



Scope of Work:

The scope of work comprises of complete installation, commissioning, integration and maintenance of the Video conferencing system along with display for five locations in Mumbai (3 Yogakshema, 1 Vile Parle and 1 BKC) as per the specifications, terms and conditions for a period of 5 Year. It includes total responsibility for providing and maintenance of complete VC solution by providing a Video Conferencing solution at the above 5 sites. The scope of work should be read along with the technical specifications to ensure complete compliance to the scope of work.

- Supply, installation, commissioning and maintenance of the necessary hardware and software required for the purpose of providing a complete Video Conferencing solution at five locations, as per the technical specifications.
- Back to Back OEM support should be available for the maintenance, support, replacement, up gradation, patches fixes, vulnerabilities assessment based on periodic bulletins issued by the OEM. The OEM Help desk must be available 24x7.
- The bidder should be an authorized service provider and needs to submit Manufacturer Authorization Form (MAF) by OEM stating that bidder is authorized partner and is authorized to participate in the tender for Video Conferencing Systems by LIC.
- The bidder should attend to all calls from LIC whenever required. Though the onsite support services are not required, the bidder has to attend to all calls in person from LIC whenever required.
- The person should be deputed at LIC premises within 4 working hours failing which penalty is applicable.
- Provide 24x7x365 basis post implementation comprehensive support.
- In case there is a cost incurred to LIC due the wrong BoM/Specification/feature-set of the managed Video Conferencing equipments/device/appliance at any location, the same will have to be replaced by vendor at no extra cost to LIC.
- Prepare test-plan, implementation plan, integration plans and rollback strategies
- The installation should seamlessly integrate with the existing VC setup of LIC without incurring any extra cost to LIC.
- The installed solution should be able to join VC meeting schedule through the existing setup in LIC without incurring any extra cost to LIC.
- The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.



- **The cabling will be done by the bidder at no extra cost to LIC. LIC will provide the cabling material.**
- **All end to end connectivity will be done by the bidder.**
- No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.

Payment Terms for delivery and Implementation

90 % payment for delivery and implementation shall be released by LIC within 30 days from the date of submission of bills along with the user acceptance report. GST Details, NEFT details etc. for making the payment.

In addition the following aspects may be noted:

- a) No advance payment will be made by LIC.
- b) The payment will be released from IT department, Central Office.
- c) If Components are not delivered within the time schedule for delivery and installation, penalty will be applicable as per SLA.

For balance amount, 2% Payment at the end of each year:

- a) Letter/Invoice for claiming the balance amount.
- b) GST Details, NEFT details etc. for making the payment



Service Level Agreement (SLA)

The vendor has to ensure adherence to time-schedules given. Non-adherence will attract penalties as given

| S.N. | Description | Penalty |
|-------------|---|--|
| 1 | Complete Delivery and installation of the Video conferencing system for five locations. | Within 12 Weeks from the date of PO. |
| 2 | Delay in Delivery and installation of the VC Setup at all location, as per the technical specifications. | 0.2 % of the PO value for that site per day till the date of installation subject to a maximum of 10% of the total PO value for that location. |
| 3 | In case of any call by LIC for onsite support, the onsite support should be made available within 4 Hours of the call. | Rs. 500 for every 1 hour of delay or part thereof in addition to other applicable penalties up to Rs 20,000 maximum for each location. |
| 4 | In case of a breakdown/malfunctioning/ non-performance or performance degradation of the VC solution, the relevant defect should be rectified within 4 hours of the onsite support have reached LIC premises. | Rs. 1000 for every 1 hour of delay or part thereof in addition to other applicable penalties up to Rs 30,000 maximum for each location. |

However, if the delivery and implementation is not done beyond 16 weeks from the date of the Purchase order, it will be dealt with as follows:-

- LIC may cancel the purchase order placed which will be conveyed to the vendor in writing.
- The penalty clause as mentioned in SLA will be applicable.
- LIC may terminate the contract and blacklist the vendor.