

RFP for Laser/ Inkjet Printers, MFPs, Scanners
RFP Ref: LIC/CO/IT-BPR/HW/2024-25/05 Dated: 18.10.2024

Clarifications to Pre-bid Queries

SL No	RFP Document Reference and Page number	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC response
1	9. Land Border Clause Page 10	The land border clause is governed by the Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. Bidders have to submit a self-declaration for land border clause in the format given in Annexure IX	Our software is produced in Rochester (USA), and hardware is manufactured in China. Therefore we have applied for DPIIT registration and awaiting confirmation from GOI.	No change
2	12. Earnest Money Deposit Page 11	Bidders shall submit, along with the Eligibility Bid, Earnest Money Deposit (EMD) of Rs.40,00,000.	Please allow category wise EMD submission as per the participated category only	No change
3	14. Documents to be uploaded - Indicative Commercial bid: Page 16	Part- I: Quotes for all Hardware items as per the exact specifications stated in the Annexure-Technical Part-II: Quotes for select hardware items/ components Bid Validity Period - 210 days Buyback: Quotes for Buyback	Please allow bidder to quote in one or more category of Part I. Please allow partial participation for bidder	No change
4	Section 21 Page 18		Request to revise Bid Validity Period - 90 days	No change
5	C. Eligibility Criteria: Point No 3 ISO Certification Page 19	iii. ISO 20000 Certification (For SI)	Allow submission of ISO 200000 of OEM/ASP for participation.	No change
6	C. Eligibility Criteria: Point No 4 Presence of Bidder for Technical Support Page 19	The bidder should have own presence/offices/ Service centers in at least 4 out of 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices in at least 4 metro cities of India	The bidder or its ASP/OEM should have own presence/offices/ Service centers in at least 4 out of 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices in at least 4 metro cities of India	No change
7	C. Eligibility Criteria: Point No 4 Presence of Bidder for Technical Support Page 19	The Bidder should have minimum 100 engineers on their roll.	The Bidder or its ASP/OEM should have minimum 100 engineers on their roll.	No change
8	Presence of Bidder for Technical Support, Clause 4 Page 20	The Bidder should have 100 Engineers on their Roll	Request to amend this clause to " 100 Engineers on Rolls and Off Roll". Because Off Roll engineers are also company engineers and controlled by Company Service Managers, hence request to amend this clause.	Please refer Corrigendum

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9	Project Experience , clause 5 & 6 Page 20, 21	The bidder should have executed Purchase Orders for supply of computer systems and peripherals in India of minimum value of Rs. 15 Crores in any three of the last five financial years 2023-24, 2022-23, 2021-22, 2020-21, 2019-20	Request to amend " The bidder should have executed PO for supply of Printers & Scanners only ". Because this bid is for Printers & Scanners hence the bidder should have project experience in printers and its services. Bidders experience in PCs and servers would not be able to execute printers servicability.	No change
10	Eligibility Criteria Page 20	The bidder should have own presence/ offices/ Service centers in at least 4 out of 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder should compulsorily have offices in at least 4 metro cities of India.	We hereby requesting you to amend the same as, "The bidder/OEM should have own presence/ offices/ Service centers in at least 4 out of 8 Zonal Headquarters of LIC, as mentioned in our organization set-up. The bidder/OEM should compulsorily have offices in at least 4 metro cities of India.	No change
11	Section 2,E,e,v Buyback Page 25	Buyback items - The Vendor shall quote the buyback rate not lesser than the fixed minimum value mentioned in the commercial bid .	As the BB machines are not in the good working conditions , missing parts and are found damaged in condition. The rates are high we request to reduce the rates as follow: Laserjet / Injet Printers - Rs.50/- , Mono / Color MFP - Rs.50/- , Flatbelt /ADF Scanner - Rs.75/- ,	No change
12	Section E.e,ii Page 25	The overall L1 TCO will be computed as follows: Addition of L1 of Part-II items and deduction of H1 of Buyback prices from L1 price of Part-I items discovered from the ORA.	Request you to split the tender between L1 : L2 and our recommendation is 5 zones for L1 & 4 Zones for L2	No change
13	Section F.b Page 27	LIC also reserves the right to reduce or extend the validity of approved rates for a maximum period upto 120 days	Request to consider to reduce or extend the validity of approved rates for a maximum period of up to 30days	No change
14	Section 4 iv Page 31	SNR - In this case, the delivery & installation payment (95%) due to the selected Vendor will not be held up for want of installation certificate.	Request to consider 100% to be released if Site not ready	No change
15	Hardware Engineers , Clause 6 Page 32	There should be at least one dedicated Engineer posted for every 300 machines supplied by the concerned vendor	Request amend as follows, Resident engineers not required where on site warranty is applicable with TAT and penalty. You have asked for 100 engineers as qualificaion criteria hence resident engineers are not required, it will unnecessarily increase cost and moreover 100 engineers will be in the field to provide onsite service within TAT.	No change
16	Point no 6 Hardware Engg Page 32	Hardware Engineers	With respect to resident engg, we kindly request you to consider the same on call log basis by the users. Request you to please make Engg specialised in repairs of Printer and scanners as the Hardware/ pc / server enggineers cannot repair printer and scanner	No change
17	Section 10e Page 35	a) However, if LIC decides to extend the validity period of the RFP, during the extended period, in case there is 5% increase or decrease of the Dollar rate, as on the date of placing purchase order, the approved prices can be revised for the purchase orders placed in the extended period, to the extent of 4% of the approved price as illustrated below, however it will be the responsibility of the bidders to indicate in their commercial bid, the hardware items which may have price impact due to dollar rate fluctuations:	Request to consider the increase of the Dollar rate both in RFP period and extension period.	No change

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18	Section 9.j Page 35	vi. After the expiry of the warranty, if LIC desires, the Selected Vendor(s) will have to execute a comprehensive Annual maintenance Contract (AMC) with LIC for continuity in servicing of the Hardware supplied. The Service Level Agreement (SLAs) will be generally as defined in Sample Annual Maintenance Contract (AMC) documents as per Annexure VII. However, LIC reserves the right to revise these terms and conditions in the interest of LIC in subsequent RFPs / AMC agreements. LIC reserves the right to extend / terminate the AMC depending on the circumstances / high failure rates/ deficiency in servicing.	The rate should be mutually agreeable.	No change
19	Section 10 Penalties for delay in resolving breakdown complaints Page 35	Chart of Penalties : SLAs Per day Breakdown Charges upto 4 days - 0.5% of the cost of hardware per day Per day Breakdown Charges from 5th day to 8th day - 1% of the cost of hardware per day Breakdown charges beyond 8 days that is from 9th day onwards -2% of the cost of hardware per day Maximum Penalty capping for Breakdown - 20% of the basic cost of the Hardware item	Request to consider Per day Breakdown Charges upto 4 days - 0.1% of the cost of hardware per day Per day Breakdown Charges from 5th day to 8th day - 0.5% of the cost of hardware per day Breakdown charges beyond 8 days that is from 9th day onwards - 1% of the cost of hardware per day Maximum Penalty capping for Breakdown - 10% of the basic cost of the Hardware item	No change
20	Section 3 Page 36	The PBG should be valid for a period of 57 months (54 months validity + 3 months claim period), claim period of three months, from the date of submission of PBG.	Request to consider PBG valid for a period of 39 months (36 months +3 months claim period)from date of submission of PBG .	No change
21	Section 3 Page 36	A PBG (As per Part-F of Annexure-XV) to the tune of 5% of the L1 prices approved of all Part-I	Request you to consider a PBG to the tune of 3% PBG against the PO . Multiple PO's can be clubbed .	No change
22	Section 9.c.iii Page 38	Balance 5% payment will be settled on receipt of claim from the Vendor for the same. In case of 5% payment for Purchase Orders which contain Buyback Hardware details, the vendor will have to mandatorily submit:	Request you to consider buyback payment to be paid by vendor at zone seperately & release 70% against delivery & 25% against installation.The reason is buyback timeline get stretched considerabelly leading to loss of intrest due to delayed payment.	No change
23	Section 9.c Page 38	Payment Terms - 70% Delivery / 20% Installation / 5% Buyback & 5 % retention	Request you to change 70% Delivery / 27% Installaion / 3% Buyback & remove retention	No change
24	Section 10.b Page 39	Spares, consumables and support for the hardware should be available for a minimum period of six years from the date of installation of the Hardware irrespective of whether the equipment is manufactured by the selected vendor or procured from any other principal vendor (OEM). The entire responsibility will rest on the vendor for servicing and proper functioning of the equipment supplied. During the specified tenure, if it is found that spares/ consumables or support is not available, the hardware will have to be replaced by equivalent or higher model by the Selected Supply Vendor at no extra cost to LIC.	Request to consider Standard spares , consumables support 5 years only .	No change
25	Warranty, Maintenance & Servicing & Clause b) Page 39	Spares , Consumables and Support.	Request to amend , Bidder is carrying responsibility for providing service and maintain TAT, hence spare parts are not required to be stores at LIC offices.	No change

SL No	RFP Document Reference and Page number	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC response
26	Section 10.d Page 40	During the period of warranty/AMC it will be mandatory on the part of the Selected Vendor to carry out Onsite Preventive Maintenance (PM) once in every quarter apart from breakdown maintenance .	Request to consider PM after installation in 3rd Quarter and 4th Quarter only for printers. Remove the PM clause for Scanner.	No change
27	Annexure X: Undertaking for Warranty Page 69	We hereby accept all the terms and conditions of the RFP and extend complete warranty for the hardware for a period of three years from the date of installation. We further give an undertaking that after the hardware supplied comes out of warranty, if LIC requires, we shall take up AMC of the hardware and renew the performance bank guarantee as per the terms and conditions stated in the RFP document	Request you to consider AMC will be take as per mutual agreement only.	No change
28	Annexure XI: MA Page 70	We also extend our back to back service support and assurance for availability of our equipment, components and consumables as per terms and conditions of the RFP, to M/s_____ for a period up to 31st December 2031.	request you to consdier vendor support for 3 years as per warranty only. The spares availability for the product will be as per OEM standard terms.	No change

Clarifications to queries on Technical Specifications

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
1	3C-1A Mono Laser/ Inkjet-Inktank Printer	Paper Tray	Min 100 Pages	15. <u>Paper Tray: Min 250 Pages</u> With a print volume of 1,000 to 1,500 pages per month and a 100-sheet tray, users may need to replace paper two to three times a week. This frequent manual intervention increases the likelihood of equipment breakdowns. <u>Hence, we recommend the minimum tray capacity of 250 Sheets tray.</u>	No change.
2	3C-1A Mono Laser/ Inkjet-Inktank Printer	Print Speed	20 PPM/ 11 ipm or higher	10. <u>Print Speed: 30 PPM</u> To enhance user productivity in today's fast-paced work culture, we recommend setting a minimum criterion of 30 pages per minute (PPM) or above. This standard will contribute to increased productivity for each user.	No change.
3	3C-1A Mono Laser/ Inkjet-Inktank Printer	Print Speed	20 PPM/ 11 ipm or higher	Requesting to change 30-31ppm , as current specification seems to be outdated or very old (10 years) and not at par with industry latest minimum bench mark, possible that you might get old generation devices. With Duplex ask in your RFP better speed will enable productivity.11 ipm - Remove as it might be favourable with ink /deskject printers which are used at home as speed to not relevant for 1000 pages capacity /month. For keeping documents long term as per policies like RBI for certail years, ink quality is not sustainable compared to laser. Also 11 ipm most of the industry to players dont have any devices in this category.	No change.
4	3C-1A Mono Laser/ Inkjet-Inktank Printer	Printing Type	Laser/ Inkjet	Requesting to remove Ink - as same technology is no where comparable to laser quality and for keeping records or sustainability prospective.Laser technology print quality is more better from lifecycle of the printed pages and record keeping prospective. If ink gets dried then you will land up with additional costing for new cartridges but notb the case with laser technology	No change.
5	3C-1A Mono Laser/ Inkjet-Inktank Printer	Recommended Printing	1000 pages	12. <u>Recommended Printing: 1500 Pages</u> Given the year-over-year growth of the business, it is essential to project future print volumes. Therefore, we suggest a minimum recommended print volume of 1,500 pages.	No change.
6	3C-1A Mono Laser/ Inkjet-Inktank Printer	Regular Toner Cartridge	1000 pages	18. <u>Regular Toner Cartridge: 1000 Pages as per ISO</u> Regular toner cartridges represent a significant recurring cost, so we recommend a minimum toner yield of 2,500 pages. This can lead to substantial savings. For instance, with a recommended print volume of 1,000 pages, LIC branches will have enough toner for at least two months printing requirements after installation. Without this consideration, branches may need to purchase toner within the same month of installation of new printers, resulting in increased expenses for LIC—potentially up to 20% of the total implementation cost for printers and multifunction printers (MFPs).	Specifications modified to 2500 pages. Please refer Corrigendum

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
7	3C-1A Mono Laser/ Inkjet-Inktank Printer	Regular Toner Cartridge	1000 pages	Initial/ bundle yield: Request LIC to indent printers with initial yield of 12000 pages. This is prolong consumables replacement cycle and invite healthy Competition in LIC favor	Specifications modified to 2500 pages. Please refer Corrigendum
8	3C-1A (CO) Mono Laser Printer	Paper Tray	Min 100 Pages	15. <u>Paper Tray: Min 250 Pages</u> With a print volume of 1,000 to 1,500 pages per month and a 100-sheet tray, users may need to replace paper two to three times a week. This frequent manual intervention increases the likelihood of equipment breakdowns. <u>Hence, we recommend the minimum tray capacity of 250 Sheets tray.</u>	No change.
9	3C-1A (CO) Mono Laser Printer	Paper Tray	Min 100 Pages	Latest industry technical benchmark is 250sheet which is starting, current specifications seems to be done without due diligence and taking inputs from the OEMS.	No change.
10	3C-1A (CO) Mono Laser Printer	Print Speed	20 PPM/ 11 ipm or higher	10. <u>Print Speed: 30 PPM</u> To enhance user productivity in today's fast-paced work culture, we recommend setting a minimum criterion of 30 pages per minute (PPM) or above. This standard will contribute to increased productivity for each user.	No change.
11	3C-1A (CO) Mono Laser Printer	Print Speed	20 PPM/ 11 ipm or higher	Requesting to change 30-31ppm , as current specification seems to be outdated or very old (10 years) and not at par with industry latest minimum bench mark, possible that you might get old generation devices. With Duplex ask in your RFP better speed will enable productivity.11 ipm - Remove as it might be favourable with ink /deskject printers which are used at home as speed to not relevant for 1000 pages capacity /month. For keeping documents long term as per policies like RBI for certain years, ink quality is not sustainable compared to laser. Also 11 ipm most of the industry to players dont have any devices in this category.	No change.
12	3C-1A (CO) Mono Laser Printer	Recommended Printing	1000 pages	12. <u>Recommended Printing: 1500 Pages</u> Given the year-over-year growth of the business, it is essential to project future print volumes. Therefore, we suggest a minimum recommended print volume of 1,500 pages.	No change.
13	3C-1A (CO) Mono Laser Printer	Regular Toner Cartridge	1000 pages	18. <u>Regular Toner Cartridge: 2500 Pages as per ISO</u> Regular toner cartridges constitute a considerable recurring expenditure; therefore, we strongly recommend specifying a minimum toner yield of 2,500 pages. This measure has the potential to generate substantial cost savings. For example, with a suggested print volume of 1,000 pages, LIC branches will possess sufficient toner to meet their printing requirements for a minimum duration of two months post-installation. In the absence of this consideration, branches may find it necessary to procure toner within the same month as the installation of new printers, resulting in increased costs for LIC—potentially amounting to 20% of the total implementation expenditure for printers and multifunction printers (MFPs).	Specifications modified to 2500 pages. Please refer Corrigendum

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
14	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Paper Tray	Min, 100 Pages	Latest industry technical benchmark is 250sheet which is starting, current specifications seems to be done without du delligence and taking inputs from the OEMS.	No change.
15	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Paper Tray	Min, 100 Pages	15. <u>Paper Tray: Min 250 Pages</u> With a print volume of 1,000 to 1,500 pages per month and a 100-sheet tray, users may need to replace paper two to three times a week. This frequent manual intervention increases the likelihood of equipment breakdowns. <u>Hence, we recommend the minimum tray capacity of 250 Sheets tray.</u>	No change.
16	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Print Speed	20 PPM or higher	10. <u>Print Speed: 25 PPM</u> To enhance user productivity in today's fast-paced work culture, we recommend setting a minimum criterion of 30 pages per minute (PPM) or above. This standard will contribute to increased productivity for each user.	No change.
17	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Print Speed	20 PPM or higher	Requesting to change 30-31ppm , as current specification seems to be outdated or very old (10 years) and not at par with industry latest minimum bench mark, possible that you might get old generation devices. With Duplex ask in your RFP better speed will enable productivity.11 ipm - Remove as it might be favourable with ink /deskject printers which are used at home as speed to not relevent for 1000 pages capacity /month. For keeping documents long term as per policies like RBI for certail years, ink quality is not sustainable compared to laser.	No change.
18	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Printing Type	Laser/ Inkjet-Inktank	Requesting to remove Ink - as same technology is no where comparable to laser quality and for keeping records or sustainability prospective.Laser technology print quality is more better from lifecycle of the printed pages and record keeping prospective. If ink gets dried then you will land up with additional costing for new cartridges but notb the case with laser technology	No change.
19	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Recommendend Printing	1000 pages or higher	12. <u>Recommended Printing: 1500 Pages</u> Given the year-over-year growth of the business, it is essential to project future print volumes. Therefore, we suggest a minimum recommended print volume of 1,500 pages.	No change.
20	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Regular Toner Cartridge	1000 pages or higher	18. <u>Regular Toner Cartridge: 1000 Pages as per ISO</u> Regular toner cartridges represent a significant recurring cost, so we recommend a minimum toner yield of 2,500 pages. This can lead to substantial savings. For instance, with a recommended print volume of 1,000 pages, LIC branches will have enough toner for at least two months printing requirements after installation. Without this consideration, branches may need to purchase toner within the same month of installation of new printers, resulting in increased expenses for LIC—potentially up to 20% of the total implementation cost for printers and multifunction printers (MFPs).	Specifications modified to 2500 pages. Please refer Corrigendum

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
21	3N-1 Mono Laser/ Inkjet-Inktank Network Printer	Regular Toner Cartridge	1000 pages or higher	Initial/ bundle yield: Request LIC to indent printers with initial yield of 12000 pages. This is prolong consumables replacement cycle and invite healthy Competition in LIC favor	Specifications modified to 2500 pages. Please refer Corrigendum
22	3N-1 (CO) Mono Laser Network Printer	Paper Tray	Min 100 Pages	Latest industry technical benchmark is 250sheet which is starting, current specifications seems to be done without due diligence and taking inputs from the OEMS.	No change.
23	3N-1 (CO) Mono Laser Network Printer	Paper Tray	Min 100 Pages	15. . <u>Paper Tray: Min 250 Pages</u> With a print volume of 1,000 to 1,500 pages per month and a 100-sheet tray, users may need to replace paper two to three times a week. This frequent manual intervention increases the likelihood of equipment breakdowns. <u>Hence, we recommend the minimum tray capacity of 250 Sheets tray.</u>	No change.
24	3N-1 (CO) Mono Laser Network Printer	Print Speed	20 PPM/ 11 ipm or higher	Requesting to change 30-31ppm , as current specification seems to be outdated or very old (10 years) and not at par with industry latest minimum benchmark, possible that you might get old generation devices. With Duplex ask in your RFP better speed will enable productivity.11 ipm - Remove as it might be favourable with ink /deskjet printers which are used at home as speed to not relevant for 1000 pages capacity /month. For keeping documents long term as per policies like RBI for certain years, ink quality is not sustainable compared to laser.	No change.
25	3N-1 (CO) Mono Laser Network Printer	Regular Toner Cartridge	1000 pages or higher	27. <u>Full Toner Cartridge: 2500 Pages as per ISO</u> Regular toner cartridges represent a significant recurring cost, so we recommend a minimum toner yield of 2,500 pages. This can lead to substantial savings. For instance, with a recommended print volume of 1,000 pages, LIC branches will have enough toner for at least two months printing requirements after installation. Without this consideration, branches may need to purchase toner within the same month of installation of new printers, resulting in increased expenses for LIC—potentially up to 20% of the total implementation cost for printers and multifunction printers (MFPs).	Specifications modified to 2500 pages. Please refer Corrigendum

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
26	3D-2 Mono MFP	Full Toner Cartridge	1500 pages	27. <u>Full Toner Cartridge: 2500 Pages as per ISO</u> Regular toner cartridges represent a significant recurring cost, so we recommend a minimum toner yield of 2,500 pages. This can lead to substantial savings. For instance, with a recommended print volume of 1,000 pages, LIC branches will have enough toner for at least two months printing requirements after installation. Without this consideration, branches may need to purchase toner within the same month of installation of new printers, resulting in increased expenses for LIC—potentially up to 20% of the total implementation cost for printers and multifunction printers (MFPs).	Specifications modified to 2500 pages. Please refer Corrigendum
27	3D-2 Mono MFP	Full Toner Cartridge	1500 pages	Requesting to consider 1000 pages, it will allow better participation from OEM prospective	Specifications modified to 2500 pages. Please refer Corrigendum
28	3D-2 Mono MFP	Full Toner Cartridge	1500 pages	Asked specification for Full Toner Cartridge is OEM Brand Specific hence request you to generalize & change to Full Toner Cartridge 1200 pages prints standard	Specifications modified to 2500 pages. Please refer Corrigendum
29	3D-2 Mono MFP	Full Toner Cartridge	1000 pages or higher	Initial/ bundle yield: Request LIC to indent printers with initial yield of 12000 pages. This is prolong consumables replacement cycle and invitie healthy Competition in LIC favor	Specifications modified to 2500 pages. Please refer Corrigendum
30	3D-2 Mono MFP	Paper Tray for Print and Scan	For Print Tray: 100 Pages For ADF: 30 Pages	24. <u>Paper Tray for Print and Scan: For Print Tray 250 Pages for ADF- 50 Pages</u> With a print volume of 1,000 to 1,500 pages per month and a 100-sheet tray, users may need to replace paper two to three times a week. This frequent manual intervention increases the likelihood of equipment breakdowns. <u>Hence, we recommend the minimum tray capacity of 250 Sheets tray. We also recommend to have the ADF of minimum 50 sheets capacity.</u>	No change.
31	3D-2 Mono MFP	Paper Tray for Print and Scan	For Print Tray:100 Pages For ADF: 30 Pages	Requesting to consider paper tray as 250 for better productivity	No change.
32	3D-2 Mono MFP	Print Speed	20 PPM/ 11 ipm or higher	10. <u>Print Speed: 25 PPM</u> To enhance user productivity in today's fast-paced work culture, we recommend setting a minimum criterion of 30 pages per minute (PPM) or above. This standard will contribute to increased productivity for each user.	No change.

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
33	3D-2 Mono MFP	Print Speed	20 PPM/ 11 ipm or higher	Requesting to change 30-31ppm , as current specification seems to be outdated or very old (10 years) and not at par with industry latest minimum bench mark, possible that you might get old generation devices. With Duplex ask in your RFP better speed will enable productivity.11 ipm - Remove as it might be favourable with ink /deskject printers which are used at home as speed to not relevant for 1000 pages capacity /month. For keeping documents long term as per policies like RBI for certail years, ink quality is not sustainable compared to laser. Also 11 ipm most of the industry to players dont have any devices in this category.	No change.
34	3D-4 Colour MFP	Full Toner Cartridge	1500 pages	Initial/ bundle yield: Request LIC to indent printers with initial yield of 20000 pages. This is prolong consumables replacement cycle and invitie healthy Competition in LIC favor	No change.
35	3D-4 Colour MFP	Print Resolution	1200 x 1200 dpi	Asked specification resolution range is OEM Brand Specific hence request you to generalize & change to Print resolution: 600x1200 dpi	Specification modified to 600 x 600 dpi. Please refer Corrigendum.
36	3D-4 Colour MFP	Printing Type	Colour Laser/ Inkjet- Inktank	Consider laser technology as better than ink	No change.
37	4A Flat-bed Scanner	Warranty	With 3 years comprehensive onsite warranty.	Since this is a swappable model we provide 1 year onsite warranty.	No change.
38	4B -Scanner with ADF	ADF capacity	50 pages	Asked specification for capacity is OEM Brand Specific hence request you to generalize & change to 30 sheets capacity	No change.
39	4B -Scanner with ADF	Interface	Drivers for Windows 10 and higher and RHEL 7.4 and higher	Request you to remove windows 7 driver compatibility as all current scanners driver softwares are upgraded to Window 8.x, Windows 10, RHEL 7.4 and higher.	The query is not clear. The suggested specifications are the same as those mentioned in the RFP.

SI No	Model	Specification		Brief details/ Query in reference to the clause	LIC Response
40	4B -Scanner with ADF	Interface	USB 3.0 and Ethernet	interface - USB 2.0 and ethernet (Optional)	No change.
41	4B -Scanner with ADF	Interface	USB 3.0 and Ethernet	Request to make Ethernet as Optional for multiple vendor participation in LIC's Favor.	Please refer Corrigendum
42	4B -Scanner with ADF	Interface	USB 3.0 and Ethernet, Drivers for Windows 10 and higher and RHEL 7.4 and higher	Asked specifications for Interface compatibility for windows 7 is OEM Brand Specific hence request you to generalize & change Interface to USB 2.0 with cables with drivers for Window 8.x, Windows 10, RHEL 7.4 and higher	The query is not clear. The suggested specifications are the same as those mentioned in the RFP.
43	4B -Scanner with ADF	Minimum Scanning Resolution	600 x 600 dpi	Asked specification resolution range is OEM Brand Specific hence request you to generalize & change to Minimum Scanning Resolution: 600 x 600 dpi	The query is not clear. The suggested specifications are the same as those mentioned in the RFP.
44	4B -Scanner with ADF	Specification	Scanners with Integrated Flatbed	Please add - Scanner with Flatbed (additional) In place of Integrated Flatbed	Please refer Corrigendum
45	4C Heavy Duty Scanner	ADF capacity	50 pages	12. <u>ADF: Capacity 75 Pages</u> , For the ADF capacity, the current specification of 50 pages is noted. We suggest revising this to a minimum of 75 pages. Given that users will often need to scan multiple policies or documents that exceed 50 pages, accommodating a higher capacity would significantly enhance user experience and productivity.	No change.

SI No	Model	Specification	Brief details/ Query in reference to the clause	LIC Response	
46	4C Heavy Duty Scanner	Daily Duty Cycle	4000 pages	18. <u>Daily Duty Cycle: 5000 Pages</u> , Regarding the daily duty cycle, the current requirement of 4000 pages may not reflect the expected usage for heavy-duty scanners. We propose revising this to a minimum of 5000 pages, as we anticipate that the scanning volume will be higher than in other categories. Additionally, as mentioned by the LIC team, there is a strong emphasis on reducing print and encouraging digital documentation, which is likely to lead to increased scanning volumes in the future. Considering the minimum usage duration of scanners for at least three years, this adjustment would align better with anticipated needs in coming future as with the growing business scanning volume will also grow. Hence, we request you to consider the request which will benefit LIC and the end users in long run.	No change.
47	4B -Scanner with ADF		Scanners with Integrated Flatbed	LIC has asked for Integrated Flatbed + ADF Scanner, this save table space as ADF unit is integrated. If LIC Decide to accept individual unit FLATBED + ADF than table space will be consumed as per image. LIC can verify the same with other Vendors.	Please refer Corrigendum

Note: The given specifications are the minimum required by LIC. The bidders can quote models of higher specifications.

Executive Director (IT/ Digital Transformation)

07.11.2024