/ OEM certificate wherever required and LIC's approval. Similarly, the spares for all the hardware provided under the scope of this RFP shall be available for a period of Seven years from the date of PO. LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period of up to 180 days.	The price locking period to be till 6 months from Order received	Please be guided by the RFP.
266	3. Force Majeure Clause @ pg. 58	3. Force Majeure Clause @ pg. 58 c) Unless otherwise directed by LIC in writing, the vendor shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event. Notwithstanding the above, the decision of LIC shall be final and binding on the vendor.	The whole point of FM is lost, can't agree to this sub-clause. Seek deletion.	Please be guided by the RFP.
267	Sec D: Instruction to the Bidders; Item#23 Standard Terms & Conditions; Point 23.5) Subcontracting; Page 25	No Subcontracting is permitted for the scope of work to be provided to LIC pursuant to this RFP.	This clause should be relaxed as there may be need for specialised resources to ensure project delivery to the highest standards.	Please be guided by the RFP.
268	19.Terms & Conditions for maintenance of Hardware during the Warranty and	e) In case of partial/full damage or loss of the equipment due to reasons beyond the control of LIC, such as theft, fire, floods etc., the vendor	This is a force majeure situation. Bidder cannot take the responsibility in case of force majeure situations beyond bidders	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	AMC period;Page No.47	<p>should supply working standby equipment with same configuration or higher with all services restored, as if it is a normal breakdown.</p> <p>f) 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. If the vendor does not provide standby equipment, the penalties as per SLAs defined below will be imposed.</p>	control within LIC premise or 3rd party Datacentre	
269	4. Indemnity @ pg. 58	<p>4. Indemnity @ pg. 58 (b) (8) in the event that the vendor is obligated to indemnify LIC pursuant to this clause, the vendor will, upon payment of such indemnity in full, be subrogated to all rights and defenses of LIC with respect to the claims to which such indemnification relates; and</p>	We cannot subrogate. Seek deletion of this clause.	Please be guided by the RFP.
270	Page 63 - 10. Patent Rights and other litigation costs	<p>In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim</p>	We propose to make this clause mutual.	Please be guided by the RFP.
271	23. Intellectual Property Rights, c) Responsibility of the successful bidder:	<p>It would be the responsibility of the successful bidder to ensure that it has legal, valid and current rights to provide all the deliverables as sought under this RFP. LIC acknowledges that, save as expressly provided elsewhere in this RFP, all Intellectual Property Rights in relation to the</p>	What is this Escrow Arrangement? Need clarification.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		software, its documentation, development, coding and any adaptations, translations and derivative work, whether a copyright, trade mark, patent, trade secret design or otherwise, provided to LIC by the bidder during, in connection with or in relation to fulfilling its obligations under this RFP will belong to and shall remain a property of the bidder or its licensor, except under the condition when LIC has taken possession of the software through its rights bestowed upon by the Escrow arrangement.		
272	other conditions ,Point 5 Price Negotiation Committee (PNC) Meeting. Page 60	The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation	What will be final selction process of vendor RA or PNC	Please be guided by the RFP.
273		24 x 7 (365 days a year)		Please be guided by the RFP.
274		8 am to 8 pm (on all working days)	as per RFP you have requested for 2 Onsite engineers for 8AM to 8PM support . Kindly clarify whether remote monitoring to be done during non-working hours?	Remote monitoring may be required as per need.
275	8	8. Consequences of Termination of Selected Bidder In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the	Request to add the underlined matter and remove the strikethrough content from the clause: 8. Consequences of Termination of Selected Bidder In the event of termination of the <u>Agreement selected Bidder</u> due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise] , LIC <u>and Bidder</u> shall be entitled to impose any such obligations and conditions and issue any clarifications <u>mutually agree on the terms and conditions</u> as may be necessary to ensure an efficient transition	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		<p>execution/continued execution of the scope of the work defined in RFP. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.</p>	<p>and effective business continuity of the Service(s). which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.</p>	
276	52 /Termination and reduction for convenience	Termination and reduction for convenience LIC may at any time by a prior notice of 30 days , terminate the contractor and/ or reduce the scope of service	Bidder to be compensated for the service already backlined & amount Paid to OEM / Distributors	Please be guided by the RFP.
277	Page #52; Point 27. b.	Termination and reduction for convenience	During such thirty (30) day notice period, Velocis shall have a cure right. If such notice is curable within 15 days' such termination notice will be set aside and contract will continue , and if not cured within such period termination will be effective upon the date immediately following the expiration of the thirty (30) day notice period, and Velocis shall be entitled to the payment for the undisputed work.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
278	8. Consequences of Termination of Selected Bidder	<p>In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP.</p> <p>Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.</p> <p>The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.</p>	<p>Request amendment as underlined below - In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP.</p> <p>Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise, in the event of successful Bidder's breach.</p> <p>The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.</p>	Please be guided by the RFP.
279	Page No 52	LIC may, at any time, by a prior written notice of 30 days, terminate the contractor and / or reduce the scope of the services.	request termination period to be changed to ninety days.	Please be guided by the RFP.
280	51 / Termination clause	If Vendor fails to comply with the clause for Performance Assessment and, if any part of the	We would request you to amend the clause as per below.	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving the Vendor written notice of 15 days.	If Vendor fails to comply with the clause 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 immediately by giving the Vendor written notice of 30 days.	
281	19.Terms & Conditions for maintenance of Hardware during the Warranty and AMC period;Page No.46	b) Spares for the hardware should be available for a minimum period of 7 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). The entire responsibility will rest on the selected vendor for servicing and proper functioning of the equipment supplied. During specified tenure, if it is found that spares or support of hardware is EOSL and is not available, then the existing hardware will have to be replaced by equivalent or higher model by the Selected Vendor at no extra cost to LIC.	Kindly change the clause to "Spares for the hardware should be available for a minimum period of 5 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). The entire responsibility will rest on the selected vendor for servicing and proper functioning of the equipment supplied. Parts shall be made available during the AMC period to keep the solution up and running. Please delete this clause"During specified tenure, if it is found that spares or support of hardware is EOSL and is not available, then the existing hardware will have to be replaced by equivalent or higher model by the Selected Vendor at no extra cost to LIC."	Please be guided by the RFP.
282	E. BROAD SCOPE OF WORK:	Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Can you share the tentative Venue, number of batches, size of batches and duration of the Training. Will respective Training Completion certificate suffice or you are looking at OEM certification & for how many people?	Please refer Corrigendum.
283	Page-31, Section-12, HARDWARE AND	Training: Vendor/OEM shall train and certify designated officials for the items in scope for	every course and trainings has specified duration and available online so duration	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	SOFTWARE REQUIREMENTS	configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	and location can not be decided later.	
284	12. Training, Page 31	Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Kindly share the number of officials to be trained.	Please refer Corrigendum.
285	Broad Scope of work : Point 12 (page 31)	Training	Please Quantity 1. Training on what components required 2. Training frequency (half yearly / Once a year / once during the contract etc) 3. Will online/ Virtual training be ok with LIC ?	Please refer Corrigendum.
286	E. BROAD SCOPE OF WORK: 12.	12. Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Query We request LIC to clarify if the training shall be online / on site / self-paced & web based.	Please refer Corrigendum.
287	E. BROAD SCOPE OF WORK: 12.	12. Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Query We understand, 1) The training shall be for the cloud stack 2) This is not a certification training (theory) but the scope mentioned under this clause. Please confirm or clarify	Please refer Corrigendum.
288	Scope of Work 12, Page 33	Training: Vendor/OEM shall train and certify	Training duration, No of participant should	Please refer

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	be defined	Corrigendum.
289	Page #31; Point #12	Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC. Please specify time period number of people to be trained	Please refer Corrigendum.
290	31/ Training	Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Traning Cost is not part of the commerical Annexure - II Clarity is needed on the duration and venue of training.	Please refer Corrigendum.
291	LIC Main RFP, E. Broad Scope of Work,Point-12	Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	We would request LIC to confirm whether designated LIC officials needs to be certified by OEM or Bidder ? If yes , how many designated LIC officials needs to be trained and certified ?would request LIC to consider online ore remote training mode .	Please refer Corrigendum.
292	E. BROAD SCOPE OF WORK , Point # 12 and page # 31.	Training: Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration,	would request LIC to confirm whether designated LIC officials needs to be certified by OEM or Bidder ? If yes , how many designated LIC officials needs to be trained	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	and certified ?would request LIC to consider online ore remote training mode .	
293	C. ELIGIBILITY CRITERIA:	C. ELIGIBILITY CRITERIA:	Bidder should have partnership with OEM of the proposed technology.	Please be guided by the RFP.
294	2. Criteria for Technical Evaluation	2. Criteria for Technical Evaluation	References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria)	Please refer Corrigendum.
295	2. Criteria for Technical Evaluation	2. Criteria for Technical Evaluation	References of proposed Solution implementation by bidder in India in BFSI/Govt./PSU (As specified in Eligibility Criteria)	Please refer Corrigendum.
296	Annexure-IV	Annexure-IV	Details of Projects undertaken. Details of Projects/PO's executed for supply of HCI/Integrated Systems, in last three Financial years: (Multiple Purchase Orders from the same customer in the same year can be clubbed.)	Please be guided by the RFP and Corrigendum.
297	Criteria for Technical Evaluation	2. Criteria for Technical Evaluation--TABLE – Technical Scoring Model Criteria Para-3 Page No. 35	References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria) >5 References--15 Marks 2 to 5 References--10 Marks	Please refer Corrigendum.
298	Criteria for Technical Evaluation	2. Criteria for Technical Evaluation--TABLE – Technical Scoring Model Criteria Para-4 Page No. 35	References of proposed Solution implementation by bidder in India in BFSI/Govt./PSU (As specified in Eligibility Criteria) At Least one Reference--5 Marks No References--0 Marks	Please be guided by the RFP and Corrigendum.
299	Criteria for Technical Evaluation	2. Criteria for Technical Evaluation--TABLE – Technical Scoring Model Criteria Para-6 Page No. 35	Average Turnover for the last 3 Financial Years (As specified in Eligibility Criteria) Turnover (>400 Crores)--10 Marks Turnover (150-400 Crores)--5 Marks	Please be guided by the RFP and Corrigendum.
300	Instructions for Bid Submission	12. Instructions for Bid Submission / Page No. 16, Point no. (t).	In case of non-compliance by the bidder to any of the instructions pertaining to bid	Please be guided by the RFP.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			submission as stated in the RFP, a penalty of Rs. 10,000/- will be charged and recovered from the EMD.	
301	Technical Bid Submission	13. Technical Bid Submission:. Page No. 19/ Point No. (d)	The Bidder should quote only those products which will not be declared end-of-life or end of sale during 12 months from the date of submission of the bid. In case any of the model(s), quoted by the bidder and approved by LIC, becomes End of life, before completion of twelve months, the bidder shall provide model of higher configuration, if approved by LIC, without any escalation in cost. The Bidder will have to submit the technical annexure along with the supported documents for the suggested model. Further, the bidder will have to deposit an amount of Rs. 5000/- plus applicable GST as a technical evaluation fees for evaluation of the changed model.	Please be guided by the RFP.
302	Bid Validity Period	18. Bid Validity Period / Page No. 21 / Point No. 18	Bid Validity Period Bids shall remain valid for 12 months after the last date of bid submission 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.	Please be guided by the RFP.
303	Payment Terms	18.Payment Terms / page no. 46 / Poin nos. d, e, f, g	d) 35% of the payment will be made on delivery of the Hardware & software and submission of Invoice cum delivery Challan duly printed on the vendor's own letter head, which should contain description of hardware and machine serial numbers invariably and signed by LIC's officials with name, designation, date and stamp. e) 45% payment will be made on installation, acceptance Test and Go Live (completion of entire scope of work activity	Please refer Corrigendum.

RFP terms and conditions related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			to make the Infrastructure ready for use). f) 10% payment will be made after six months from the date of issuance of certificate of successful commissioning and implementation of the project. g) Balance 10% payment will be made at the end of the warranty period.	
304	C - ELIGIBILITY CRITERIA	C - ELIGIBILITY CRITERIA - point no - 7 page no - 11	The bidder should have presence with own offices or Service Centres in Mumbai and Bengaluru. "The bidder should have presence with own offices or Service Centres in Mumbai and Bengaluru. In case if Bidder does not have presence in both cities than bidder .	Please be guided by the RFP.
305	G. BID EVALUATION: TABLE	G. BID EVALUATION: TABLE – Technical Scoring Model Criteria - point no. - 3 page no - 35	References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria)	Please refer Corrigendum.
306	G. BID EVALUATION: TABLE	G. BID EVALUATION: TABLE – Technical Scoring Model Criteria - point no. - 4 page no - 35	References of proposed Solution implementation by bidder in India in BFSI/Govt./PSU (As specified in Eligibility Criteria)	Please refer Corrigendum.
307	Software Licenses - E. BROAD SCOPE OF WORK	Software Licenses - E. BROAD SCOPE OF WORK:- 1. HARDWARE AND SOFTWARE REQUIREMENTS: ii. Software/Application Stack: Point No - 1	(1) RHEL and MySQL licenses available with LIC will be used, wherever required. (2) There may be a requirement of Windows VMs in future. Hence rates for Windows server and MS SQL licenses are being discovered through this RFP. However the purchase orders for the same will be placed depending on actual requirement.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
308	Technical Specifications Sr.No.143	The solution should be highly programmable through APIs integration from a central management point and can be integrated with major industry software automation management / cloud tools to automate end users' service requests	It differs from OEM to OEM	RFP requirement is capability of integrations through APIs
309	Technical Annexure-I, Point 114	The solution shall support extensibility capabilities to customize machine configurations and integrating machine provisioning/management with other enterprise-critical systems Domain Name System (DNS) servers through APIs .such as load balancers, configuration management databases (CMDBs), ticketing systems, IP address management systems, or	Please share load balancers/Ticketing systems/IPAM solution for compatibility	RFP requirement is capability of integrations through APIs
310	Technical Annexure-I Page#9 SL No 101	The software must support multiple application profiles for private cloud as well as public cloud service providers.	Request LIC to define Application profile characteristics	Application can be implemented as three-tier architecture, monolithic, with load balancer etc.
311	Technical Annexure-I Point 109	The software must allow the designer to create multiple replicas of the VMs providing min and max no. LIC wants to create simultaneous VMs across DC and DR to have sync in configuration and wants this to be enabled from Day-1. Data replication in case of Active-Active VMs at DC-DR sites, will be taken care by application team.	Active - Active VMs across FAR sites would global load balancers deployed, what is the current make / model, what is round trip level latency across LIC DCs, Assume LIC has required these pre-requisites in place for applications to work integratedly , consistently across sites, please confirm.	LIC wants to create VMs across DC and DR which will have same configuration. Data/ Database level replication between DC and DR VMs will be handled by user department application team.
312	Page-14, Clause-174	Proposed backup software should be able to leverage Immutable Cloud based storage like S3-Immutable service to prevent backup copies of data from any corruption or ransomware attacks.	As per understanding immutability needed on primary backup target as well as Cloud based storage like S3 to prevent backup copies from any corruption or ransomware attacks? Pl clarify as short term data will always store on primary backup target and long term data stored on Cloud based storage like S3	Immutability needed on primary backup target as well as cloud based storage.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
313	Technical Annexure-I - Backup Solution - Page 109 , Point 164	Should be able to provide backup window of 10 hours	Please confirm data type & data size breakup as per data type	Please refer to revised technical annexure
314	Technical Annexure-I - Backup Solution - Page 109 , Point 164	Should be able to provide backup window of 10 hours	Kindly confirm front end data to backup in 10 hrs Please confirm if you are talking about FULL backup or incremental backup	Please refer to revised technical annexure
315	Technical Annexure-I - Backup Solution - Page 109 , Point 165	Proposed backup hardware should support throughput of 2TB/hour	Kindly advise recommended throughout to meet up your business requirement for completing backup window. We see challenges as 2 TB/hr will not meet your required backup window of 10 hours. As we observe, with existing requested parameters LIC will be able to complete 100 TB of data backup in 50 Hrs (2-3 Days). Kindly advise !	Please refer to revised technical annexure
316	Technical Annexure-I, 65, Page 6	Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	Backup data size of 130TB mentioned in RFP is post dedupe or prior to dedupe?	130 TB is Prior to deduplication
317	Technical Specifications Sr.No.164	Should be able to provide backup window of 10 hours	Backup window cannot be committed as it is depend on number of aspects i.e. source machine/storage throughput, backup storage throughput, backup size etc.	Please be guided by the RFP.
318	Technical Annexure-I - Backup Solution - Page 109 , Point 199	Erasure coding algorithm provided must support data protection against 1 drive failure across same storage node or failure of 1 storage node	Considering criticality, request you to consider minimum 2 drive failure across same storage node	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
319	Technical Annexure-I - Backup Solution - Page 109 , Point 160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	Considering Data security, performance with sequential write with dedicated physical controller, maximum no of dedicated data transfer ports request you to consider Non HCI platform for Primary Backup Storage.	Please be guided by the RFP.
320	Backup Solution	Proposed backup software should be able to Hardened the Linux Repository. This service will prevent backup copies of data from any corruption or ransomware attacks	Data stored in Linux hardened repository can be deleted using sufficient root access privileges, we suggest to amend the clause as " Purpose built backup appliance (VTL) must be proposed for backup target with data locking feature complied with Cohasset Associates, SEC 17a-4(f) Compliance, FDA 21 Part II. Where in data once locked can not be deleted / modified by any user, even with root or super admin user to protect the data from any corruption or ransomware attacks as well insider attack.	Please be guided by the RFP.
321	Page-14, Clause-178	Proposed solution should support options for immutability, WORM, Air-Gap and data isolation for backup data.	Kindly confirm Immutability support needed only on Cloud storage or on primary backup target as well?	Immutability needed on primary backup target as well as cloud based storage.
322	Technical Annexure-I - Backup Solution - Page 109 , Point 160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	Kindly confirm type of data bifurcation including image & non images. The non comprasable data may have challenge & may impact DC storage sizing	No image data in backup. All image data will be written to Object Storage directly
323	Technical Annexure-I Backup Solution -	The proposed backup software should provide Instant recoveries for any backup.	Kindly specify the workloads where Instant Recoveries needs to be performed.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
324	Technical Annexure-I Backup Solution -	Backup schedule to be supported by offered product: Daily, Weekly, Monthly, Yearly. Backup retention policy for DC: Daily Backup-6 copies, Weekly Backup-1 copy Backup retention Policy for DR: Daily Backup-24 copies, Weekly Backup-4 copies, Monthly Backup-12 copies, Yearly Backup-3 copies	Need details of the workload size in DC (FET Data size for sizing DC Backup Target storage).	Please refer to revised technical annexure
325	Technical Annexure-I Backup Solution -	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	Need details of the workload size in DC (FET Data size for sizing DC Backup Target). Clarify if separate Software license required for DC and DR.	Please refer to revised technical annexure. Separate Software license not required for DR.
326	Backup Solution	179 The backup software must Allow cyber threat tool to report infections directly into the backup tool Incident API, marking existing restore points as infected or triggering a backup. 180 The backup software must instantly reports backup inconsistencies into SIEM tools so we can act fast and reduce further risk to data 184 The Proposed backup Software should support Syslog and SIEM Tool integration. 186 Backup software should support Multi factor authentication for accessing Backup console and console auto log-off functionality.	Query We request LIC to provide details of the Cyber Threat Tools, SIEM tools, MFA and other tools to be integrated. This information we week to confirm interoperability.	RFP requirement is capability of integrations through APIs
327	Backup Solution	174 Proposed backup software should be able to leverage Immutable Cloud based storage like S3-Immutable service to prevent backup copies of data from any corruption or ransomware attacks	Query We understand that this feature should be available however this functionality is not to be offered and deployed in the current scope.	Immutability needed on primary backup target as well as cloud based storage.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
328	Technical Annexure-I Page#13 SL No 161	Proposed Backup solution should be based on 'Disk-To-Disk-To-Disk' Technology and the proposed backup software/appliance should be in the Leaders quadrant in the latest available Gartner Magic Quadrant for Backup and Recovery Solutions.	Request LIC to relax Gartner's Leaders Quadrant requirement.	Please be guided by the RFP.
329	Technical Annexure-I - Backup Solution - Page 109 , Point 161	Proposed Backup solution should be based on 'Disk-To-Disk-To-Disk' Technology and the proposed backup software/appliance should be in the Leaders quadrant in the latest available Gartner Magic Quadrant for Backup and Recovery Solutions.	To select best performance technology storage solution, request you to consider "Gartner Leaders Magic Quadrant for Primary Storage"	Please be guided by the RFP.
330	Technical Annexure I, Backup Solution,Point-167	The proposed Backup software must offer capacity or instance based licenses with no restrictions on type of arrays (protecting heterogeneous storage technologies), front end production capacity or backup to disk target capacity restrictions. Licenses and associated hardware should be supplied for both primary and DR site. if bidder is quoting capacity based licenses , bidder should quote per 1 PB capacity based licenses. if bidder is quoting instance based licenses , bidder to quote licenses for 2500 VMs	We would request LIC to share the workload breakup for Physical and Virtual Machines so that licenses can be quoted accordingly.	Backup is required for virtual machines.
331	Page-29, Section-1.ii.2, HARDWARE AND SOFTWARE REQUIREMENTS	There may be a requirement of Windows VMs in future. Hence rates for Windows server and MS SQL licenses are being discovered through this RFP. However the purchase orders for the same will be placed depending on actual requirement.	please let us know how many licenses will be required or else we will calculate on the basis of total available cores	Bidder has to take care of Technical Requirement and enter quantity of required windows license, in commercial annexure.
332	Sec D: Instruction to the Bidders; Item#13 Technical Bid Submission; Point e) Page 20	Against each item in the Technical bid specifications, the requirements stated are of minimum specifications expected, compliance to which is mandatory. However, in case the Bidder wishes to supply higher specification, the deviation has to be clearly mentioned in the Technical bid under the column "Deviation" and this may be accepted by LIC after evaluation	RFP provides minimum specifications and if higher specifications are provided it will be considered as Deviation. Also there is no column for "Deviation" in the Technical Bid format. Request LIC to provide clarification.	Deviation, if any, can be mentioned in the space provided for the same at the end of Revised Technical Annexure.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
333	Cloud Management Platform	126. Solution should have capability to automate Software deployment and updates in VM's OS and Should have capability to enforce Operating systems hardening and compliance.	is this for guest vm and functionality for patching required ? Is this system hardening and compliance part of secops -- pls specify any secops and security tools to be used	RFP requirement of security is for guest VM.
334	Cloud Management Platform	88 The solution shall provide a single pane of glass for automated provisioning with model-based orchestration of compute, network, storage, applications and custom services through a unified multi-tenant IT service catalog. 89 The solution shall allow authorized administrators, developers or business users to request new IT services, manage specific cloud and IT resources, while ensuring compliance with business policies	Query We request LIC to provide an estimated list of such integrations for provisioning for amination etc. specially which applications, which custome services should be integrated for provisioning and manage activities.	RFP requirement is for capabilities mentioned in specifications
335	Cloud Management Platform	82 Central administrator must be able to manage/control the self-service portal view for the tenants and enable multi tenancy. Any authorized user must be able to deploy the application using the published blueprint in his self-service portal. Services provided in self-service portal should cut across existing and upcoming infrastructure components.	Query We request LIC to provide estimated count of portals workflows VM templates blueprints Projects tenants business groups to be created. We seek this information to estimate manpower effort, time and cost to be factored.	RFP requirement is for capabilities mentioned in specifications

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
336	Cloud Management Platform	109 The software must allow the designer to create multiple replicas of the VMs providing min and max no. LIC wants to create simultaneous VMs across DC and DR to have sync in configuration and wants this to be enabled from Day-1. Data replication in case of Active-Active VMs at DC-DR sites, will be taken care by application team	Query We understand, under this clause LIC wants the following to be fulfilled. 1) Create multiple VMs in DC and/or DR simultaneously 2) These VMs are identical 3) The workflow defines the minimum and maximum count of VMs to be created Once VMs are created, LIC application team will take care of data replication and creating Active-Active relationship. Kindly confirm, clarify or provide additional points.	Please be guided by the RFP.
337	Technical Annexure-I / Cloud Management Platform / Pt.126	Solution should have capability to automate Software deployment and updates in VM's OS and Should have capability to enforce Operating systems hardening and compliance.	Since Cloud Management Platform only manages the Infrastructure upto the Virtual Machine level and does not make any changes inside the OS, kindly confirm if the ability to automate Software updates and enforce OS hardening and compliance has been asked for the Cloud Management and Infrastructure Management appliances.	This scope is limited to VMs
338	Cloud Management Platform		The section has many functionalities listed. We request LIC to provide list of features/functions to be deployed as part of the current project.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
339	Cloud Security	131. The solution should provide embedded/virtual machine distributed firewall and should provide near line rate performance.	its recommended to have embedded in hypervisor for distributed firewall to have much more secured way and there is no overhead and maintenance of the vm for firewall activities and as the guest vm migrates firewall policy also migrates.	Please be guided by the RFP.
340	Cloud Security	<p>132 The solution should enable integration of third-party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework</p> <p>133 The solution shall lend itself to network monitoring by supporting standards protocols (for remote network analysis).</p> <p>134 The solution shall provide ready integration with the proposed platform to automate delivery of networking & security services such as switching, routing and firewalling.</p> <p>137 The solution should have capabilities to integrate with industry-leading Solutions for antivirus, malware, intrusion prevention, and next-gen security services.</p> <p>156 Proposed solution should be certified and integrate with existing network underlay infrastructure which the LIC has already invested into. Please provide Design and integration document</p>	<p>Query We request LIC to provide information if the project involves scope of integration with any existing network and security components.</p> <p>If yes, please provide details of the same so interoperability can be confirmed and scope of integration to arrive at manpower estimate, time and costs.</p>	RFP requirement is capability of integrations through APIs

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
341	Technical Annexure- I, Page no. 9	Point no -109 The software must allow the designer to create multiple replicas of the VMs providing min and max no. LIC wants to create simultaneous VMs across DC and DR to have sync in configuration and wants this to be enabled from Day-1. Data replication in case of Active-Active VMs at DC-DR sites, will be taken care by application team.	Applicatoin level replication will be taken care by LIC then database replication who will take care?	LIC wants to create VMs across DC and DR which will have same configuration. Data/ Database level replication between DC and DR VMs will be handled by application team.
342	Technical Annexure- I, Page no. 8	Point no 92 -The solution should have capability for mixed deployment in a blueprint. eg. Provision database like Oracle, MSSQL in private cloud & Provision Application & Web Server in different cloud provider. eg. Web of Cloud and DB on Premise with L2 Extension.	Orcle licenses will be provided by Bidder or borne by LIC please confirm	Database licenses will be provided by LIC.
343	Technical Annexure- I, Page no. 8	Point no 92 -The solution should have capability for mixed deployment in a blueprint. eg. Provision database like Oracle, MSSQL in private cloud & Provision Application & Web Server in different cloud provider. eg. Web of Cloud and DB on Premise with L2 Extension.	Please provide Oracle, MS SQL database VM Qty so we can define no of licenses	Database licenses will be provided by LIC.
344	General Specifications	26 The solution should provide orchestration layer to have automated disaster recovery. The recovery plan should be granular enough to enable individual VM level recovery at the DR site. (for license calculation initial requirement: 2500 VMs)	Query We request LIC to confirm if DR automation for 2500VMs is to be configured. Also that, these 2500VMs are the VMs configured on the cloud being supplied under this RFP.	Please be guided by the RFP.
345	Technical_Annexure-I - Point No -72	The solution should deliver zero data loss in case of disk, host or network failure. The HCI Platform should have Disaster Recovery Orchestration to create Recovery Plans for the Virtual Machines	The solution should deliver zero data loss in case of one disk, one host or network failure. The HCI Platform should have Disaster Recovery Orchestration to create Recovery Plans for the Virtual Machines	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
346	Technical Annexure-I , General Specifications point # 26	The solution should provide orchestration layer to have automated disaster recovery. The recovery plan should be granular enough to enable individual VM level recovery at the DR site. (for license calculation initial requirement: 2500 VMs)	The solution should provide orchestration layer to have automated disaster recovery. The recovery plan should be granular enough to enable individual VM level recovery at the DR site. Would request Bank to consider automated disaster recovery / Disaster Recovery Orchestration for mission critical applications i.e. 100 VM licenses initially and later upgrade licenses as per requirement going forward in near future	Please be guided by the RFP.
347	Technical Annexure-I, Point 13	The solution shall provide a framework to integrate with 3rd party endpoint security solutions.	Please share the details of existing endpoint solution	RFP requirement is capability of integrations through APIs
348	Page-4, Clause-41	*Minimum IOPS required is 1,00,000 (expected Read Write Ratio of 60:40) for a mix work load. Physical to virtual cpu ratio considered is 1:4 Above usable resources are required even after one Node and one drive failure in a cluster.	It is recommended to have 2 nodes and two drive failure in cluster to achieve high availability and redundancy	Please be guided by the RFP.
349	Technical Annexure-I, Point 69	Should provide abstraction of GPU pool to allocate to VMs for GPU intensive workloads	Do we need to factor GPU based nodes?	GPU based nodes are not required to be factored in this solution. RFP is seeking capability of virtualization software as per specifications mentioned in technical annexure.
350	Hypervisor Related	69 Should provide abstraction of GPU pool to allocate to VMs for GPU intensive workloads	Query We understand, current scope does not include supply of any GPUs Kindly confirm or clarify	GPU based nodes are not required to be factored in this solution. RFP is seeking capability of virtualization software as per specifications mentioned in

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
				technical annexure.
351	Technical Annexure-I Page#6 SL No 69	Should provide abstraction of GPU pool to allocate to VMs for GPU intensive workloads.	Request LIC to make this an optional requirement. This should Not part of evaluation criteria as this is restricting to specific OEM.	Please be guided by the RFP.
352	Technical Annexure-I Point 41 /point 65	Cluster1, cluster2, cluster 3 - Total 1072 Cores , 36TB Memory, 1PB Stroage is planed for day1. Point 65 - Existing 400 VMs need to be migrated	Bank need to share ,how much compute , storage space, IOPs be be required for 400 VMs, if sizing planed in point 41 be enoguh on day1. Bank need to follow change request for additional infra required if any, hope this is the plan on scaling up/ scaling out for growth. What is the backup target source - is it on disk or tape drives, please share make model details . Would target be one of the storage getting procured through thIS RFP or else please share target backup details.	Resources required for existing setup are already included in the new cloud requirements. Backup target is disk based backup, which is being procured through this RFP.
353	Functional Specifications	42 For Cluster-1: 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher	Change Request Please change to "minimum 2.4GHz" justification: There is no intel processor 32core & 2.5GHz The intel processors available are Gold 6448H @2.4 GHz Max 9462 Processor @ 2.7 GHz Platinum 8462Y+ @ 2.8 GHz	Please be guided by the RFP. Minimum requirement is already specified and bidder can quote higher.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
354	Hypervisor Related	<p>65.</p> <p>The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required.</p> <p>Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository.</p> <p>Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB</p>	<p>Change Request We request LIC to relax to</p> <p>The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). backup storage to new 2PB backup storage. Existing private cloud will be in use for some time and after that this migration will be required.</p> <p>Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository. The backup solution with 2PB capacity should be compatible with Veeam backup software. This storage will be used to store old backup data currently under Veeam backup.</p> <p>Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB</p>	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
355	General Specifications	28 The solution shall also support storage space efficiency features like de-duplication, compression and RAID 5/6 with erasure coding i.e. protection against single drive or single host failure. [All overheads should be taken care of separately]	Change Request For better resilience, we suggest to change this to protect against two disk failure. 28 The solution shall also support storage space efficiency features like de-duplication, compression and RAID 5/6 with erasure coding i.e. protection against single drive or single host failure. [All overheads should be taken care of separately]	Please be guided by the RFP.
356	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher	Change to Intel/AMD	Please be guided by the RFP.
357	Technical Point-42	cluster1 has intel while for cluster2&3 has intel/amd	do we need amd for cluster1 as well ?	Please be guided by the RFP.
358	Technical Specifications Sr.No.156	Proposed solution should be certified and integrate with existing network underlay infrastructure which the LIC has already invested into. Please provide Design and integration document.	kindly provide existing infrastructure to check the compatibility	Please refer to Point No. 29 of Revised Technical Annexure.
359	Hypervisor Related	69. Should provide abstraction of GPU pool to allocate to VMs for GPU intensive workloads.	need details on GPU and applications and we can support vgpu as well. Do we need to quote GPU hardware in the node or ensure hw is future ready for GPU addition (extra cost) later as needed	GPU based nodes are not required to be factored in this solution. RFP is seeking capability of virtualization software as per specifications mentioned in technical annexure.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
360	Technical Annexure-I - Backup Solution - Page 109 , Point 201	Object Storage must protect all objects with Erasure Coding without the dependencies of RAID storage.	Object Storage hardware level redundancy can be managed by multiple ways. Request you to change compliance point as below .. "Object Storage must protect all objects with Erasure Coding or equivalent technology with or without the dependencies of RAID storage."	Please be guided by the RFP.
361	Technical Annexure-I Page#11 SL No 141	The proposed solution should be a purely software based solution and should not be dependent on any hardware make and model.	Oracle provides an integrated hardware and software solution, that is engineered for performance availability and scalability. Request LIC to consider amending this clause.	Please be guided by the RFP.
362	Technical Annexure-I Page#8 SL No 79	The Solution should be able to work on latest supported x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor /make /model.	Oracle provides an integrated hardware and software solution, that is engineered for performance availability and scalability. Request LIC to consider removing this clause.	Please be guided by the RFP.
363	Technical Annexure-I Page#8 SL No 80	HCI solution should support VM's snapshot at storage level, it should not impact guest OS performance during snapshot. It should also allow Virtual Machines to be able to revert back to an older state, if required.	Oracle solution offers availability and restoration of VMs using built in backup-restore feature in lieu of snapshots. Request to allow the same to meet functional requirement of rollback of VMs.	Please be guided by the RFP.
364	Technical Annexure-I Page#12 SL No 144	The solution should provide overlay network & security virtualization and should work on any underlay physical network devices make and topology.	Oracle solution provides built-in underlay network and required components to leverage Software defined n/w management capabilities. Request LIC to consider amending this clause.	Please be guided by the RFP.
365	Functional Specifications	42. cluster1 has intel while for cluster2&3 has intel/amd	Please allow processors - AMD for cluster1 as well .	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
366	Technical Annexure-I - General Specifications - Page 109 , Point 9	Proposed Solution should be able to natively move VM along with its data across the DCs (DC and DR or other sites) with minimal downtime of VMs.	Please confirm if any if LIC is using any existing replication application or bidder need to factor in.	Bidder needs to factor in based on specifications
367	Functional Specifications	42. cluster1 has 2.5ghz clock speed while cluster2 & 3 has 2.4Ghz	Please elaborate why cluserter 1 is to have different processor speed compared to 2 and 3	Please be guided by the RFP.
368	Technical Annexure-I - General Specifications - Page 109 , Point 156	Proposed solution should be certified and integrate with existing network underlay infrastructure which the LIC has already invested into. Please provide Design and integration document.	Please share the existing network details	Please refer to Point No. 29 of Revised Technical Annexure.
369	E. BROAD SCOPE OF WORK: 8.	8. It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	Query Please provide information if these applications run on virtualisation platform (we will consider commonly used hypervisor such as VMware vSphere) or need physical bare-metal infra.	Applications run on virtualization platform.
370	General Specifications	30 The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows like provisioning VMs across clusters.(for license calculation, initial requirement: 1000 VMs) 31 The solution shall provide SELF-SERVICE portal to end users for virtual machine provisioning & support automated delivery of data-center services. (for license calculation, initial requirement: 1000 VMs)	Query We request LIC to Please provide estimated count of portals, workflows, VM templates to be created as part of deployment. We seek this information to estimate manpower effort, time and cost to be factored.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
371	General Specifications	15 The solution shall provide explanations and recommended solutions to performance, capacity and configuration problems. It should also associate workflows with alerts to automatically initiate corrective measures at critical thresholds	Query We request LIC to elaborate the clause and the expected function/feature under this clause.	Please be guided by the RFP.
372	Cloud Management Platform	82 Central administrator must be able to manage/control the self-service portal view for the tenants and enable multi tenancy. Any authorized user must be able to deploy the application using the published blueprint in his self-service portal. Services provided in self-service portal should cut across existing and upcoming infrastructure components.	Query We request LIC to provide estimated count of portals, workflows, VM templates blueprints Projects tenants business groups to be created. We seek this information to estimate manpower effort, time and cost to be factored.	RFP requirement is capability of cloud management as per specifications
373	Hypervisor Related	65 The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	Query We request LIC to provide Storage details (external storage or SDS, make/model if external storage etc.	Software Defined Storage.
374	Hypervisor Related	68 Virtualization software should provide Cluster level encryption which protects unauthorized data access at-rest without any performance overhead natively	Query We understand that LIC will provide compatible key management software for managing encryption keys. Kindly confirm or clarify	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
375	Functional Specifications	42. For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one	Query We understand, 1) Bidder does not need to provide any ToR switches for the private cloud. 2) The existing Leaf switches have suitable active ports populated with transceivers. 3) Bidder to supply LC-LC cables to connect cloud nodes to the leaf switches. Kindly confirm or clarify.	Bidder interpretation is correct.
376	Hypervisor Related	65 The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	Query We understand, 1) We do not have to provide additional 130TB storage on the backup appliance. The 2PB usable capacity mentioned under clause 160 includes this 130TB. 2) We understand, LIC will continue to keep Veeam software under support to read the old backup. Kindly confirm or clarify	Bidder interpretation is correct.
377	Hypervisor Related	65 The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	Query We understand, if required, LIC will bring the existing vSphere to required level so that the VM can be moved to new vSphere. Also, LIC will check compatibility of applications & OS with new hypervisor before migration. Kindly confirm or clarify.	It will not be live migration. It can be across all clusters.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
378	Functional Specifications	42. For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one	Query We understand, LIC will provide 1G unmanaged switch with RJ-45 ports to connect the Out of Band management ports of the server / storage / Backup device.... etc. Kindly confirm or clarify.	Please refer to revised technical annexure
379	Hypervisor Related	70 Support for real-time data storage tiering between cache and capacity disks to maintain optimal performance, should be a part of the solution and any licenses for the same should be incorporated as part of the proposal.	Query We understand, the feature should be available in the solution but not to be deployed. Current RFP asks for all NVMe drives and tiering/ cache are not required. Kindly confirm or clarify	Please refer to revised technical annexure
380	Functional Specifications	42. For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher	Query We understood during the prebid meeting that during actual deployment, LIC may distribute the cores across the 3 clusters in a different way. To effectively distribute cores across all 3 clusters, we need identical processor across all 3 clusters. We request LIC to allow AMD processor for cluster 1 as well.	Please be guided by the RFP.
381	Page 5 of Technical Annexure	For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher	Request clarity, as mentioned in the Pre-bid meeting, LIC may choose reduce cores from one cluster and add to another cluster, in this case as dual socket 32 cores is mentioned, which equates to 64 cores/server, is LIC limited to reducing cores in multiples of 64	In case of any redistribution of required resources, it will be done keeping in view of the specifications published so far. Cores redistribution will be in multiples of 64

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			only? or would reduce lets say for example 32 cores from one cluster?	
382	Technical Annexure-I Page#4, SL no 41	Cluster-1: 3) 200 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME storage (Enterprise Class). Cluster-2: 3) 400 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME storage (Enterprise Class) Cluster-3: 3) 400 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME storage (Enterprise Class),	Request LIC to allow bidders to propose suitable SAS/SSD drives to meet iops requirements. Typically heterogenous workloads in a consolidation environment do not require all-flash storage. We recommend the storage design with a multi tier architecture. Suggest LIC to define the performance requirement in terms of IOPS.	Please be guided by the RFP.
383	Technical Annexure-I Page#7 SL No 73	The proposed solution should provide hyper-converged software that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs.	Request LIC to allow Hypervisor and Integrated Software defined storage network from same OEM with compatible compute, storage, and networking constructs from same OEM.	Please be guided by the RFP.
384	Technical Annexure-I Page#3, SL no 28	The solution shall also support storage space efficiency features like de-duplication, compression and RAID 5/6 with erasure coding i.e. protection against single drive or single host failure. [All overheads should be taken care of separately]	Request LIC to consider integrated storage without deduplication requirement . Oracle solution does not offer deduplication capabilities in order to maintain the performance and availability metrics.	Please be guided by the RFP.
385	Technical Annexure-I Page#7 SL No 75	The proposed solution should provide framework to set storage and data policies like mirroring, fault tolerance, capacity reservation, cache reservation, IOPs on a per-VM & per virtual disk basis and	Request LIC to remove this clause as it is provided by only specific proprietary architecture. Not all solutions provide cache reservations.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		should also allow changes to these policies on the fly without restart of virtual machines.		
386	Technical Annexure-I - General Specifications - Page 109 , Point 41	Per Node/Server(Enterprise Class) specifications - For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one. All SFP provided in the solution should be OEM make. Cables required for network connectivity should be provided. At least 6 drive slots should be free after populating required drives. N+1 hot swappable Power Supply. [Overheads of management and system setup to be taken care of separately]	Request to change the CPU specifications for Cluster 1 from min 2.5 Ghz to 2.8 Ghz, as in the segment of platinum CPU, Intel Xeon Platinum 8562Y+ Processor 60M Cache, 2.80 GHz is available for quote. The difference of 0.3 Ghz can be misinterpreted to consider overheads. Also request to consider only Intel based processor for Cluster 02 & 03 so that CPU type can be of similar make, this would enable LIC to leverage other compute cluster for VM migrations across other the cluster.	Please be guided by the RFP.
387	Technical Annexure-I Page#7 SL No 71	The solution must have De-duplication and Compression features licensed and implemented from day one (Should not have dependency on any proprietary hardware device). Storage Efficiency Features should be available across any type of nodes.	Requet LIC to allow supply of actual/ effective usable space per storage without deduplication, in order to maintain integrity of provided platform and to provide performance, availability and scalability of varied storage offering Viz Object, File and Shared storage.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
388	Technical Annexure-I / Cloud Management Platform / Pt.126	Solution should have capability to automate Software deployment and updates in VM's OS and Should have capability to enforce Operating systems hardening and compliance.	Since Cloud Management Platform only manages the Infrastructure upto the Virtual Machine level and does not make any changes inside the OS, kindly include the functionality of the Software to automate Software updates and enforce OS hardening and compliance.	Please be guided by the RFP.
389	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	Should provide abstraction of GPU pool to allocate to VMs for GPU intensive workloads	Since GPUs are not part of the requirement, request you to remove this clause	GPU based nodes are not required to be factored in this solution. RFP is seeking capability of virtualization software as per specifications mentioned in technical annexure.
390	Technical Annexure-I Page#6 SL No 64	Proposed Solution should support Memory overprovisioning using advanced memory management techniques such as "Memory Ballooning" or "Memory Swapping" or "Transparent page sharing" or "Memory Compression".	These techniques for memory overprovisioning are useful with specific OEM deployment architecture for servers and memory pool allocation. Oracle solution allows memory allocation to the VMs from available memory pool which is scalable. Request to amend the clause accordingly.	Please be guided by the RFP.
391	Technical Annexure-I Page#4, SL no 41	Physical to virtual cpu ratio considered is 1:4	This kind of ratio is useful in subscription based cloud models for better consumption and less billing. Oracle solution is completely owned by the customer and designed for optimal utilization of CPU resources. Oracle solution uses OCPU unit of allocation which has 1:1 ratio with physical cpu core. Request LIC to amend this accordingly.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
392	Technical Annexure - I, Software Defined Storage, Point-76	HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual in nature (end user License name must be in the name of LIC). Bidder/OEM need to provide the Hardware Validation on the proposed HCI Solution. The SDS license should not be tied with any specific hardware and must be transferable to any supported x86 hardware, in case LIC wants to deploy it on new supported x86 hardware	To provide LIC with enterprise appliance solution we request LIC to remove this point and allow OEM to quote appliance to help easy management and end to end ownership for complete cloud solution.	Please be guided by the RFP.
393	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The proposed solution should be a purely software based solution and should not be dependent on any hardware make and model.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "should not be dependent on any hardware make and model."	Please be guided by the RFP.
394	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	If any bidder doesn't have core based licensing then they must provide unlimited VM licenses to LIC and should NOT have any dependency on particular hardware make and model.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "should NOT have any dependency on particular hardware make and model."	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
395	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The proposed HCI solution should be 100% software defined and should not leverage any specialized hardware (proprietary) other than x86 Hardware to run virtualization layer with Software Defined Storage.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "should not leverage any specialized hardware (proprietary) other than x86 Hardware to run virtualization layer with Software Defined Storage."	Please be guided by the RFP.
396	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual in nature (end user License name must be in the name of LIC). Bidder/OEM need to provide the Hardware Validation on the proposed HCI Solution. The SDS license should not be tied with any specific hardware and must be transferable to any supported x86 hardware, in case LIC wants to deploy it on new supported x86 hardware.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "The SDS license should not be tied with any specific hardware and must be transferable to any supported x86 hardware, in case LIC wants to deploy it on new supported x86 hardware."	Please be guided by the RFP.
397	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The Solution should be able to work on latest supported x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor /make /model.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "The Solution should be able to work on latest supported x86 server hardware available from all the leading vendors in the industry and should not be restricted to a particular vendor /make /model."	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
398	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The proposed solution should provide hyper-converged software that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs"	Please be guided by the RFP.
399	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The bidder shall ensure that all proposed components shall have the ability to run on standard compatible server infrastructure based on the x86 architecture without having any dependence on specific make/model of infrastructure components.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly to ensure maximum performance and features to customer. Please remove the clause "without having any dependence on specific make/model of infrastructure components."	Please be guided by the RFP.
400	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The software must allow infrastructure as code to allow the developer to create, delete and launch the cloud agnostic blueprint in case LIC requires that capability in future so that same blueprints so created can be deployed LIC private clouds and public clouds.	We are proposing a better solution than HCI, where the entire software and hardware stack is integrated tightly with specific cloud to ensure maximum performance and features to customer. Please remove the clause "agnostic "	Please be guided by the RFP.
401	General Specifications	23. The solution shall provide a data caching tier that supports SSD/PCIe/UltraDIMM/NVMe.	we donot need caching tier when its all nvme and solution is highly optimized for the requirements. Can you amend this point as optional	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
402	Technical Annexure-I / Functional Specifications / Pt.42	<p>Per Node/Server(Enterprise Class) specifications -</p> <p>For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB</p> <p>Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one.</p> <p>All SFP provided in the solution should be OEM make. Cables required for network connectivity should be provided.</p> <p>At least 6 drive slots should be free after populating required drives.</p> <p>N+1 hot swappable Power Supply. [Overheads of management and system setup to be taken care of separately]</p>	<p>We request you to relax this clause to:</p> <p>.</p> <p>At least 6 drive slots should be free after populating required drives.</p>	Please refer to revised technical annexure
403	Tech Annex - Page 2, Point 23	The solution shall provide a data caching tier that supports SSD/PCIe/UltraDIMM/NVMe.	As data caching tier is requested. Please allow to propose NVMe SSD based data caching tier along with SAS/SATA based SSD storage tier instead of all NVMe SSD drives.	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
404	Tech Annex - Page 4, Point 41	For Cluster-1, Cluster-2 and Cluster-3: All Flash NVME storage (Enterprise Class),	As data caching tier is requested. Please allow to propose NVMe SSD based data caching tier along with SAS based SSD storage tier instead of all NVMe SSD drives. Request you to modify the spec as For Cluster-1, Cluster-2 and Cluster-3: All Flash NVMe SSD (Enterprise Class) for caching and SAS/SATA SSD for data storage (Enterprise Class),	Please refer to revised technical annexure
405	Technical Specifications Sr.No.135	The solution should be capable to provide agentless or Light weight agent guest and network introspection services. Agentless preferred.	We would like to understand what exactly what are you exploring through this point.	Network flow monitoring is to be provided as per specifications.
406	Page-29, Section-3, c, HARDWARE AND SOFTWARE REQUIREMENTS	The Bidder shall also undertake to carry out implementation/operationalization including move, add, and delete changes/customization of Licenses/Software updates, releases, Version upgrades. The Bidder should update and maintain all supplied equipment to correctly reflect actual state of the setup at any point in time during the warranty and AMC period.	What is the meaning of actual state here, is it applicable for consumable items as well? How actual state will be measured for consumable items like storage space, batteries.	Actual state of the setup refers to the latest inventory of hardware and software components of the setup.
407	Technical Point-42	cluster1 has 2.5ghz clock speed while cluster2 & 3 has 2.4Ghz	why different clock speed is mentioned	Please be guided by the RFP.
408	Hypervisor Related	65. The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required	will this migration be live migration and across all the new cluster 1 2 and 3 ?	It will not be live migration. It can be across all clusters.
409	Technical Annexure - I, General Specification,Point-8	The Bidder should propose Hypervisor, Cloud Management Layer, Software Defined Networking and Software Defined Storage from single OEM.	Would request LIC to re-phrase the clause as below :- The Bidder should take end to end ownership of platform and	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			products proposed by the bidder like Hypervisor, Cloud Management Layer, Software Defined Networking and Software Defined Storage.	
410	Technical Annexure - I, General Specification, Point-29	The solution shall also support storage space efficiency features like de-duplication, compression and RAID 5/6 with erasure coding i.e. protection against single drive or single host failure. [All overheads should be taken care of separately]	Would request LIC to re-phrase the clause as below :- The solution shall also support storage space efficiency features like de-duplication, compression and RAID 5/6/erasure coding i.e. protection against single drive or single host failure. [All overheads should be taken care of separately]	Please be guided by the RFP.
411	Functional Specifications	42. cluster1 has intel while for cluster2&3 has intel/amd		Please be guided by the RFP.
412	Technical Annexure-I	33 The proposed solution should be capable of working as a hybrid cloud in future, with single management platform for managing workloads of private and public cloud. In case additional licenses are required for Public Cloud VM management, license should be quoted for 100 VMs	Kindly share the splitup of Windows, Linux VM requirement.	Approximate ratio of Linux to Windows VMs could be 70:30
413	Technical Annexure-I - General Specifications - Page 109 , Point 33	The proposed solution should be capable of working as a hybrid cloud in future, with single management platform for managing workloads of private and public cloud. In case additional licenses are required for Public Cloud VM management, license should be quoted for 100 VMs	Need more information on what all functionality is expected from management of Hybrid cloud	Please be guided by the RFP.
414	General Specifications	33 The proposed solution should be capable of working as a hybrid cloud in future, with single management platform for managing workloads of private and public cloud. In case additional licenses are required for Public Cloud VM management, license should be quoted for 100 VMs	Query We understand, LIC will deploy necessary connectivity hardware/software/security setup between the on-prem cloud to the public cloud. These equipment and setup are not part of the current scope. Kindly confirm or clarify.	Solution should have capability as per specifications. Connectivity between private cloud and public cloud will under scope of LIC.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
415	Technical Annexure-I Page#8 SL No 90	The solution must allow the use of the company default public cloud credential to provision and manage the resources.	Request LIC to elaborate on the requirement.	When LIC procures Public Cloud resources in future, solution should be capable to use those credentials for provisioning VMs
416	Technical Specifications Sr.No.134	The solution shall provide ready integration with the proposed platform to automate delivery of networking & security services such as switching, routing and firewalling.	Could you please make it more generic and provide relaxation so that network and security vendors shall participate individually as per their technical capabilities and deliverables	Please be guided by the RFP.
417	Technical Annexure-I - General Specifications - Page 109 , Point 13	The solution shall provide a framework to integrate with 3rd party endpoint security solutions.	Kindly specify which 3rd Party end point security solutions is being used in LIC environment. Also what kind of integration is expected	RFP requirement is capability of integrations through APIs
418	Technical Annexure-I, Page No 11, Point No 137	The solution should have capabilities to integrate with industry leading Solutions for antivirus, malware, intrusion prevention, and next-gen security services.	LIC would be providing the Antimalware licenses and/or other security services for newly introduced Infra. Please confirm.	RFP requirement is capability of integrations through APIs
419	Technical Annexure-I - General Specifications - Page 109 , Point 84	Ability to integrate with industry standard authentication like AD and it should have inbuilt identity services to provide seamless single sign on experience across cloud management components.	Please specify if LIC has an on premise AD. Any other authentication solution apart from active directory	LIC has an on premise AD.
420	Technical Annexure-I, Page No 12, Point No 156	Proposed solution should be certified and integrate with existing network underlay infrastructure which the LIC has already invested into. Please provide Design and integration document.	Requesting you to provide Leaf switches and Spine switches model for better solutioning.	Please be guided by the RFP.
421	Technical Specifications Sr.No.132	The solution should enable integration of third-party network and security solutions through open architecture and standard APIs. The bidder shall provide a list of ecosystem vendors that integrate with the framework.	Will have to confirm the list of supported API's with OEM, please specify the list of API's to be integrated	RFP requirement is for capabilities mentioned in specifications

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
422	Technical Annexure-I, Page No 12, Point No 159	The solution shall provide a basic virtual load balancer to scale application delivery. In case of License calculation, license for 100 instances should be included in BOQ for this functionality.	1.Is there any requirement of WAF, DDOS along with LB, If yes then please let us know minimum Througput requirement. 2. Please let us know minimum Througput requirement for basic Layer 4 and Layer 7 LB funcnionilty.	Please be guided by the RFP.
423	Ref: LIC/CO/IT-BPR/HW/CO-CLOUD/23-24/01, Technical Annexure 1.	The solution shall provide a basic virtual load balancer to scale application delivery.	Change to: The solution shall provide a basic virtual/physical load balancer to scale application delivery.	Please be guided by the RFP.
424	Cloud Security	159. The solution shall provide a basic virtual load balancer to scale application delivery. In case of License calculation, license for 100 instances should be included in BOQ for this functionality.	please define basic loadbalancer features needed for application delivery	Please be guided by the RFP.
425	Microsoft Licenses		Do we have to provide cost for Microsoft licenses as well as LIC can purchase the same under there Microsoft Enterprise Agreement also and cost also cannot be compare against agreement cost	Bidder has to provide cost as specified in commercial annexure.
426	Technical Annexure-I, Page No 6, Point No 65	The solution should be able to Migrate VM with data from existing hypervisor to proposed hypervisor	Bidder assumes that the existing infrastructure will be managed by LIC. No support required from the bidder on the same. Please confirm. Old infrastructure decommissioning will be under scope of LIC. Please confirm.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
427	Technical Annexure- I, Page no. 6	Point no 65 -The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required. Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository. Bidder needs to include this migration cost in BOQ considering 400 VMs	Can we migrate VM using OVF template format instead of Veeam backup.	Live migration is not specified. Hence vendor can use appropriate migration tool for the same.
428	Technical Annexure- I, Page no. 9	Point no -109 The software must allow the designer to create multiple replicas of the VMs providing min and max no. LIC wants to create simultaneous VMs across DC and DR to have sync in configuration and wants this to be enabled from Day-1. Data replication in case of Active-Active VMs at DC-DR sites, will be taken care by application team.	How many application VM and DB VMs in existing setup?	This requirement is for new setup.
429	Technical Annexure-I	65 The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required. Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository. Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	<ul style="list-style-type: none"> i. Kindly provide the splitup of Database and Application Data. ii. All are Microsoft database or any Oracle database exists? iii. Kindly provide the number of DB instance available now. iv. Any oracle cluster exists now? v. Kindly provide the details of current Storage with capacity. 	Majority are Application VMs. Oracle cluster and databases are not present. Capacity is already mentioned in specifications.
430	Hypervisor Related	65. The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required	In existing vmware cluster which make of cpu is used ? Intel or amd ?	Existing cluster has Intel CPUs

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
431	Technical Annexure-I - General Specifications - Page 109 , Point 65	The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required. Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository. Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	Kindly clarify, if this data is only for DC or migration is required to be done for DR site as well.	Data mentioned is for DC. However migration may be required for few VMs in DR also.
432	Scope of Work 4, Page 30	The bidder is also required to migrate the VMs and backup from the existing private cloud infrastructure in LIC to the new cloud. The details of the existing setup is provided in the Technical Annexure. (Annexure-I).	Need details of Existing VM in existing cloud. Unable to found details in Annexure I	Possible information is shared.
433	Technical Annexure-1, Hypervisor Related, Point no 65, pg no 6	Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB	Please confirm if any additional capacity for the data migration to be considered in the backup storage. And if we need to consider, please confirm if its in DC or DR site.	Please be guided by the RFP.
434	General	Migration of existntg application from the existing private cloud setup to the proposed new set up	Please let us know on the scope of migration activity for applications to be accounted for and if yes please provide details	Please be guided by the RFP.
435	Technical Annexure I Point 65	The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required. Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository.	Please provide the breakup of 400 VMs wrt Application and Databases. What type of databases are to be migrated. Migration will require downtime. We expect LIC would be providing the same. Please share the count breakup of Windows and Linux VMs	Downtime will be provided for migration. Linux to Windows VM ratio would be 70:30 approximately.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
		Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB		
436	Page-Annexure-I, Clause-65	Migrate VM with data	Please provide the existing version of Vmware in use	Exact details will be provided to the successful bidder.
437	Page-Annexure-I, Clause-65	Backup migration	Please provide the existing veeam version	Exact details will be provided to the successful bidder.
438	Hypervisor Related	<p>65.</p> <p>The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud). Existing private cloud will be in use for some time and after that this migration will be required.</p> <p>Existing backup copies created using Veeam Backup software needs to be migrated to new private cloud backup repository.</p> <p>Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB</p>	Query Please clarify whether the existing VMware data is on vSAN or is it on external storage array.	Existing Vmware data is on vSAN.
439	Hypervisor Related	<p>65</p> <p>The solution should be able to Migrate VM with data from existing hypervisor (Vmware in existing private cloud) to proposed hypervisor (In this new private cloud).</p> <p>....</p> <p>....</p> <p>Bidder needs to include this migration cost in BOQ considering 400 VMs with total VM data size as 250 TB and backup data size as 130 TB</p>	<p>Query We understand, this activity is not related to project sign-off and the sign-off will be providing on completing installation & commissioning.</p> <p>Kindly confirm or clarify.</p>	Migration activity is not related to project sign-off.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
440	Sec E: Broad Scope of Work; Item# 4; Page 30	The bidder is also required to migrate the VMs and backup from the existing private cloud infrastructure in LIC to the new cloud. The details of the existing setup is provided in the Technical Annexure. (Annexure-I).	Request to provide complete details of current deployment to understand the scope better. Details such as existing Architecture, Number of VMs & shapes, Underlying Infrastructure, etc.	Please be guided by the RFP.
441	Technical Annexure-I, Point 133	The solution shall lend itself to network monitoring by supporting standards protocols (for remote network analysis).	Need details for Network monitoring tool for compatibility	RFP requirement is capability of integrations through APIs
442	Technical Annexure- I, Page no. 12	Point no 145 - The solution should support virtual Distributed Switch which is a generic software defined switch platform that is supported on proposed hypervisor.	can we consider L3 Switches 2 x 100GbE (32port) switches.	Please refer to Point No. 29 of Revised Technical Annexure.
443	TOR Switch -		Do we have to provide TOR network switches or LIC will provide the same if we have to provide then please provide the specification required	Please refer to Point No. 29 of Revised Technical Annexure.
444	Technical Annexure- I, Page no. 7	Point no -73 The proposed solution should provide hyper-converged software that allows delivery of enterprise-class storage services using latest x86 server infrastructures without dependence on a separate Storage Area Network & associated components such as SAN Switches & HBAs.	How much port SAN Switch is required & How many SAN Switches ?	Please check complete specification.
445			need clarity on the switching part. Will LIC provide the required switches e.g TOR switch.	Please refer to Point No. 29 of Revised Technical Annexure.
446	Page-Annexure-I, Clause-42	Existing Switces	Please provide the model of existing switches	Please be guided by the RFP.
447	Technical Annexure-I, Page No 5, Point No 42	Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one. All SFP provided in the solution should be OEM make. Cables required for network connectivity should be provided.	We understand that the Leaf switches will be provided by LIC. We have to provide Fibre Cables which will be connecting Servers to the Leaf switches. No additional network switch is to be provided from bidder. Please confirm.	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
448	Technical Annexure-I - General Specifications - Page 109 , Point 29	Proposed solution should be able to integrate Internal Network at speed of 10/25G and External Network at speed of 40/100G. Internal and External network connectivity will be provided through SDN solution already available with LIC.	Please share details on the existing SDN solution that's there with LIC	Please be guided by the RFP.
449	Additional Suggestion	Inter-node connection and storage connectivity are not available in the Technical Requirements provided	Request LIC to specify Inter-node and node to storage connectivity specifications as it is a critical part of the solution.	Please be guided by the RFP.
450	Technical Annexure-I - Point No -29	Proposed solution should be able to integrate Internal Network at speed of 10/25G and External Network at speed of 40/100G. Internal and External network connectivity will be provided through SDN solution already available with LIC.	Request to clarify that the existing SDN Switches are populated in the rack or end of the row? We also need to understand the trasceviars availibility on switch side and server side. Similiarly, please do clarify on OOB (Out of Band) switches to be considered or not and in what specification?	SDN Switches are populated in the rack. Server side requirements should be provided by the vendor. Regarding out-of-band switches, please refer revised technical annexure.
451	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Considering critical workload, request you to consider minimum five(5) 9's of data availability and twelve(12) 9's of data durability	Please be guided by the RFP.
452	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Considering Data security, performance with get & put ratio, maximum no of dedicated physical port for data transfer rate, request you to consider Non HCI platform for Object Storage Storage.	Please be guided by the RFP.
453	Technical Annexure-I - Backup Solution - Page 109 , Point 200	There should be replication between Object Storage at DC and DR.	Considering future requirements, Multiple replication methodologies like active-active, active-passive and topologies like ring, chain, one-to-many, many-to-one are must. Request you to consider the same.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
454	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Considering object storage architecture, request you to consider dedicated Load Balancer for Object Storage	Please be guided by the RFP.
455	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Considering Performance requirement, request you to consider metadata on SSD Hard Disk & minimum 128 GB of DRAM. Metadata on being SSD will help to increase the performance.	Please be guided by the RFP.
456	Technical Annexure-I - Backup Solution - Page 109 , Point 200	There should be replication between Object Storage at DC and DR.	Data replication & data tiering is very important part in object storage. Kindly include object storage ability to store data in different tier of storage automatically, by self-defined rules, which includes various types of appliances (NVMe, SSD, NL-SAS) and tiering to another S3 infrastructure, or a lower cost public cloud.	Please be guided by the RFP.
457	Technical Annexure-I Page#13 SL No 202	Object Storage must protect all objects with Erasure Coding without the dependencies of RAID storage.	Erasure coding feature is restricted to specific OEM. Request to remove the erasure coding requirement.	Please be guided by the RFP.
458	Technical Annexure-I	197 Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Kindly provide the existing Object storage size in DC and DR. Whether its included the existing VM data size 250 TB in Object storage?	This is new requirement.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
459	Technical Annexure-I / Object Storage / Pt.201	Object Storage must be managed and monitored via integrated UI, CLI & RESTful APIs, shall support multi-tenant architecture including ability to apply quota limits on specific sections within the object store. Object storage should allow different administrative rights over different tenants, and logical containers/buckets inside individual tenants.	Proposed Solution provides an integrated console to manage Objects through a built-in Object browser and we also support RESTful APIs to manage Objects. For CLI access we provide a Appliance through which Commands or Scripts can be executed via SSH using the RESTful APIs. Kindly confirm if that is ok	Please be guided by the RFP.
460	Object Storage	197 Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Query We request LIC to provide information on how the object storage will be used (probable usecases)	Please refer to the revised technical annexure
461	Object Storage	197 Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Query We request LIC to provide information on type of connectivity (physical), protocols to be provisioned for the object storage.	Please be guided by the RFP.
462	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Request you to consider Object Storage Appliance only which will be from single OEM software & hardware, with all level of support as well coming from Single OEM.	Please be guided by the RFP.
463	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	scalability to 1 PB is expected as per requirement, kindly consider the same scalability seamlessly without adding CPU & Memory.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
464	Technical Annexure-I - Backup Solution - Page 109 , Point 198	Proposed Object storage should be configured with WORM capability	Security standard is very important part of Object Storage. Appart from WORM capability request to include security features like S3 Object Lock, AES 256 encryption, Multitenancy , Built in Key Management, Federal Information Processing Standard (FIPS) 140-2 etc	Please be guided by the RFP.
465	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	To chose best brid technology solution, kindly consider object storage from "Gartner® Magic Quadrant™ for Distributed File Systems and Object Storage" in Challengers / Leaders quadrant	Please be guided by the RFP.
466	General Specifications	1 The bidder shall propose Plan & Design/Architecture and Health check services from the OEM. The OEM shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Query We understand that the clause "The OEM shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices" is to be conducted by the cloud OEM only. Kindly confirm or clarify.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
467	General Specifications	1 The bidder shall propose Plan & Design/Architecture and Health check services from the OEM. The OEM shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Query We understand that the clause "The OEM shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices" refers to onetime activity as part of deployment. Kindly confirm or clarify.	Please be guided by the RFP and technical annexure.
468	Technical_Annexure-I - Point No -1	The bidder shall propose Plan & Design/Architecture and Health check services from the OEM. The OEM shall conduct a health- check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Request to Accomodate OEM/OEM certified Partners. Requesting Change as below The bidder shall propose Plan & Design/Architecture and Health check services from the OEM/OEM certified Partner. The OEM/OEM certified Partner shall conduct a health- check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
469	Technical_Annexure-I - Point No -4	The bidder shall propose Plan, Design and Validation Services from the software provider OEM (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software), Implementation should be carried out by OEM Certified Engineers provided by the Bidder. The OEM shall not subcontract the Design and Validation services to any third party. The OEM engineers Designing and Validating shall be on the payroll of the software OEM.	Request to Accomodate OEM/ OEM certified Partners. Requesting Change as below: The bidder shall propose Plan, Design and Validation Services from the software provider OEM/OEM certified Partner (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security & Backup Software), Implementation should be carried out by OEM Certified Engineers provided by the Bidder. The OEM/OEM certified Partner shall not subcontract the Design and Validation services to any third party. The OEM/OEM certified Partner engineers Designing and Validating shall be on the payroll of the software OEM/OEM certified Partner	Please be guided by the RFP.
470	Technical Annexure-I - General Specifications - Page 109 , Point 1	The bidder shall propose Plan & Design/Architecture and Health check services from the OEM. The OEM shall conduct a health- check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Request to amend it to "OEM/OEM Certified partners."	Please be guided by the RFP.
471	Technical Annexure-I , General Specifications	The bidder shall propose Plan & Design/Architecture and Health check services from the OEM. The OEM shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	The bidder shall propose Plan & Design/Architecture and Health check services from the OEM / Bidder. The OEM / Bidder shall conduct a health-check of the deployed solution and submit a report indicating compliance to reference architecture and best practices	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
472	POC Criteria	POC Criteria to be demonstrated by the Bidder /	<p>1. Request LIC to remove this clause as LIC has already running Private Cloud with Vmware & Nutanix . We request that if the bidder is proposing Any other cloud software other than Nutanix / Vmware , then only POC will be applicable ?</p> <p>2. In case Point 1 is not ok with LIC , request LIC to provide us with Underlying IT infra so that Bidder can support the POC with skilled resource and test licenses if any required ?</p>	Please be guided by the RFP.
473	2. Criteria for Technical Evaluation Page 35	All bidders quoting a particular Solution Stack whose POC has been declared successful by the Technical team from LIC, shall become eligible for Commercial Evaluation. In case, the POC of a particular Solution Stack is declared unsuccessful, all bidders quoting that Solution Stack shall be declared ineligible and shall not be allowed to participate in the next stage of Evaluation	<p>It is requested to kindly amend the clause:</p> <p>1) All bidders quoting a particular Solution Stack whose POC has been declared successful by the Technical team from LIC, shall become eligible for Commercial Evaluation. In case, the POC of a particular Solution Stack is declared unsuccessful, all bidders quoting that Solution Stack shall be declared ineligible and shall not be allowed to participate in the next stage of Evaluation</p>	Please be guided by the RFP.
474	Page 21, Point 20 (d)	POC of the proposed solution	We believe that, POC of proposed solution requested is to check the technical capabilities of the bidder on HCI solution. Hence, proposed solution would be Processor OEM and Server OEM agnostic	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
475	Tech Annex - Page 5, Point 42	For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher	2.4 GHz is very low clock frequency for HCI infrastructure. Generally for HCI deployments minimum 2.7 GHz CPU Clock frequency is recommended due to application performance requirements. Also, with higher no. of cores / socket it would be possible to reduce the no. of HCI nodes up to 50%. For Cluster-2 and Cluster-3 we recommend 3.0 GHz or more frequency. Hence please modify the spec as Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2 x Minimum 32 core or higher Intel/AMD EPYC Processor with 3.0 GHz Clock speed or higher and 60 MB Cache or higher	Please be guided by the RFP.
476	Technical Annexure-I Page#4 SL No 42	Cluster-1: 3) 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher	Request LIC to allow any x86 based processors, keeping in view the open and competitive architecture.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
477	Tech Annex - Page 5, Point 42	For Cluster-1 : Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher	Request you to allow AMD Processors also for Cluster 1 also, as both Intel and AMD are x86-64 bit architecture-based processors. 2.5 GHz is very low clock frequency for HCI infrastructure. Generally for HCI deployments minimum 2.7 GHz CPU Clock frequency is recommended due to application performance requirements and as cluster-1 requires higher performance, request you to please modify the processor spec as Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based 2 x Minimum 32 core or higher Intel Platinum/AMD EPYC Processor with minimum 3.0 GHz Clock speed or higher and 60 MB Cache or higher.	Please be guided by the RFP.
478	Page-5, Section-42, Functional specification	For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable up to 2 TB	12 TB memory has been asked in totality at the same time 768 GB memory has been specified for each node, can it be 1.5 tb per node so that less rack space will be consumed as total nodes also will be reduced in cluster.	Please refer to revised technical annexure
479	13. Technical Bid Submission: Page 20	The Bidder should quote only those products which will not be declared end-of-life or end of sale during 12 months from the date of submission of the bid.	It is requested kindly confirm that the warranty for the quoted products must be 12 months form the date of submission of tender.Kindly confirm.	Please be guided by the RFP.
480	Sec D: Instruction to the Bidders; Item#13 Technical Bid	The Bidder should quote only those products which will not be declared end-of-life or end of sale during 12 months from the date of submission of the bid	Product roadmaps cannot be altered to satisfy RFP requirements. We assure you support and	RFP clause is about product availability.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	Submission; Point d) Page 20		availability of spares for a defined period of 7 years.	
481	Technical Annexure-I	38 Power available per RACK is 12 KVA at DC site and 12 KVA at DR site. RACK calculation needs to be done accordingly.	Assume necessary space will be available for placing the new racks, kindly confirm.	Rack space and power will be provided by LIC.
482	TABLE – Technical Scoring Model Criteria; Page 35	7. Number of Racks required to host the solution at DC	Does a self declaration suffice compliance with the clause? Kindly Confirm.	Solution document should clearly mention Rack wise infrastructure planned.
483	Technical Annexure-I , General Specifications point # 38	Power available per RACK is 12 KVA at DC site and 12 KVA at DR site. RACK calculation needs to be done accordingly.	Please clarify we need to provide Rack along with the solution or LIC will provide the rack with the requitred power to run the solution	Vendor needs to provide Rack along with solution.
484	Rack	203 42U rack with 4 power strips with sufficient sockets compatible with proposed hardware.	Query We request LIC to provide information on 1) if there is any restriction on size in the Data Center 2) Type of wall socket available	Please be guided by the RFP.
485	Technical Annexure-I - General Specifications - Page 109 , Point 39	Power available per RACK is 12 KVA at DC site and 12 KVA at DR site. RACK calculation needs to be done accordingly. The proposed Virtualization & Private Cloud software usage licenses in the solution should be Perpetual/Subscription in nature and core based. If any bidder doesn't have core based licensing then they must provide unlimited VM licenses to LIC and should NOT have any dependency on particular hardware make and model. All the Cloud management capabilities should be provided by a Single Software OEM. In case of subscription based licenses, subscription period should be considered as 7 years with an option to extend by one more year with rate quoted for 7th Year.	Rack to be supplied as a part of the solution. If yes, is there any specification for supplied racks	Please be guided by the RFP and technical annexure.
486	Page no 35, TABLE – Technical Scoring Model Criteria	Number of Racks required to host the solution at DC - 5 or less - 10 Points	Requesting you to increase the Number of Racks to 10 or less in this point, considering the Storage, Backup Solution and HCI	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			Infrastructure footprint	
487	Technical Annexure 1 Point no 25, Page 2	The solution shall be able to use hypervisor/ VM based replication to asynchronously replicate VMs across sites based on configurable schedules of RPO (Replication) of 5 minutes or less and RTO (For VM Recovery) of 15 minutes or less.	It is consider asked RTO and RPO wan side connectivity will be provided by LIC	WAN side connectivity will be provided by LIC
488	Technical Annexure-I - General Specifications - Page 109 , Point 25	The solution shall be able to use hypervisor/ VM based replication to asynchronously replicate VMs across sites based on configurable schedules of RPO (Replication) of 5 minutes or less and RTO (For VM Recovery) of 15 minutes or less.	Please the connectivity details (Bandwidth, throughput, type of links) between DC & DR	Details will be shared with the successful bidder.
489	General Specifications	25 The solution shall be able to use hypervisor/ VM based replication to asynchronously replicate VMs across sites based on configurable schedules of RPO (Replication) of 5 minutes or less and RTO (For VM Recovery) of 15 minutes or less. 32 The proposed solution should have built-in replication capability which will enable efficient hypervisor replication of virtual machine data over the LAN or WAN with an RPO of 5 minutes or less. In case additional licenses are required for VM replication and Disaster Recovery Orchestration, license should be quoted for 2500 VMs	Query We request LIC to mention the number of VMs for which replication has to be configured. This information is required to estimate the manpower timen and efforts.	Please be guided by the RFP.
490	Technical Annexure-I , General Specifications point # 32	The proposed solution should have built-in replication capability which will enable efficient hypervisor replication of virtual machine data over the LAN or WAN with an RPO of 5 minutes or less. In case additional licenses are required for VM replication and Disaster Recovery Orchestration, license should be quoted for 2500 VMs.	RPO & RTO is totally depend on site to site bandwidth availability.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
491	Technical Specifications Sr.No.25	The solution shall be able to use hypervisor/ VM based replication to asynchronously replicate VMs across sites based on configurable schedules of RPO (Replication) of 5 minutes or less and RTO (For VM Recovery) of 15 minutes or less.	RTO/ RPO is achievable but cannot be committed since it is purely depend on data change rate and bandwidth available between both the sites	Please be guided by the RFP.
492	Technical Annexure-I	25 The solution shall be able to use hypervisor/ VM based replication to asynchronously replicate VMs across sites based on configurable schedules of RPO (Replication) of 5 minutes or less and RTO (For VM Recovery) of 15 minutes or less.	What is current and proposed network bandwidth between DC and DR?	Details will be shared with the successful bidder.
493	Page-29, Section-1.ii.1, HARDWARE AND SOFTWARE REQUIREMENTS	RHEL and MySQL licenses available with LIC will be used, wherever required.	please let us know licenses details of your existing inventory so that we can analyse if any other licenses will be required	Please be guided by the RFP.
494	Scope of Work 8, Page 30	It will be responsibility of the selected vendor to ensure that the Application Programs of different departments work successfully on the hardware supplied and installed. In this direction, the selected bidder may have to interact with the Application teams and LIC will facilitate the interaction. Though LIC has taken maximum efforts to evaluate the compatibility of the hardware and software specifications with the existing setup, it will be vendor's responsibility to independently evaluate the same and confirm that there will be no compatibility issues later on during installation.	Suggest LIC to declare RACI Matrix of Bidder, LIC and other teams	Please be guided by the RFP.
495	Cloud Management Platform	92 The solution should have capability for mixed deployment in a blueprint. eg. Provision database like Oracle, MSSQL in private cloud & Provision Application & Web Server in different cloud provider. eg. Web of Cloud and DB on Premise with L2 Extension.	Query We understand, for activities related to databases and applications LIC will provide support in terms of right sizing, optimising. Kindly confirm or clarify	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
496	Technical Annexure-I Page#8 SL No 82	Central administrator must be able to manage/control the self-service portal view for the tenants and enable multi tenancy. Any authorized user must be able to deploy the application using the published blueprint in his self-service portal. Services provided in self-service portal should cut across existing and upcoming infrastructure components.	Since LIC has requested for separate Intel and AMD clusters we will need separate self-service portals for the two clusters. Request relaxation on this clause.	Please be guided by the RFP.
497	Technical Annexure I Point 5	Technical Account Manager TAM from Software OEM	Request if TAM can be from the Bidder . We request LIC to relook at Quaterly healthcheckup frequency ? . Request if healthcheck check up clause be revised to half yearly or yearly once through the contract	Please be guided by the RFP.
498	Technical_Annexure-I - Point No -5	The Bidder should propose Technical Account Manager (TAM) services from Software OEM throughout the contract to conduct Quarterly health check, suggest OEM best practice for the deployed solution and submit a report indicating compliance to reference architecture and OEM best practice. TAM should also be responsible for providing recommendation and available when required by LIC for upgrades and updates.	The ask should be for a dedicated TAM/PM (Project Manager) from OEM/ OEM certified Partner while he/she can work with OEM for all the other points on which OEM which provide guidance. Request the clause be changed as below: "The Bidder should propose dedicated Technical Account Manager (TAM)/ PM (Project Manager) throughout the contract to conduct Quarterly health check, suggest OEM best practice for the deployed solution and submit a report indicating compliance to reference architecture and OEM best practice. TAM/PM should also be responsible for providing recommendation and available when	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			required by LIC for upgrades and updates."	
499	Technical Annexure-I , General Specifications	The Bidder should propose Technical Account Manager (TAM) services from Software OEM throughout the contract to conduct Quarterly health check, suggest OEM best practice for the deployed solution and submit a report indicating compliance to reference architecture and OEM best practice. TAM should also be responsible for providing recommendation and available when required by LIC for upgrades and updates.	The Bidder should propose Technical Account Manager (TAM) services from Software OEM (for Hypervisor, Software defined Storage, Private Cloud Software, Cloud security) throughout the contract to conduct Quarterly health check, suggest OEM best practice for the deployed solution and submit a report indicating compliance to reference architecture and OEM best practice. TAM should also be responsible for providing recommendation and available when required by LIC for upgrades and updates.	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
500	G. BID EVALUATION: 2. Criteria for Technical Evaluation	g) It is the responsibility of the bidder/OEM to ensure that the particular Solution Stack quoted by them works seamlessly in the LIC DC environment as per the requirements specified in the RFP document and is successfully integrated into the existing eco-system including, but not limited to, the network, security environment, various regulatory compliances, etc.	Query We request LIC to provide the details of the equipment to be integrated (please include version of API available for cloud) and scope of integration. This is required to confirm interoperability, to arrive at manpower time & effort and assign cost to the activities.	Please be guided by the RFP.
501	G. BID EVALUATION: 2. Criteria for Technical Evaluation	g) It is the responsibility of the bidder/OEM to ensure that the particular Solution Stack quoted by them works seamlessly in the LIC DC environment as per the requirements specified in the RFP document and is successfully integrated into the existing eco-system including, but not limited to, the network, security environment, various regulatory compliances, etc.	Query We request LIC to provide the details of the regulatory compliances to meet. This information we seek to arrive at correct software packages / design / services to be factored.	Please be guided by the RFP.
502	Page 35, Table - Technical Scoring, Point 3	References of proposed Solution implementation by bidder in India (As specified in Eligibility Criteria)	References of proposed solution implementation by bidder in India is primarily to check the expertise of the bidder on HCI solution. Hence, these references would be Processor OEM and Server OEM agnostic.	References would be Processor OEM and Server OEM agnostic.
503	Sec E: Broad Scope of Work; Item# 12 Training; Page 31	Vendor/OEM shall train and certify designated officials for the items in scope for configuration, operation/functionalities, maintenance, support & administration, architecture and components, installation, troubleshooting processes, backup etc. The duration and venue of the training will be decided by LIC.	Request LIC to provide details of the same so as to plan this activity and account for the same in the proposal	Please refer corrigendum.
504	Technical Specifications Sr.No.129	The solution should provide a stateful distributed firewall such that the firewall for Virtual Machines can be provided closest to the application within the server itself without traffic going to a Physical Firewall.	How the traffic will flow in case any packet has to reach out to internet for any specific purpose, please elaborate the traffic flow in detail to come across solution.	Network flow monitoring is to be provided as per specifications.
505	Technical Specifications	The solution should provide embedded/virtual machine distributed firewall and should provide near line rate	Need technical understanding upon this point	Please be guided by the RFP.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
	Sr.No.131	performance.		
506	Technical Annexure-I, Page No 12, Point No 144	The solution should provide overlay network & security virtualization and should work on any underlay physical network devices make and topology.	please let us know minimum Througput requirment for virtual firewall and how many virtual firewall interface is require per firewall	Please refer revised technical annexure.
507	Cloud Security	157. The proposed solution should provide uniform micro segmentation capabilities Across Private and Public Cloud	should we consider our solution on aws, gcp, oracle and hosted cloud providers with uniform microsegment from same private cloud provider and no 3rdparty agent based ?	Bidder has to take care of Technical Requirement.
508	Technical Annexure-I, Page No 11, 12 , Point No 159,129	The solution should provide a stateful distributed firewall such that the firewall for Virtual Machines can be provided closest to the application within the server itself without traffic going to a Physical Firewall. The solution shall provide a basic virtual load balancer to scale application delivery.	What is the expected throughput for Loadbalancer and/or Firewall?	Please be guided by the RFP. Software based load balancer is required.
509	Technical Annexure- I, Page no. 3	Bidders must propose the HCI solution with 5 year comprehensive onsite warranty and AMC for 6th & 7th year.	Please confirm warranty would start post delivery or after go live?	Refer RFP Clause J.19
510	Technical Annexure-I Backup Solution -	Backup software should support instant database recoveries of MySQL, MS SQL from the backup files.	Duplicate point, point no 185 is same	Please refer to revised technical annexure
511	Technical Annexure-I Backup Solution -	The backup software must Pinpoint identified ransomware strains and prevent reintroduction of malware into your environment using YARA content analysis.	Vendor specific point. "using YARA content analysis." Should be deleted.	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
512	Technical Annexure-I - Backup Solution - Page 109 , Point 160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	As DR capacity is mentioned, Request you confirm DC backup storage sizing usable capacity as well & everyone will submit the right sizing. Kindly share exact DC & DR usable storage sizing to avoid undersizing of the solution. This will benefit LIC on TCO & comparison as well.	Please refer to revised technical annexure
513	Technical Annexure- I, Page no. 13	Point no - 167 The proposed Backup software must offer capacity or instance based licenses with no restrictions on type of arrays (protecting heterogeneous storage technologies), front end production capacity or backup to disk target capacity restrictions. Licenses and associated hardware should be supplied for both primary and DR site. if bidder is quoting capacity based licenses , bidder should quote per 1 PB capacity based licenses. if bidder is quoting instance based licenses , bidder to quote licenses for 2500 VMs Point no -197 Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	as per point no 167 total storage capacity is 1PB and point no 197 it is mentioned 500 TB storage which one storage we need to consider?	Please refer to revised technical annexure
514	Backup Solution	164 Should be able to provide backup window of 10 hours 165 Proposed backup hardware should support throughput of 2TB/hour	Considering the data size of 1PB to be backed up, 2TB/hr throughput asked is very low and in 10 hours of backup window only 20TB data can be backed up. Suggest to amend the clause as "The Proposed VTL appliance must support 90TB/hr of backup throughput"	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
515	Page-13, Clause-165	Proposed backup hardware should support throughput of 2TB/hour	Considering the data size of 1PB to be backed up, 2TB/hr throughput asked is very low. Suggest to amend the clause as "The Proposed VTL appliance must support 90TB/hr of backup throughput"	Please refer to revised technical annexure
516	Technical Annexure-I Point 160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	If LIC planed to use, this object storage as a target to Backup Solution - in DC as DR - 500TB capacity provisioned on day 1 would not be enough for 2 PB usable capacity planed in DR Site. Also in DC site - if existing 400 VMs also get backed on to this torage, this 500TB might also get almost full on day 1 only with backup policy. LIC need to confirm, how this is planed to work. Would LIC buy with change request when such utilisation threashold crosses 70 to 80%.	Please refer to revised technical annexure
517	Technical Annexure-I Point 160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	If LIC planed to use, this object storage as a target to Backup Solution - in DC as DR - 500TB capacity provisioned on day 1 would not be enough for 2 PB usable capacity planed in DR Site. Also in DC site - if existing 400 VMs also get backed on to this torage, this 500TB might also get almost full on day 1 only with backup policy. LIC need to confirm, how this is planed to work. Would LIC buy with change request when such utilisation threashold crosses 70 to 80%.	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
518	Technical Annexure-I Backup Solution -	The backup software must prevent the accidental or malicious deletion or encryption of backups by employing a zero trust architecture, "Four eyes" admin protection and immutable backups.	More Vendor Specific – Need to remove "Four eyes" admin protection"	Please refer to revised technical annexure
519	Technical Annexure-I - Backup Solution - Page 109 , Point 165	Proposed backup hardware should support throughput of 2TB/hour	Please confirm if throughput speed mentioned is for FULL backup or incremental backup . Please confirm if 2 TB/hour will be native backup without deduplication & compression	Please refer to revised technical annexure
520	Technical Specifications Sr.No.160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	Please provide backup storage specifications, do you required purpose build backup appliance or general storage for backup, connectivity requirement i.e. 10G network or FC	Please refer to revised technical annexure
521	Backup Solution	165 Proposed backup hardware should support throughput of 2TB/hour	Please provide the information on the source of data which needs to be protected under backup and we understand, the source infrastructure can match the performance requirement as well. For instance, if the source of data is the object storage, 2TB/Hour may or may not be possible to achieve.	Please refer to revised technical annexure
522	Backup Solution	160 Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	RFP asked for bidder to provision solution with usable capacity of 2PB storage. We request LIC to mention specifications for the backup appliance. We have added tab with specifications for backup appliance which are generic and can be used.	Please refer Revised Technical Annexure.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
523	Page-13, Clause-160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	RFP asked for bidder to sized the backup solution at DC, similarly for DR as well pl asked bidder to do the sizing instead of restricting to quote for 2PB, Based on the data size and retention policy different solution demands for different capacity	Please refer Revised Technical Annexure.
524	Page-13, Clause-167	The proposed Backup software must offer capacity or instance based licenses with no restrictions on type of arrays (protecting heterogeneous storage technologies), front end production capacity or backup to disk target capacity restrictions. Licenses and associated hardware should be supplied for both primary and DR site. if bidder is quoting capacity based licenses , bidder should quote per 1 PB capacity based licenses. if bidder is quoting instance based licenses , bidder to quote licenses for 2500 VMs	Similar to capacity and instance based license pl allow bidder to quote socket based license as well, this will benefit LIC to take unlimited capacity & VM backups	Please refer Revised Technical Annexure.
525	Page-14, Clause-179	The backup software must Allow cyber threat tool to report infections directly into the backup tool Incident API, marking existing restore points as infected or triggering a backup.	This clause is favouring single OEM, For other industry leading solution to participate request to remove this clause. Or suggest to amend the clause as " Proposed backup solution must offered to protect the backed up disk volume from any malware & ransomware attacks and provide guaranteed recovery"	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
526	Page-14, Clause-175	The backup software must Pinpoint identified ransomware strains and prevent reintroduction of malware into your environment using YARA content analysis	<p>This clause is favouring single OEM, For other industry leading solution to participate request to remove this clause.</p> <p>Or suggest to amend the clause as " Proposed backup solution must offered to protect the backed up disk volume from any malware & ransomware attacks and provide guaranteed recovery"</p>	Please refer to revised technical annexure
527	Page-11, Clause-Annexure-I-16	Backup Solution-161	What would be the backup target	Please refer to revised technical annexure
528	Technical Annexure-I - Backup Solution - Page 109 , Point 162	Backup schedule to be supported by offered product: Daily, Weekly, Monthly, Yearly. Backup retention policy for DC: Daily Backup-6 copies, Weekly Backup-1 copy Backup retention Policy for DR: Daily Backup-24 copies, Weekly Backup-4 copies, Monthly Backup-12 copies, Yearly Backup-3 copies	<p>While DC & DR backup retention policies are different, the Backup Object Storage size is 500 TB usable is same for DC & DR.</p> <p>Please confirm non compress data size if any. Also confirm flat file data , database data bifurcation. This is required for correct sizing as you will get different compression ration based on data type.</p> <p>Kindly advise daily rate of change in data size</p>	Please refer to revised technical annexure
529	Technical Annexure-I , General Specifications point # 160	Backup solution at DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized considering backup schedule and retention policy.	<p>Would request LIC to re-phrase the clause as below :-</p> <p>Backup solution at DC & DR site should have usable capacity of 2 PB before deduplication, compression (Capacity to be considered for license calculation is 1 PB) Backup solution at DC site should be sized</p>	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			considering backup schedule and retention policy.	
530	Technical Annexure-I , General Specifications point # 175	The backup software must Pinpoint identified ransomware strains and prevent reintroduction of malware into your environment using YARA content analysis.	Would request LIC to re-phrase the clause as below :- The backup software must Pinpoint identified ransomware strains and prevent reintroduction of malware into your environment using YARA or equivalent content analysis.	Please refer to revised technical annexure
531	Technical Annexure-I , General Specifications point # 181	The backup software must prevent the accidental or malicious deletion or encryption of backups by employing a zero trust architecture, “Four eyes” admin protection and immutable backups	Would request LIC to re-phrase the clause as below :- The backup software must prevent the accidental or malicious deletion or encryption of backups by employing a zero trust architecture, “Four eyes” or equivalent admin protection and immutable backups	Please refer to revised technical annexure
532	Page-14, Clause-181	The backup software must prevent the accidental or malicious deletion or encryption of backups by employing a zero trust architecture, “Four eyes” admin protection and immutable backups	Zero trust architecture also requires the WORM capability on storage so that even storage admin will not be able to tamper the backed up data. Pl clarify?	Please refer to revised technical annexure
533	Cloud Management Platform	122. self-healing services monitoring such that identified services should be running and should restart automatically if stopped as desired state and vice versa within the scope of HCI infrastructure only	Desired state configuration required to be factored in for the deployment. Number of services withing the guest VMs Number of guests	For quantity of guest VMs to be covered under this scope, please refer to revised technical annexure.
534	Cloud Management Platform	102. self-healing services monitoring such that identified services should be running and should restart automatically if stopped as desired state and vice versa within the scope of HCI infrastructure only	please specify which all application services are needed for self healing and for how many guest vm's	Critical system services are needed and for quantity of guest VMs to be covered under the scope, please refer to revised technical annexure.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
535	Page-5, Section-41, Functional specification	For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher	1024 physical cores has been asked in totality at the same time 2 X 32 cores processor has been specified for each node. Can it be 2 X 64 cores so that less rack space will be consumed as total nodes also will be reduced in cluster.	Please refer to revised technical annexure
536	Technical Annexure-I / Functional Specifications / Pt.42	<p>Per Node/Server(Enterprise Class) specifications -</p> <p>For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one. All SFP provided in the solution should be OEM make. Cables required for network connectivity should be provided. At least 6 drive slots should be free after populating required drives. N+1 hot swappable Power Supply. [Overheads of management and system setup to be taken care of separately]</p>	<p>As the Number of Racks required to host the solution should be 5 or less as per the RFP, we are proposing 1U Servers which will require half the Rack space and would be able to deliver the requested usable Resources in a much smaller footprint. This will save the Rack space, power, cooling cost and will also enable LIC to expand the Infrastructure in future because these are 1U Servers. 1U Servers will typically have max of 10 drives hence we request you to relax this clause to:</p> <p>Per Node/Server(Enterprise Class) specifications -</p> <p>For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software</p>	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
			<p>OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-1, Cluster-2 and Cluster-3:</p> <p>Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB</p> <p>Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one.</p> <p>All SFP provided in the solution should be OEM make. Cables required for network connectivity should be provided.</p> <p>At least 6 drive slots should be free after populating required drives. N+1 hot swappable Power Supply. [Overheads of management and system setup to be taken care of separately]</p>	
537	Functional Specification	For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB	As the servers will be configured for virtualization cluster, it is recommended to have 16Gb per core which total to 1Tb memory per server. Request you to please update memory configured to 1Tb per server.	Please refer to revised technical annexure
538	Technical Annexure-I, Page No 9, Point No 94	The solution must allow management of existing/already provisioned VMs and perform automation task.	Can you remove the point which will restrict the bidder to provide only existing OEM solution.	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
539	Software Defined Storage	71. The solution must have De-duplication and Compression features licensed and implemented from day one (Should not have dependency on any proprietary hardware device). Storage Efficiency Features should be available across any type of nodes.	dedupe and compression should be licensed and dedupe/compression should be implemented from day1	Please refer to revised technical annexure
540	Technical_Annexure-I - Point No -76	HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual in nature (end user License name must be in the name of LIC).	HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual/ Subscription in nature (end user License name must be in the name of LIC).	Please refer Revised Technical Annexure.
541	Software Defined Storage	76. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual in nature (end user License name must be in the name of LIC).	in the previous ask point 39 its for subscription core based license and our solution is subscription core based even for sds.. Request to change the licensing to subscription basis instead of perpetual	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
542	Technical Annexure-I / Software Defined Storage / Pt.76	HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS supported x86 hardware, in case LIC wants to deploy it on new supported x86 hardware. Bidder/OEM need to provide the Hardware Validation on the proposed HCI Solution. The SDS license should not be tied with any specific hardware and must be transferable to any solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual in nature (end user License name must be in the name of LIC).	<p>Since most of Software Defined Storage solutions come with a Subscription based licensing model, kindly amend this point to:</p> <p>HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual/subscription based in nature (end user License name must be in the name of LIC). Bidder/OEM need to provide the Hardware Validation on the proposed HCI Solution. The SDS license should not be tied with any specific hardware and must be transferable to any supported x86 hardware, in case LIC wants to deploy it on new supported x86 hardware</p>	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
543	Technical Annexure - I, General Specification, Point-41	<p>The usable resource requirement(exclusive of management and system overheads as mentioned in Sl. No. 6) in each site (DC and DR) is as follows,</p> <p>Cluster-1:</p> <ol style="list-style-type: none"> 1) 1024 physical cores 2) 12 TB RAM 3) 200 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME storage (Enterprise Class), Note: This cluster can be used to host Windows VMs. Cost of licensing cluster for hosting Windows VMs with Windows Server 2022 Data Centre Edition should be quoted in commercial bid. LIC will decide at the time of placing order based on actual requirement. 	<p>Would request LIC to re-phrase the clause as below :-</p> <p>The usable resource requirement(exclusive of management and system overheads as mentioned in Sl. No. 6) in each site (DC and DR) is as follows,</p> <p>Cluster-1:</p> <ol style="list-style-type: none"> 1) 1024 physical cores 2) 12 TB RAM 3) 200 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME / SSD storage (Enterprise Class), Note: This cluster can be used to host Windows VMs. Cost of licensing cluster for hosting Windows VMs with Windows Server 2022 Data Centre Edition should be quoted in commercial bid. LIC will decide at the time of placing order based on actual requirement. 	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
544	Technical Annexure - I, General Specification,Point-41	<p>The usable resource requirement(exclusive of management and system overheads as mentioned in Sl. No. 6) in each site (DC and DR) is as follows,</p> <p>Cluster-2:</p> <ol style="list-style-type: none"> 1) 1024 physical cores 2) 12 TB RAM 3) 400 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME storage (Enterprise Class), Note: This cluster can be used to host Windows VMs. Cost of licensing cluster for hosting Windows VMs with Windows Server 2022 Data Centre Edition should be quoted in commercial bid. LIC will decide at the time of placing order based on actual requirement. 	<p>Would request LIC to re-phrase the clause as below :-</p> <p>The usable resource requirement(exclusive of management and system overheads as mentioned in Sl. No. 6) in each site (DC and DR) is as follows,</p> <p>Cluster-1:</p> <ol style="list-style-type: none"> 1) 1024 physical cores 2) 12 TB RAM 3) 400 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME / SSD storage (Enterprise Class), Note: This cluster can be used to host Windows VMs. Cost of licensing cluster for hosting Windows VMs with Windows Server 2022 Data Centre Edition should be quoted in commercial bid. LIC will decide at the time of placing order based on actual requirement. 	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
545	Technical Annexure - I, General Specification, Point-41	The usable resource requirement(exclusive of management and system overheads as mentioned in Sl. No. 6) in each site (DC and DR) is as follows, Cluster-3: 1) 1024 physical cores 2) 12 TB RAM 3) 400 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME storage (Enterprise Class), Note: This cluster can be used to host Windows VMs. Cost of licensing cluster for hosting Windows VMs with Windows Server 2022 Data Centre Edition should be quoted in commercial bid. LIC will decide at the time of placing order based on actual requirement.	Would request LIC to re-phrase the clause as below :- The usable resource requirement(exclusive of management and system overheads as mentioned in Sl. No. 6) in each site (DC and DR) is as follows, Cluster-1: 1) 1024 physical cores 2) 12 TB RAM 3) 400 TB Usable Space before de-duplication, compression and eraser coding, with All Flash NVME / SSD storage (Enterprise Class), Note: This cluster can be used to host Windows VMs. Cost of licensing cluster for hosting Windows VMs with Windows Server 2022 Data Centre Edition should be quoted in commercial bid. LIC will decide at the time of placing order based on actual requirement.	Please refer to revised technical annexure
546	Technical Annexure-I, 159, Page 12,	Load Balancer	Load Balancer cost line item needs to be provisioned in the Commercial_Annexure-II.xlsx	Please refer to revised commercial annexure
547	Tech Annex - Page 5, Point 42	For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable up to 2 TB	Request you to please modify the spec as below to get the best memory performance - Minimum 768 GB or more RAM with true runtime memory speed of DDR5 4800 MHz or higher, expandable to minimum 2 TB per HCI node.	Please refer Revised Technical Annexure.

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
548	Tech Annex - Page 5, Point 42	For Cluster-1, Cluster-2 and Cluster-3: Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one.	Please allow either Two number of quad port or Four number of dual port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one.	Please refer Revised Technical Annexure.
549	Technical Annexure-I - Backup Solution - Page 109 , Point 197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Kindly confirm below required performance parameters for Object Storage Sizing , Get / Read Throughput Put / Write Throughput Object Size Read Write Ratio	Please refer to revised technical annexure
550	Technical Specifications Sr.No.197	Proposed object storage at DC and DR should be offered with minimum 500 TB of usable storage capacity before Compression, Deduplication and Erasure Coding and it should be upgradable up to 1 PB	Object storage specifications are not mentioned, please provide the IOOPs and throughput required with object storage, connectivity requirement I.e. 10G or FC, use case or purpose of Object storage etc.	Please refer to revised technical annexure
551	2. Criteria for Technical Evaluation	Partnership with Virtualization Software OEM (As specified in Eligibility Criteria)	Request to Accept the Self declaration from bidder/ OEM stating year of partnership. MAF is submitted as part of the authorization that we have partnership with OEM.	Please refer to revised MAF format.
552	RFP Document / Criteria for Technical Evaluation / POC Criterion to be demonstrated by the bidder / SLNO. 1	Setting up the two nodes of Cloud as DC and two nodes as DR. The network bandwidth needs to be throttled to simulate the DC-DR setup.	Since most of the Software Defined Storage solutions require minimum of 3 Nodes to function, kindly amend this point to: Setting up the two or more nodes of Cloud as DC and two or more nodes as DR. The network bandwidth needs to be throttled to simulate the DC-DR setup.	Please refer to the revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
553	Technical Annexure-I Page#5 SL No 42	<p>For Cluster-1: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel Platinum Processor with minimum 2.5 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-2 and Cluster-3: Latest Generation (Certified by Proposed Virtualization software OEM) x86 64 Bit architecture-based, 2x32 core Intel/AMD Processor with 2.4 GHz Clock speed or higher and 60 MB Cache or higher</p> <p>For Cluster-1, Cluster-2 and Cluster-3: Minimum of 768 GB RAM, DDR5 4800 MHz or higher , expandable upto 2 TB Two number of quad port 10/25GbE Cards populated with 8 quantity of 25G SFP connectivity to the existing Leaf Switch from day one. All SFP provided in the solution should be OEM make. Cables required for network connectivity should be provided. At least 6 drive slots should be free after populating required drives. N+1 hot swappable Power Supply. [Overheads of management and system setup to be taken care of separately]</p>	<p>In the view of power, space efficiencies and future expansion, request LIC to allow bidder with option of 32 Or more cores per processor. Request to allow separate compute and storage nodes architecture.</p>	Please refer to revised technical annexure

Technical Annexure related queries

SL No.	Document Reference	RFP Clause	Query by Bidder	Remarks
554	Page-Technical Annexure-I , Clause-Pt.76	Software Defined Storage	<p>HCI solution should support for hosting their SDS (Software Defined Storage) component with choice of servers hardware available from leading OEM's. LIC should be able to run SDS solution on any compatible x86 hardware of choice and Licenses proposed for Software Defined Storage (SDS) Platform should be perpetual in nature (end user License name must be in the name of LIC).</p> <p>Bidder/OEM need to provide the Hardware Validation on the proposed HCI Solution. The SDS license should not be tied with any specific hardware and must be transferable to any supported x86 hardware, in case LIC wants to deploy it on new supported x86 hardware.</p>	Please refer Revised Technical Annexure.
555	Technical Annexure-I, Page No 8, Point No 82	Central administrator must be able to manage/control the self-service portal view for the tenants and enable multi tenancy. Any authorized user must be able to deploy the application using the published blueprint in his self-service portal. Services provided in self-service portal should cut across existing and upcoming infrastructure components.	<p>Can you remove the point which states as below, which will restrict the bidder to provide only existing OEM solution.</p> <p>Services provided in self-service portal should cut across existing and upcoming infrastructure components.</p>	Please refer to revised technical annexure