

**RFP for Supply, Installation and Maintenance of Desktop Computers, All-in One Desktops**  
**RFP Ref: LIC/CO/IT-BPR/HW/2023-24/05 Dated: 29.03.2024**

**Clarifications to Pre-bid Queries**

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
1	D.5- Eligibility Criteria: Page No. 24	The bidder should have executed projects for delivery, installation, and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021- 22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	The bidder should have executed projects for delivery, installation, and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU/Corporates. (Public LTD/ PVT.LTD/MNC Companies).	Please refer Corrigendum.
2	D.5- Eligibility Criteria: Page No. 24	Project Experience; Clause 5.The bidder should have executed projects for delivery, installation and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	Does MSE will considered any Exemption in project Experience Criteria	No exemption in project experience criteria
3	C. 6 Page No-11	Bid Submission Date & Time is 30th April 2024, latest by 3:00 pm	As per Gem Document it is Bid Submission Date is 18thth April 2024, Latest By 3:00 pm	Please refer Corrigendum.
4	C. 22. Guidelines on Public Procurement (Preference to Make in India), Order 2020  Page 20	b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price	b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and 50% of <b>contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price</b>	Old clause is removed and new clause is inserted.  Please refer Corrigendum.
5	C-22. Guidelines on Public Procurement (Preference to Make in India), Order 2020, Prefrence to local suppliers Page 21	Preference to local suppliers: c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.	To be amended to c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and 50% contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.	Old clause is removed and new clause is inserted.  Please refer Corrigendum.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
6	E.10.b Warranty, Maintenance and Servicing- Hardware Engineer Page 29	Clause no 10 b) -There should be at least one dedicated Engineer posted for every 300 machine supplied by the concerned vendor, subject to minimum of one engineer being resident & if the number of machines is still less than 300, posting of a dedicated engineer at each Divisional Office premises is compulsory	NO clarity about Engineers Number or Location for exact no of Engineer Postings	The exact number cannot be given at this stage. As per the RFP condition, there should be minimum one Engineer for every 300 machines supplied, subject to a minimum of one engineer per Division. There are 23 Divisions, one Zonal Office and one Central Office for which hardware is to be supplied under this RFP. Hence the minimum number of Engineers required is 25. The exact number will be more than 25.
7	F.4.ii Deliverables and Timelines- Installation Period Page 42	Part 1 Item delivery Period 80 days or 90 Days other areas like J&K, North east, etc.-(7 days for Installation)	Need installation period for 15 days	No change.
8	F.4.ii- Deliverables and Timelines-Part-II Page 43	Part 2 Item delivery period 30 Days (Installation Period Required – Not Mention)	Need installation period for 15 days	Installation period is not applicable for Part II items.
9	C.14, (Indicative Commercial Bid) Page 17	Indicative commercial bid Buy Back Price	Required Location details _ for commercial Calculation	Please refer Corrigendum and Annexure XIX.
10	C.10 (EMD & Tender Fees) Pages 12 & 13	Earnest Money Deposit (EMD) of Rs. 48,00,000 (Rupees forty eight lakhs only). The EMD shall be submitted by way of unconditional and irrevocable Bank Guarantee, payable at Mumbai,	Exmption against NSIC & MSME -Required Confirmation from LIC	Please refer RFP condition. To be eligible for the preference, supporting documents to prove eligibility for exemption must be uploaded for evaluation by the bidder.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
11	D.4- (project experience) Page No. 24	The bidder should have presence with their own offices in the states of Maharashtra, Goa and Gujarat.	We have our residential Sales & SERVICE Engineer to support in the designated Areas (Maharashtra/ Goa/ Gujarat)	Please refer Corrigendum.
12	E.9.C.1- Payment terms Pages 28 & 29	1) 70% of the payment will be made on delivery of the Hardware after the submission of Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where the hardware has been delivered.ii.) 20% payment will be made on installation of Hardware delivered iii) 5 % payment will be settled after lifting of the buy-back items and receipt of claim from the Vendor Vii) The payment for the balance 5% will be made at the end of warranty period	<b>Agreed on 70% after Delivery , 25% after installation, 5% towards the submission of PBG for the warrantyperiod</b>	No change.
13	D.4- (project experience) Page No. 24	Project Experience - The bidder should have presence with their own offices in the states of Maharashtra, Goa and Gujarat.	Kindly allow offices in any of one state.	Please refer Corrigendum.
14	D.4- (project experience of OEM) Page No. 24	The OEM should have supplied a minimum of 5000 desktops/ laptops under a single RFP in the last 3 years.	The OEM should have supplied a minimum of 5000 desktops/ laptops under a single RFP in each of last 3 years.	Please refer Corrigendum.
15	D.8 Financial Strength of the Bidder Page 24	The bidder should have minimum annual turnover of Rs. 18 crores in at least any three of the last five previous Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 - Details should be submitted in Annexure-I, along with copies of Audited Balance Sheet/ CA Certificate for the relevant years.	Request to consider only copies of Audited Balance Sheet .	Please refer Corrigendum.
16	D.9 Financial Strength of the Bidder Page 24	The bidder should have positive EBITDA in at least three of the last five previous Financial Years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19-Details should be submitted in Annexure-I, along with copies of Audited Profit and Loss Statement/ CA Certificate for the relevant years.	Request to consider only copies of Audited Balance Sheet.	Please refer Corrigendum.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
17	D.10 Financial Strength of the Bidder Page 24	The bidder should have positive net-worth as per the latest audited financial statement-Details should be submitted in Annexure-I, along with copies of Audited Balance Sheet/ CA Certificate for the relevant years.	Request to amend the clause as : The bidder should have positive net-worth as per the latest audited financial statement (FY 22-23) -Details should be submitted in Annexure-I, along with copies of Audited Balance Sheet.	Please refer Corrigendum.
18	C.14, Technical Bid-ii. Page 16	Copy of Manufacturer's Authorization Form (MAF) from the OEM in the format given in Annexure-X. The original MAF, duly ink signed/ digitally signed by the Authorised Signatory of the OEM, should be submitted to LIC at the address given in the RFP document.	Request to consider Original MAF , duly ink signed only.	Please refer Corrigendum.
19	C.17, (Bid Validity) Page 17	Bids shall remain valid for 210 days after the date of bid opening.	Request to consider Bid validity 90 days	No change.
20	C. 20, (Evaluation process) Buyback items - Page 20	Buyback Items: The minimum buy-back rate, for items as mentioned in the Commercial bid will be fixed by LIC.	The machines are pretty old and many places components are missing. So, we request to allow bidders to quote the Buyback prices.	No change.
21	E.2.C. Validity Period Page 26	c) LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period of up to 120 days only	Request you to consider extension of validity of approved rates for a maximum period up to 30days instead of 120 days	No change.
22	E.3 -PBG Page 26	The PBG shall be submitted within 21 days from the date of intimation/ letter issued for selection as Vendor. Failure to do so may attract a penalty of Rs.2,000/-per day, subject to maximum penalty of Rs.30,000/-.	Request you to consider 30 days instead of 21 days. Also Failure to do so subject to maximum penalty of Rs.10000/-	Please refer Corrigendum.
23	E.3 -PBG Page 26	The PBG should be valid for the period of 78 months, excluding claim period	Request you to consider PBG validity of 72months ,excluding claim period	No change.
24	E.5.e - Pricing & Taxes Page 27	e) However, if LIC decides to extend the validity period of the RFP, during the extended period	Request to consider Dollar Clause after 3 yrs and not if LIC extends validity	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
25	E.9.C.1- Payment terms Pages 28 & 29	<p><u>Part I of commercial bid:-</u></p> <p>i) 70% of the payment will be made on delivery of the Hardware after the submission of Invoice cum delivery Challan or the Delivery Report (DR) which is generated online from LIC's Module at the location where the hardware has been delivered.</p> <p>ii. 20% payment will be made on installation of Hardware delivered. The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the Vendor. There is no need for submission of hard copy of the installation report.</p> <p>iii. 5 % payment will be settled after lifting of the buy-back items and receipt of claim from the Vendor for the same and accordingly Buyback Amount along with the GST for the same will be deducted by LIC</p>	<p><b>Request to consider payment terms as:</b></p> <p>i) 80 % against delivery of the Hardware after the submission of Invoice cum delivery Challan or the Delivery Report (DR).</p> <p>ii) And 20% against installation of Hardware delivered.The Installation Report (IR) will be generated online from LIC's Module at the location where hardware installation has been done and the installation details generated online will be available in the Payment Module of LIC which will be considered for release of installation payment on receipt of claim for Installation Payment from the Vendor. There is no need for submission of hard copy of the installation report.</p> <p>iii) Pls deduct the buyback amount from the bill payable , and machine will be lifted by the vendor as per the schedule agreed with the customer . Alternatively consider 70% against Delivery ,27% against installation and 3% against Buyback .</p>	No change.
26	E.9.C.vii- Payment Terms Page No 29	vii. The payment for the balance 5% will be made at the end of warranty period.	Request to remove this clause .	No change.
27	E.9.f- Payment Terms Page No 29	Maximum Penalty for Breakdown	Request you to consider maximum 5% instead 20%	No change.
28	E.10.a.i- Warranty period Page 29	i. Hardware: All the Hardware items, as per specifications given in Technical Annexure-Technical, shall be under comprehensive on-site warranty covering all parts, peripherals and labor for a period of six years. Warranty details should be reflected on the OEM Website/ Portal against the product serial number. The Vendor is required to supply the original OEM manufactured spare parts and peripherals during the warranty period and not refurbished or white labelled items.	Request you to consider 5 yrs Warranty instead of 6 yrs . All OEMs provide 5 yrs only . Warranty details will be reflected only for 5 yrs and not 6 yrs by any OEM for that product serial number . As OEM standard Warranty is always 3 yrs or 5yrs , will not be able to supply original OEM manufacture spare parts after 5 yrs.	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
29	E.10.B.- Warranty, Maintenance and Servicing --> Page No. 30	If the selected bidder fails to post dedicated engineer(s) as above, within three months from date of placing of purchase order of Hardware, a penalty of Rs.500 per day per engineer subject to a maximum of Rs.10,000 per Division will be applicable and will be recovered from any payment due to the bidder.	Request to consider Rs.50/- per day per engineer subject to maximum of Rs.2000/- per Division.	No change.
30	E.10.C.ii.- Term&Condition Page 30	ii. For any breakdown of AIO, the same should be resolved within 7 working hours from the call booking in LIC's HCT Module and if it is not resolved within 7 hours	Request to consider 16 hrs instead of 7hrs	No change.
31	E.10.C.iv.- Term&Condition Page 30	iv. During the period of warranty it will be mandatory on the part of the Selected Vendor to carry out Onsite Preventive Maintenance (PM) once in every quarter.	Request to consider half yearly for new hardware instead of quarterly.	No change.
32	E.10.C.iv.- Term&Condition Page 30	iv. dusting and cleaning of monitor, keyboard, mouse etc.,	Please remove " cleaing of monitor, Keyboard, mouse etc." line form RFP clause	No change.
33	E.10.D Page 31	d) Booking of Breakdown Complaints	There are no clarity breakdown calls such as approval required for formatting of HDD or change of Motherboard.	Please refer Corrigendum.
34	E.11.a. (SLA)-City class-C Page 32	11. Service Level Agreement (SLA): PC class C -resolution time - Next to Next Working Day plus 4 Working Hours	Request you to consider resolution time to 3 days .	Please refer Corrigendum.
35	E.10.a.i- Warranty period Page 29	The Vendor is required to supply the original OEM manufactured spare parts and peripherals during the warranty period and not refurbished or white labelled items.	Please remove this clause for plug and play devices.	No change.
36	F.4.ii Deliverables and Timelines- Installation Period Page 42	Installation period for Part I- 7 days	Request you to consider Installation period for Part I- 10 days	No change.
37	F.4.ii Deliverables and Timelines- Delivery Period Page 42	Part II - delivery period -30 days	Request you to consider Part II - delivery period -45 days	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
38	F.4.ii Deliverables and Timelines- Max. Penalty Page 42	Part II - Penalty maximum - 10% on undelivered item.	Request you to consider maximum 5% instead 10%	No change.
39	F.4.ii Deliverables and Timelines- Software Penalty Page 42	Software-Delivery - 7 working days	Request you to consider 30 days .Also request you to consider the delivery period as per Part I if ordered with Software.	Please refer Corrigendum.
40	E.10.c) ix Page no 31	Monthly rental of 5% of basic Hardware cost will be payable to the Vendor for the equipment supplied as standby until such time the new hardware is received by the location and installed, after which the rental will cease. If the Vendor does not provide standby equipment, the penalties as per Chart of Penalties will be imposed.	Request you to please consider monthly rental of 12% instead of 5%	No change.
41	E.11.a. (SLA)-AIO Page 32	AIO - resolution time	Request you to consider resolution time for AIO - 10 working days	No change.
42	Annexure III-Format of the Performance Certificate Page 49	Performance Certificate to be given by the Customer for the Purchase Orders placed with the Bidder to be submitted on the Letter Head of the Company.	Request to remove this annexure as Govt. /PSU cannot issue the same.	No change.
43	Annexure VIII: Pre Contract Integrity Pact-. 10.Validity: 10.1.- Page 58	10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case Bidder is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.	Request you to keep the validity till the contract period only.	No change.
44	Annexure-X -(MAF) Page 60	MAF--We also extend our back to back service support and assurance for availability of our equipment, components and consumables as per the terms and conditions of the RFP, for a period up to 31st December 2030.	OEM will provide MAF with 5 years only. So, the validity period should be upto 30th June 2029.	No change.
45	E-10.B Page 29-30	Hardware Engineers: There should be at least one dedicated Engineer posted for every 300 machines supplied by the concerned vendor, subject to minimum of one engineer being resident at the DO	We request you to remove " <b>subject to minimum of one engineer being resident at the DO</b> "	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
46	E-10.C.ii Page 30	For any breakdown of AIO, the same should be resolved within 7 working hours from the call booking in LIC's HCT Module and if it is not resolved within 7 hours,	Change to 16 hours	No change.
47	E-10.C.iv Page 30	iv. During the period of warranty it will be mandatory on the part of the Selected Vendor to carry out Onsite Preventive Maintenance (PM) once in every quarter.	For New hardware quarterly PM is not required so please change to half yearly.	No change.
48	C-22. Guidelines on Public Procurement (Preference to Make in India), Order 2020, Preference to local suppliers Page 21	Preference to local suppliers: b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price	To be amended to b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and <b>50% of contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price</b>	Old clause is removed and new clause is inserted.  Please refer Corrigendum.
49	C.22. Guidelines on Public Procurement (Preference to Make in India), Order 2020 Page 21	Preference to local suppliers: c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.	To be amended to c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and <b>50% contract</b> shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 bidder.	Old clause is removed and new clause is inserted.  Please refer Corrigendum.
50	D.4- (project experience of OEM) Page No. 24	The OEM should have supplied a minimum of 5000 desktops/ laptops under a single RFP in the last 3 years	1. While you are providing MSME exemption for EMD etc. we also request MSME exemption for Project Experience of OEM. 2. Since the requirement is of Desktop Computers and you are asking for Experience of laptops also we request that you include Mini PCs/Thin clients also under Project Experience of OEM	1. No change in project experience criteria. 2. Please refer Corrigendum.



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51	D.5 Eligibility Criteria: Page No. 24	The bidder should have executed projects for delivery, installation and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	In case the OEM is bidding directly please clarify if the OEM also has to meet this requirement along with OEM Project Experience as above.	This clause is applicable for the bidder. If OEM is directly bidding, this clause will be applicable to them.
52	General Query	Regarding Options	Please clarify if you have to Bid for all the Options or any one as per Options given	Bidders will have to compulsorily bid for <b>all items</b> under the Part-I, Part-II and Buyback. Bidders have an option of quoting maximum 2 models for all the Part-I Items.
53	D.4- (project experience) Page No. 24	The bidder should have presence with their own offices in the states of Maharashtra, Goa and Gujarat.-- <b>details of bidders own offices to be provided in the format as per Annexure-II.</b>	We have support/franchises support in Goa and Gujarat state.  We give undertaking that if we are L1 vendor we will open the office Goa and Gujarat state.	Please refer Corrigendum.
54	C.2 Page No. 11 C.10, Page No. 13	Non-refundable bid processing fee of Rs. 11,800 (INR 10000 + GST @ 18%)  Bidders shall submit, along with the Eligibility Bid, Earnest Money Deposit (EMD) of Rs. 48,00,000 (Rupees forty eight lakhs only).	As per the MSME policy we are exempt for submitting tender fee and EMD.  Please find attached UDYAM Certificate and confirm the same.	As per Clause C.10.c) - Page 13, relaxations to MSEs will be applicable as per government guidelines, on submission of documents proving eligibility for exemption.
55	D.6- (project experience) Page No. 24	The OEM should have service centres in the states of Maharashtra, Goa and Gujarat..	For Service Centres it should mention either <b>Bidder/OEM should have service centres.</b>	Please refer Corrigendum.
56	D.7- (project experience) Page No. 24	The OEM should have supplied a minimum of 5000 desktops/ laptops under a single RFP in the last 3 years.	Request TO LIC accept/Change as below:  <b>The OEM should have supplied a min. of 5000 Nos. Desktops/Laptops during last 3 Financial Years.</b>	Please refer Corrigendum.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
57	D. 5-Eligibility Criteria Page 24	The bidder should have executed projects for delivery, installation, and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	We are requesting for:-The bidder should have executed projects for delivery, installation, and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU/Corporates. (Public LTD/PVT.LTD/MNC Companies).	Please refer Corrigendum.
58	C.22- Local Content Page No 21	Clarity on MII Content for Part one on Item wise Evaluation	Kindly clarify on the MII content required for all the line items.	As given in Eligibility Criteria no. 12 (page 25), all the models quoted in this RFP should have local content of minimum 20% i.e. Make in India Class I or Class II.
59	C.14, Technical Bid-iii. Page 16	Declaration for PVC BFR free model in the format given as Annexure-XI	We request the department to remove this clause as there are lot of other Environmental certifications asked in the RFP i.e. the RoHS undertaking.	No change.
60	E.10.a.i- Warranty period Page 29	Warranty	We request you to kindly change the warranty clause to 5 Years + 1 year AMC Instead of 6 Years warranty	No change.
61	C. 10 Page No. 13 (Earnest Money Deposit)	EMD Exemption	Since this bid is published on GeM, We request to kindly consider EMD exemption criteria as per GeM GTC as in RFP relaxation of EMD given to only MSEs.	No change.
62	D.4- (project experience) Page No. 24	4. The bidder should have presence with their own offices in the states of Maharashtra, Goa and Gujarat. --> Details of bidders own offices to be provided in the format as per Annexure-II.	Since this is multi state RFP, eligible bidder who doesn't have presence in multiple is not getting qualified here.  Hence we request to amend this clause with following. The bidder should have presence with their own offices in the states of Maharashtra, Goa and Gujarat or should provide undertaking to open office within 30 days from the award of the work order.  It will allow more eligible bidder to get participate in this prestigious deal & there will be healthy competition.	Please refer Corrigendum.

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63	E.9.c.vii Payment Terms Page 26	vii. The payment for the balance 5% will be made at the end of warranty period.	We request to reduce the retention % to 3% as bidder is already submitting PBG @ 5% for the warranty period.	No change.
64	E.9.f.- Payment Terms Page 26	f) Breakdown charges --> Maximum Penalty for Breakdown --> 20% of the Basic Cost of the Hardware item	Maximum penalty caping @ 20% is on very much higher side.  We request to reduce it to 10% as per industries standard.	No change.
65	E.10.a.1.- Warranty, Maintenance and Servicing --> Page No. 29	Hardware: All the Hardware items, as per specifications given in Technical Annexure-Technical, shall be under comprehensive on-site warranty covering all parts, peripherals and labor <b>for a period of six years.</b> Warranty details should be reflected on the OEM Website/ Portal against the product serial number.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
66	Annexure XVII: Format of Performance Bank Guarantee (PBG), 3.PBG,Page 70	This Bank Guarantee will be valid up to _____ <for a period of 78 months from the date of submission, excluding claim period >.	Since we have requested to change warranty period to 5 Years (60 Months), we request to kindly change the period of 66 months.	No change.
67	D. 5-Eligibility Criteria Page 24	Experience The bidder should have executed projects for delivery, installation and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	The bidder should have executed projects for the delivery, installation, and maintenance of an average of 4000 Desktops/laptops per year over any three years out of the last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/PSU.	No change.
68	22. Page 20,21	Preference to local suppliers:	To be amended to	Old clause is removed and new clause is inserted.  Please refer Corrigendum.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
69	E.10.B.- Warranty, Maintenance and Servicing --> Page No. 29	Clause no 10 b) -There should be at least one dedicated Engineer posted for every 300 machine supplied by the concerned vendor, subject to minimum of one engineer being resident. & if the number of machines is still less than 300, posting of a dedicated engineer at each Divisional Office premises is compulsory	No Clarity about No of Engineers	The exact number cannot be given at this stage. As per the RFP condition, there should be minimum one Engineer for every 300 machines supplied, subject to a minimum of one engineer per Division. There are 23 Divisions, one Zonal Office and one Central Office for which hardware is to be supplied under this RFP. Hence the minimum number of Engineers required is 25. The exact number will be more than 25.
70	F.4.ii- Deliverables and Timelines-Part-II Page 44	Part 2 Item delivery period 30 Days (Installation Period Required – Not Mention)	Need installation period for 15-20 day	Installation period is not applicable for Part II items.
71	C. 20, (Evaluation process) Buyback items - Page 20	Indicative commercial bid Buy Back Price	Required Location details _ for commercial Calculation	Please refer Corrigendum and Annexure XIX.
72	D. 5-Eligibility Criteria Page 24	The bidder should have executed projects for delivery, installation, and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	The bidder should have executed projects for delivery, installation, and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU/Corporates. (Public LTD/PVT.LTD/MNC Companies)	Please refer Corrigendum.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
73	D. 1-Eligibility Criteria General Page No 24	The bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India, and having presence across the states of Goa, Gujarat and Maharashtra and should submit the GST registration for the State where their respective registered office and/ or billing offices are situated.	Once we will receive the order we will Establish own office in Goa within 45 days.	Please refer Corrigendum.
74	D. 4 Eligibility Criteria- Project Experience - Page No 24	The bidder should have presence with their own offices in the states of Maharashtra, Goa and Gujarat.	Once we will receive the order we will Establish own office in Goa within 45 days.	Please refer Corrigendum.
75	D. 5 Eligibility Criteria Project Experience - Page no 24	The bidder should have executed projects for delivery, installation and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	The bidder should have executed projects for delivery, installation and maintenance of 2000 Desktops/ laptops in last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU. Or The bidder/OEM should have executed projects for delivery, installation and maintenance of 4000 Desktops/ laptops (each year) in at least three out of last five years - 2022-23, 2021-22, 2020-21, 2019-20, 2018-19 in Government/ PSU.	Please refer Corrigendum.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
<b>Technical Queries</b>				
76	Annex Tech. Page No 74, 76	Expansion Slots 3 PCI/PCIe	We suggest 2 PCIe slots. PCIe slots are advanced in terms of providing higher speed, Higher Bandwidth, Backward compatibility allowing greater flexibility in Hardware upgrades & also helps in less power consumption	Please refer Revised Annexure-Technical.
77	Annex Tech. Page No 74, 76	Monitor: 19.5" or higher TFT Wide of same OEM TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	We suggest the department to upgrade the same to TCO 9.	No change.
78	Annex. Tech. Page No 78 & 80	Power Supply: Max 300 watt, 90% efficient or better	We request the department to change to the 85% Efficiency.	Please refer Revised Annexure-Technical.
79	Annex. Tech. Page No 74,76	Windows 11 Certification	We suggest the department the change the same to Windows certification as you have already asked for a Bid Specific MAF from Microsoft and we would be mentioning the latest available OS.	Please refer Revised Annexure-Technical.
80	Annex. Tech. Page No 90	Chipset AIO (Intel/ AMD compatible chipset (Intel Q series/AMD Pro 565)	We request to allow B series chipset also, as with current specs only 1 OEM will be able to Quote.	Please refer Revised Annexure-Technical.
81	Annex. Tech. Page No 90	Monitor: 23.8" or Higher WLED backlit Touch display	We request to change the same to Non Touch AIO Monitor.	No change.
82	Annex. Tech., Page no 99	Buyback - Qty 9762, base Rate Rs 400/-	Buyback quantity cannot exceed the bidding quantity.	No change.
83	Annexure Tech. Chipset Page no 74,76,78,80	ATC states H610.	Resquest you to consider chipset H670 instead of H610 in ATC .	Please refer Revised Annexure-Technical.
84	Annexure Technical,Pg 74	Part1 Option 1n2A PC with Windows OS- 19.5" or higher TFT Wide of same OEM TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard.	No change.
85	Annexure Technical page 75	Part 1Option 1 2A PC with windows OS-Safety Compliance- Energy Star 8 or highe	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
86	Annexure Technical, Page 76	Option 2Part I : 2A PC With Windows OS- Preloaded WIndows 11 and above Professional Edition (64 bit) along with latest Service Pack Note : Certification for Windows 11 Professional (64 bit)	Since LIC will be using RHEL and you are asking for POC for Compatibility to Windows we suggest that you also apply the same for Windows based PCs and remove Windows certification. All the Motherboards/Processors are as it is certified/compatible to Windows and as such putting this certification restricts the Bid participation to few OEMS only	This condition is incorporated to ensure genuineness of the Windows OS supplied. LIC has Enterprise license of RHEL. Hence, no change.
87	Annexure Technical Pg77	Option 2Part I : 2A PC With Windows OS-19.5" or higher TFT Wide of same OEM TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard	No change.
88	Annexurre Technical Pg 77	Option 2Part I : 2A PC With Windows OS-Safety ComplianceEnergy Star 8 or higher	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.
89	Annexure Technical pg 78	Option 1 Part I : 2B PC Without OS - 19.5" or higher TFT Wide of same OEM TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard.	No change.
90	Annexure Technical Pg 78	Option 1 Part I : 2B PC Without OS- Safety Compliance- Energy Star 8 or higher	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.
91	Annexure Technical, Pg 81	Option 1 Part I : 2D-1 Developer PC Without OS -19.5" or higher TFT Wide of same OEM TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard.	No change.
92	Annexure Technical Pg 83	Option 1 Part I : 2D-1 Developer PC Without OS safety ComplianceEnergy Star 8 or higher	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.
93	Annexure Technical,Pg 85	Option 2-Part I : 2D-1 Developer PC Without OS- 19.5" or higher TFT Wide TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard	No change.
94	Anexure Technical pg 85	Option 2-Part I : 2D-1 Developer PC Without OS-Safety Compliance-Energy star	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
95	Annexure Technical Pg 87	Option 1, Part I : 2D-2 Developer PC With Windows - 19.5" or higher TFT Wide TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard.	No change.
96	Annexure Technical Pg 87	Option 1 Part1 2D-2 Developer PC with Windows-Preloaded WIndows 11 and above Professional Edition (64 bit) along with latest Service Pack Note : Certification for Windows 11 Professional (64 bit)	Since LIC will be using RHEL and you are asking for POC for Compatibility to Windows we suggest that you also apply the same for Windows based PCs and remove Windows certification. All the Motherboards/Procesors are as it is certified/compatible to Windows and as such putting this certification restricts the Bid participation to few OEMS only.	This condition is incorporated to ensure genuineness of the Windows OS supplied. LIC has Enterprise license of RHEL. Hence, No change.
97	Annexure Technical pg 87	Option 1 Part1 2D-2 Developer PC with Windows -Safety Compliance -Energy Star	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.
98	Annexure Technical pg 89	Option 2-2D-2 Developer PC With Windows-19.5" or higher TFT Wide TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	TCO 8.0 is a MNC standard and as per GOI notification for Monitors you need to consider BIS which is the Indian standard.	No change.
99	Annexure Technical Pg 89	Option 2-2D-2 Developer PC With Windows - Preloaded WIndows 11 and above Professional Edition (64 bit) along with latest Service Pack Note : Certification for Windows 11 Professional (64 bit)	Since LIC will be using RHEL and you are asking for POC for Compatibility to Windows we suggest that you also apply the same for Windows based PCs and remove Windows certification. All the Motherboards/Procesors are as it is certified/compatible to Windows and as such putting this certification restricts the Bid participation to few OEMS only.	This condition is incorporated to ensure genuineness of the Windows OS supplied. LIC has Enterprise license of RHEL. Hence, No change.
100	Annexure Technical Pg 89	Option 2-2D-2 Developer PC With Windows safety compliance@Energy star	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.



#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
101	Annexure Technical pg 90 and 91	Part I : Option 1 and Option 2 All in One Desktop- Preloaded Windows 11 and above Professional Edition (64 bit) along with latest Service Pack Note : Certification for Windows 11 Professional (64 bit)	Since LIC will be using RHEL and you are asking for POC for Compatibility to Windows we suggest that you also apply the same for Windows based PCs and remove Windows certification. All the Motherboards/Processors are as it is certified/compatible to Windows and as such putting this certification restricts the Bid participation to few OEMS only.	This condition is incorporated to ensure genuineness of the Windows OS supplied. LIC has Enterprise license of RHEL. Hence, No change.
102	Annexure Technical Pg 91	Part I : All in One Desktop- Safety Compliance-Energy Star	This is a MNC standard. Request you to include BEE which is the Indian equivalent and as mandated by GOI	Please refer Revised Annexure-Technical.
103	Annexure Technica, Page 74,76,78,80,82,84,86,88,90,92	Chipset	Request to LIC accept AMD B Series Chipset also as it is a higher version.	Please refer Revised Annexure-Technical.
104	Annexure Technica	Systems without OS – Certified for RHEL 8.x	Request to LIC to accept BOSS LINUX Certificate, Because it's an Indian Certificate.	RHEL Undertaking in the format given in Annexure XV to be submitted and PC to be provided for POC.
105	Annexure Technica- Technical Specification/Safety Compliance	Energy Star 8 or higher	Pease accept BEE certificate. Because these are foreign certificate and not applicable for MII brands. <b>TCO 8 Complied.</b>	Please refer Revised Annexure-Technical.
106	Annexure-Technical: 2A PC With Windows OS	Chipset : Intel / AMD compatible chipset (Intel H610/B660/Q670/AMD Pro 500/ Pro 565)	We request to kindly allow H670 Chipset too in the mentioned specifcaiton of desktop so that more OEM can qualify in this bid.	Please refer Revised Annexure-Technical.
107	Annexure-Technical: 2A PC With Windows OS - Page No. 76	Chipset : Intel / AMD compatible chipset (Intel H610/B660/Q670/AMD Pro 500/ Pro 565)	We request to kindly allow H670 Chipset too in the mentioned specifcaiton of desktop so that more OEM can qualify in this bid.	Please refer Revised Annexure-Technical.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
108	Annexure-Technical: 2B PC Without OS - Page No. 78	Chipset : Intel / AMD compatible chipset (Intel H610/B660/Q670/AMD Pro 500/ Pro 565)	We request to kindly allow H670 Chipset too in the mentioned specificaiton of desktop so that more OEM can qualify in this bid.	Please refer Revised Annexure-Technical.
109	Annexure-Technical: 2B PC Without OS - Page No. 80	Chipset : Intel / AMD compatible chipset (Intel H610/B660/Q670/AMD Pro 500/ Pro 565)	We request to kindly allow H670 Chipset too in the mentioned specificaiton of desktop so that more OEM can qualify in this bid.	Please refer Revised Annexure-Technical.
110	Annexure-Technical: 2A PC With Windows OS - Page No. 74	HDD : 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	We request to kindly amend 500 GB HDD to 1TB HDD as 500 GB is HDD is absolute in market & generally OEM is providing 1TB as a standard.	No change.
111	Annexure-Technical:2A PC With Windows OS - Page No. 76	HDD : 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	We request to kindly amend 500 GB HDD to 1TB HDD as 500 GB is HDD is absolute in market & generally OEM is providing 1TB as a standard.	No change.
112	Annexure-Technical:2B PC Without OS - Page No. 78	HDD : 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	We request to kindly amend 500 GB HDD to 1TB HDD as 500 GB is HDD is absolute in market & generally OEM is providing 1TB as a standard.	No change.
113	Annexure-Technical:2B PC Without OS - Page No. 80	HDD : 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	We request to kindly amend 500 GB HDD to 1TB HDD as 500 GB is HDD is absolute in market & generally OEM is providing 1TB as a standard.	No change.
114	Annexure-Technical:2A PC With Windows OS - Page No. 75	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
115	Annexure-Technical:2A PC With Windows OS - Page No. 77	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
116	Annexure-Technical:2B PC Without OS - Page No. 79	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
117	Annexure-Technical:2B PC Without OS - Page No. 81	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
118	Annexure-Technical:2D-1 Developer PC Without OS - Page No. 82	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
119	Annexure-Technical:2D-1 Developer PC Without OS Option 2 - Page No. 85	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
120	Annexure-Technical:2D-2 Developer PC With Windows - Page No. 87	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
121	Annexure-Technical:2D-2 Developer PC With Windows Option 2 - Page No. 89	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
122	Annexure-Technical:All in One Desktop Option 1 - Page No. 91	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
123	Annexure- Technical:All in One Desktop Option 2 - Page No. 93	Support : Warranty : 6 years comprehensive onsite warranty.	We request to kindly change asked Hardware warranty period to five years as the most of the OEM is providing warranty for either 3 or 5 years.	No change.
124	<b>Annexure- Technical Pages</b> 74,76,78,80,82,84,86,88,90,92	<b>Chipset</b> Intel / AMD compatible chipset (Intel H610/B660/Q670/AMD Pro 500/ Pro 565)	kindly include AMD B550( AM4 Socket) chipset which is equivalent or higher than PRO 500 and PRO 560. Both Pro 500 and Pro 560 have got restrictions from local suppliers and it's mentoned in the AMD site itself. Both the Pro chipsets are using 550 CHIP. Comparison from AMD site attached for your reference.	Please refer Revised Annexure- Technical.
125	Annexure Technical Pages 75,77,79,81,83,85,88	<b>Monitor</b> 19.5" or higher TFT Wide of same OEM TCO 8 or higher certified (Preview to be excluded) Aspect Ratio 16:9	Please replace TCO 8 with Indian standard- BIS ; No agency in India provides TCO certificare. Only MNCs have got this and the Govt. of India has issued orders stating not to include TCO/Energy star /EPEAT certificate in the tender as it is restricted only to MNCs. Orders attached for your reference . Adding TCO/energy star/EPEAT will restrict local manufacturers from participating in the tender which is against Make- in-India policy	No change.
126	<b>Annex. Tech. Pages</b> 75,77,79,81,83,85,87,89	<b>OS</b> Preloaded Windows 11 and above Professional Edition (64 bit) along with latest Service Pack, Note : Certification for Windows 11 Professional (64 bit)	Please add COA from microsoft	Please refer Revised Annexure- Technical.
127	<b>Annex. Tech.Pages</b> 74,76,78,80,82,84,86,88,90,92	<b>Interface</b> 1 Serial, 1 Parallel and 8 USB, 4 x 2.0 + 4 x 3.0 (any 4 In front), Audio Ports. Parallel port can be provided through connector (subject to successful POC)	1 Serial, 1 Parallel and 8 USB, 4 x 2.0 + 4 x 3.0 (any 4 In front), Audio Ports. Serial port and Parallel port can be provided through connector (subject to successful POC)	Please refer Revised Annexure- Technical.
128	Annex. Tech. Pages 75,77,79,81,83,85,87,91,93	<b>Safety Compliance</b> Energy Star 8 or higher	Please replace Energy Star 8 with Indian standard- BIS . Govt. of India has issued orders stating not to include TCO/Energy star /EPEAT certificate in the tender as it is restricted only to MNCs. Orders attached for your reference. Adding TCO/energy star/EPEAT will restrict local manufacturers from participating in the tender which is against Make- in-India policy	Please refer Revised Annexure- Technical.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
129	Annex. Tech.Pages 75,77,79,81,83,85,87,91,93	<b>OS</b> Preloaded Windows 11 and above Professional Edition (64 bit) along with latest Service Pack, Note : Certification for Windows 11 Professional (64 bit)	May include Microsoft MAF / Microsoft GPA for OA3 Key Injection. This clause will assure the genuine windows at bidding time itself, and avoid later disputes.	Please refer Revised Annexure-Technical.
	<b>Annexure - Technical</b>	<b>Specifications for the year 2023-24 Part I : 2A PC With Windows OS</b>		
130	Annex. Tech.Pages 74,76	CPU - Intel Core i3-12100 or Higher	Please allow Intel Core i3-12100T or Higher as Form Factor Mini has also been qualified in addition to i3-12100	No change.
131	Annex. Tech.Pages 74,76	HDD - 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	Request for change to 512 GB PCIe NVMe SSD as SATA HDDs are no longer available	No change.
132	Annex. Tech.Pages 74,76	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
133	Annex. Tech.Pages 74,76	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
134	Annex. Tech.Pages 75,77	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 Part I : 2B PC Without OS</b>		
135	Annex. Tech.Pages 78,80	CPU - Intel Core i3-12100 or Higher	Please allow Intel Core i3-12100T or Higher as Form Factor Mini has also been qualified in addition to i3-12100	No change.
136	Annex. Tech.Pages 78,80	HDD - 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	Request for change to 512 GB PCIe NVMe SSD as SATA HDDs are no longer available	No change.
137	Annex. Tech.Pages 78,80	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
138	Annex. Tech.Pages 78,80	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
139	Annex. Tech.Pages 79,81	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 (Part I : 2D-1 Developer PC Without OS)</b>		

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
140	Annex.Tech Page 82,84	Intel Core i7-12700 Processor or Higher	Please allow Intel Core i5-13500 and i5-13500T or Higher as Form Factor Mini has also been qualified. As 14 Cores (6P+8E) and 20 Threads and 24MB Cache on 15-13500 is comparable to i7-12700 (12 cores (6P+6E), 20 Threads, 25MB Cache), request for i5-13500 and i5-13500T to be allowed instead	No change.
141	Annex.Tech Page 82,84	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
142	Annex.Tech Page 82,84	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
143	Annex.Tech Page 83,85	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 (Part I : 2D-2 Developer PC With Windows)</b>		
144	Annex.Tech Page 86,88	Intel Core i7-12700 Processor or Higher	Please allow Intel Core i5-13500 and i5-13500T or Higher as Form Factor Mini has also been qualified. As 14 Cores (6P+8E) and 20 Threads and 24MB Cache on 15-13500 is comparable to i7-12700 (12 cores (6P+6E), 20 Threads, 25MB Cache), request for i5-13500 and i5-13500T to be allowed instead	No change.
145	Annex.Tech Page 86,88	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
146	Annex.Tech Page 86,88	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
147	Annex.Tech Page 87,89	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 (Part I : All in One Desktop)</b>		
148	Annex.Tech Page 90,92	CPU - Intel Core i7-12700 Processor or Higher OR AMD Ryzen 7 5700G or higher Note:-Above processor specifications are not meant to indicate or certify technical equivalence.	Request for processor change to 14th Gen Intel Core i7-14700 vPro or higher or 14th Gen Intel Core i5-14600T vPro	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
149	Annex.Tech Page 90,92	Memory - 8 GB DDR4 3200 MHz	Request for memory change to 16/32 GB DDR5 Memory	The specifications given are the minimum required. Higher specifications can be quoted.
150	Annex.Tech Page 90,92	23.8" or Higher WLED backlit Touch display	Request for display change to 23.8" or Higher FHD 1920x1080, 60 Hz, IPS, Touchscreen, AntiGlare, 300 nit, 99% sRGB, ComfortView Plus, Pen support	The specifications given are the minimum required. Higher specifications can be quoted.
151	Annex.Tech Page 90,92	Interface - 2 USB 3.0 ports and 2 USB 2.0 ports,1 USB Type C port, 1 RJ-45, 1 Universal Combo Jack	Request for change to 2 USB 3.2 Gen 2 (10 Gbps) ports, 2 USB 3.2 Gen 1 (5 Gbps) with SmartPower On ports 1 Audio line-out port, retaskable 1 DisplayPort++ 1.4a port 1 HDMI-in 1.4b port 1 HDMI-out 2.1 port, 1 USB 3.2 Gen 2 (10 Gbps) Type-C® port	No change.
152	Annex.Tech Page 90,92	Webcam - Fixed 1080P webcam (5 MP)	Request for change to Retractable 5MP IR camera with Presence Detection / FHD HDR (High Dynamic Range) camera	No change.
153	Annex.Tech Page 91,93	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
154	Annexure XV: RHEL Undertaking Page 65	Annexure XV: RHEL Undertaking for RHEL support for the PCs supplied by the OEM under the RFP (To be submitted on the Letter Head of the OEM)	Please change the Undertaking for RHEL support for the PCs supplied by the OEM under the RFP (To be submitted on the Letter Head of the Bidder)	No change.
	<b>Annexure - Technical</b>	<b>Specifications for the year 2023-24</b>		
		<b>Part I : 2A PC With Windows OS</b>		
155	Annexure - Technical Page 74 & 76	CPU - Intel Core i3-12100 or Higher	Please allow Intel Core i3-12100T or Higher as Form Factor Mini has also been qualified in addition to i3-12100, -Ideally LIC should go with latest generation processor. This would ensure longevity of platforms are specially since LIC are looking for 6 years warranty. MS new drivers and new capability like security features are linked to platforms. These would not be available on older platforms. Same would apply to red hat OS also. as note few datilas for your info . Launch dates Ci3- 12100 2022 Ryzen 3 - 5300 -2021 Ci3-11th gen 2021	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
156	Annexure - Technical Page 74 & 76	HDD - 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	Request for change to 512 GB PCIe NVMe SSD as SATA HDDs are no longer available	No change.
157	Annexure - Technical Page 74 & 76	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	No change.
158	Annexure - Technical Page 74 & 76	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
159	Annexure - Technical Page 75 & 77	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 Part I : 2B PC Without OS</b>		
160	Annexure - Technical Page 78 & 80	CPU - Intel Core i3-12100 or Higher	Please allow Intel Core i3-12100T or Higher as Form Factor Mini has also been qualified in addition to i3-12100	No change.
161	Annexure - Technical Page 78 & 80	HDD - 500 GB SATA III -7200 RPM & 256 GB PCIe NVMe SSD	Request for change to 512 GB PCIe NVMe SSD as SATA HDDs are no longer available	No change.
162	Annexure - Technical Page 78 & 80	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
163	Annexure - Technical Page 78 & 80	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
164	Annexure - Technical Page 79 & 81	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 Part I : 2D-1 Developer PC Without OS</b>		
165	Annexure - Technical Page 82 & 84	Intel Core i7-12700 Processor or Higher	Please allow Intel Core i5-13500 and i5-13500T or Higher as Form Factor Mini has also been qualified. As 14 Cores (6P+8E) and 20 Threads and 24MB Cache on i5-13500 is comparable to i7-12700 (12 cores (6P+6E), 20 Threads, 25MB Cache), request for i5-13500 and i5-13500T to be allowed instead	No change.



#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
166	Annexure - Technical Page 82 & 84	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
167	Annexure - Technical Page 82 & 84	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
168	Annexure - Technical Page 83 & 85	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 Part I : 2D-2 Developer PC With Windows</b>		
169	Annexure - Technical Page 86 & 88	Intel Core i7-12700 Processor or Higher	Please allow Intel Core i5-13500 and i5-13500T or Higher as Form Factor Mini has also been qualified. As 14 Cores (6P+8E) and 20 Threads and 24MB Cache on i5-13500 is comparable to i7-12700 (12 cores (6P+6E), 20 Threads, 25MB Cache), request for i5-13500 and i5-13500T to be allowed instead	No change.
170	Annexure - Technical Page 86 & 88	Expansion Slots - 3 PCI / PCIe	Request for removal of PCI Expansion slots	Please refer Revised Annexure-Technical.
171	Annexure - Technical Page 86 & 88	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.
172	Annexure - Technical Page 87 & 89	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
		<b>Specifications for the year 2023-24 Part I : All in One Desktop</b>		
173	Annexure - Technical Page 90 & 92	CPU - Intel Core i7-12700 Processor or Higher OR AMD Ryzen 7 5700G or higher Note:-Above processor specifications are not meant to indicate or certify technical equivalence.	Request for processor change to 14th Gen Intel Core i7-14700 vPro or higher or 14th Gen Intel Core i5-14600T vPro	No change.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
174	Annexure - Technical Page 90 & 92	Memory - 8 GB DDR4 3200 MHz	Request for memory change to 16/32 GB DDR5 Memory	The specifications given are the minimum required. Higher specifications can be quoted.
175	Annexure - Technical Page 90 & 92	23.8" or Higher WLED backlit Touch display	Request for display change to 23.8" or Higher FHD 1920x1080, 60 Hz, IPS, Touchscreen, Anti-Glare, 300 nit, 99% sRGB, ComfortView Plus, Pen support	The specifications given are the minimum required. Higher specifications can be quoted.
176	Annexure - Technical Page 90 & 92	Interface - 2 USB 3.0 ports and 2 USB 2.0 ports, 1 USB Type C port, 1 RJ-45, 1 Universal Combo Jack	Request for change to 2 USB 3.2 Gen 2 (10 Gbps) ports, 2 USB 3.2 Gen 1 (5 Gbps) with SmartPower On ports 1 Audio line-out port, retaskable 1 DisplayPort++ 1.4a port 1 HDMI-in 1.4b port 1 HDMI-out 2.1 port, 1 USB 3.2 Gen 2 (10 Gbps) Type-C® port	No change.
177	Annexure - Technical Page 90 & 92	Webcam - Fixed 1080P webcam (5 MP)	Request for change to Retractable 5MP IR camera with Presence Detection / FHD HDR (High Dynamic Range) camera	No change.
178	Annexure - Technical Page 91 & 93	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 4 years warranty instead	No change.
179	Annexure XV: RHEL Undertaking Page-65	Annexure XV: RHEL Undertaking Undertaking for RHEL support for the PCs supplied by the OEM under the RFP (To be submitted on the Letter Head of the OEM)	Please change the Undertaking for RHEL support for the PCs supplied by the OEM under the RFP (To be submitted on the Letter Head of the Bidder)	No change.
		<b>Specifications for the year 2023- 24 (Part I : 2D-1 Developer PC Without OS</b>		
180	Annexure - Technical Page 82 & 84	Intel Core i7-12700 Processor or Higher	Please allow Intel Core i5-13500 and i5-13500T or Higher as Form Factor so request for i5- 13500 and i5-13500T to be allowed instead	No change.
181	Annexure - Technical Page 82 & 84	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports as new Printers are all USB based	Please refer Revised Annexure-Technical.

#	RFP Document Reference (Section & Page Number)	Clause of RFP requiring clarification	Query/ Clarification required	Response from LIC
182	Annexure - Technical Page 83 & 85	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 3 years warranty instead	No change.
		<b>Specifications for the year 2023- 24 (Part I : 2D-2 Developer PC With Windows)</b>		
183	Annexure - Technical Page 86 & 88	Intel Core i7-12700 Processor or Higher	Please allow Intel Core i5-13500 and i5-13500T or Higher as Form Factor so request for i5- 13500 and i5-13500T to be allowed instead	No change.
184	Annexure - Technical Page 86 & 88	Interface - 1 Serial, 1 Parallel	Request for removal of Serial and Parallel ports	Please refer Revised Annexure-Technical.
185	Annexure - Technical Page 87 & 89	Support - Warranty : 6 years comprehensive onsite warranty	Request for warranty to be changed to 3 years warranty instead	No change.
186	Annexure - Technical Page 90 & 92	23.8" or Higher WLED backlit Touch display	Request for display change to 23.8" or Higher FHD 1920x1080, 60 Hz, IPS, Touchscreen	The specifications given are the minimum required. Higher specifications can be quoted.
187	Annexure - Technical Page 91 & 93	Support - Warranty : 6 years comprehensive onsite warranty.	Request for warranty to be changed to 3 years warranty instead	No change.

Executive Director (IT/Digital Transformation)

10.05.2024