

**RFP for Supply, Installation and Maintenance of Desktops and Computers, All-in One Desktops**  
**RFP Ref: LIC/CO/IT-BPR/HW/2023-24/07 Dated: 31.12.2024**

**Clarifications to Pre-bid Queries**

Sl. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response by LIC
1	Clause C.10. Page 12	<b>Earnest Money Deposit</b> Bidders shall submit, along with the Eligibility Bid, Earnest Money Deposit (EMD) of Rs. 3,50,00,000 (Rupees three crores fifty lakhs). The EMD shall be submitted by way of unconditional and irrevocable Bank Guarantee, payable at Mumbai, which should be executed by a Nationalized/ Scheduled bank as per the format given in Annexure-IV, valid for a period of 8 months from the date of submission of bid, excluding the claim period. The claim period should be of minimum 3 months. A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily during Bid submission stage.	Request you to please consider 2,00,00,000/- with the validity period of 6 month including claim period.	No change
2	Clause C.11 Page 12	Certificate for Local content The bidder, at the time of submission of bid, shall be required to provide a certificate from the statutory auditor/ accountant or cost auditor/ accountant of the OEM giving the percentage of local content in the format given in Annexure-XIII.	Request you to consider certificate from Statutory auditor /cost auditor only as per GFR rules.	Please refer Corrigendum
3	Clause C.11 Page 12	Certificate for Local content The bidder, at the time of submission of bid, shall be required to provide a certificate from the statutory auditor/ accountant or cost auditor/ accountant of the OEM giving the percentage of local content in the format given in Annexure-XIII.	The bidder, at the time of submission of bid, shall be required to provide a certificate from the accountant of the OEM giving the percentage of local content in the format given in Annexure-XIII.	Please refer Corrigendum

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4	Clause C.13 Page 14	<b>Buyback Items</b> - The minimum buy-back rates, for all the hardware categories, will be fixed by LIC. The minimum buy-back rates fixed by LIC for all the hardware categories will be provided in the AnnexureCommercial. The bidder shall quote the buyback rate not lesser than the fixed minimum value mentioned in the Commercial Bid format. If a bidder does not quote for any item, the fixed value for that item will be considered the buyback rate for that item for that bidder. The quotes for the buyback items will be multiplied by the estimated buyback quantities as mentioned in the commercial bid. The buyback price will be inclusive of all the costs that may be incurred by the vendor for picking up the buyback hardware till the safe disposal of the hardware. The Buyback quantity mentioned in the Commercial Annexure will be subject to a variation of +/- 25% of the originally declared quantities	The buyback given is with Part missing and is in canabalized state. The buyback vender going for pickup also has to go more than 2-3 times to the same location which incurres logistic expenes. If there is delay in buyback from the branch we request you to release our payment our final payment of buyback . Please confirm whether the machines will be in working condition or with all partes , or is as and where basis.	No change
5	Clause C. 13 Page 14	The minimum buy-back rates, for all the hardware categories, will be fixed by LIC.The Buyback quantity mentioned in the Commercial Annexure will be subject to a variation of +/- 25% of the originally declared quantities.	Request you to consider LIC buyback Rate for Desktop Rs 200/ - instead of Rs 400/- and AIO - Rs 400/- instead of Rs1000/- . The machines found are with missing part .The commercial shows the qty more than RFP qty hence request you to consider buyback qty as per the RFP qty only e.g Buyback - Desktops ( 65106) where as RFP qty is 44896.	No change
6	Clause C.14 Page 15 & 16	Copy of Manufacturer's Authorization Form (MAF) from the OEM in the format given in Annexure-IX. 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 you to please consider duly ink signed MAF only .	Please refer Corrigendum
7	D. 5 Page 22	The bidder should have executed projects for delivery, installation and maintenance of 25000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU.	Reques you to consider excuted projectes of 22000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU.	Please refer Corrigendum

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8	D.5 Page 22	The bidder should have executed projects for delivery, installation and maintenance of 25000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU.	The bidder should have executed projects for delivery, installation and maintenance of 15000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU/ Enterprise or' Listed companies/ Corporates. Or' The bidder should have executed projects for delivery, installation and maintenance of 40 Crores Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU/ Enterprise or' Listed companies/Corporates.	Please refer Corrigendum
9	D.5 Page 22	The bidder should have executed projects for delivery, installation and maintenance of 25000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU.	For better competitive bidding, we request you to revise this clause as "The bidder should have executed projects for delivery, installation and maintenance of 25000 Desktops/ laptops /AIO / Tablets (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU / Enterprise / Private Limited Companies."	Please refer Corrigendum
10	D.5 Page 22	The bidder should have executed projects for delivery, installation and maintenance of 25000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU.	For better competitive bidding, we request you to revise this clause as "The bidder should have executed projects for delivery, installation and maintenance of 25000 Desktops/ laptops /AIO (each year) in at least three out of last five years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20, in Government/ PSU / BFSI / Enterprise /Global customers."	Please refer Corrigendum
11	D.6 Page 22	The Bidder should have minimum 100 engineers on Roll.	Request you to ask 300 engineer on Roll for the bidder.	No change
12	D.8 Page 22	The OEM should have supplied a minimum of 25000 desktops/ laptops/ AIO under a single RFP in any one of the last 3 years	Please confirm that the indirect execution of PO i.e. through authorized bidder will be acceptable	Execution of PO either directly or through SI will be considered

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13	D.8 Page 22	The bidder should have minimum annual turnover of Rs. 150 crores in at least any three of the last five previous Financial Years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20.	Please revise this Turnover criteria as The bidder should have minimum annual turnover of Rs. 120 crores in at least any three of the last five previous Financial Years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20	No Change
14	D.8 Page 22	The bidder should have minimum annual turnover of Rs. 150 crores in at least any three of the last five previous Financial Years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20.	Request you to consider minimum annual turnover of Rs. 250 crores in at least any three of the last five previous Financial Years – 2023-24, 2022-23, 2021-22, 2020-21, 2019-20.	No change
15	Clause E.2.c) Page 24	Approved Rates Under RFP- 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 validity of approved rate for 30 days only.	No Change
16	Clause E.9.(d,e,f) Page 27	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. e) 20% payment will be made on installation of the 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. f) 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. The payment for the balance 5% will be made at the end of the warranty period.	Request you to remove the 5% retention as LIC is already asking for 5 % PBG in RFP. Please amend payment terms to 75% on Delivery , 23 % on installation and 2 % against Buyaback.	No Change
17	Clause E.9.f) Page 27	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.	Looking into the buyback Assets quantity which is approximately 1.5 time of procurement quantity, we request you to do not hold the 5% payment aganit the buyback. Also the 5% payment their on hold till warranty period.	No Change
18	Clause E.9.f) Page 27	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.	Looking into the buyback Assets quantity which is approximately 1.5 time of procurement quantity, we request you to do not hold the 5% payment aganit the buyback assets. Also the 5% payment their on hold till warranty period.	No Change

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19	Clause E.9.j) Page 27	The payment for the balance 5% will be made at the end of the warranty period.	Since Performance Bank Guarantee @5% will be there as Security deposit, this balance 5% payment will be released against the installation.	No Change
20	Clause E.9. j) Page 27	The payment for the balance 5% will be made at the end of the warranty period.	Most of the Government & BFSI RFP's are giving following condition for releasing last payment. i.e. The last payment (balance) of 5% will made at the end of the warranty period or Bidder has to submit equal amount of Bank Guarantee to release the payment. We request you to consider the same.	No Change
21	Clause E.9.j) Page 27	The payment for the balance 5% will be made at the end of the warranty period.	Since Performance Bank Guarantee @5% will be given as Security deposit, please release this balance 5% payment after the installation.	No Change
22	Clause E.10.a)(i)  Page 27	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	We request to allow use of refurbished spares while repairing / replacing defective parts. These will be genuine OEM (OEM of Model quoted) parts and will be functionally equivalent in performance and reliability. Any defects in the supplied parts will also be covered under original warranty for the supplied product.	No Change
23	Clause E.10.c)(iii)  Page 27	During servicing, whenever required, the vendor has to install original OEM manufactured spare parts of same or higher configuration (subject to compatibility) and not refurbished items	We request to allow use of refurbished spares while repairing / replacing defective parts. These will be genuine OEM (OEM of Model quoted) parts and will be functionally equivalent in performance and reliability. Any defects in the supplied parts will also be covered under original warranty for the supplied product.	No Change
24	Clause E.10.c)(ix)  Page 27	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	We request to allow use of refurbished spares while repairing / replacing defective parts. These will be genuine OEM (OEM of Model quoted) parts and will be functionally equivalent in performance and reliability. Any defects in the supplied parts will also be covered under original warranty for the supplied product.	No Change

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25	Clause E.10.c)(ix) Page 27	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 consider monthly rent 10% of basic Hardware cost.	No Change
26	Clause E.10.c)(xi) Page 28	In the event of replacement of the system or any part thereof, it should be done with an equipment/ part, equivalent or of higher configuration and not refurbished items which is compatible with the system.	We request to allow use of refurbished spares while repairing / replacing defective parts. These will be genuine OEM (OEM of Model quoted) parts and will be functionally equivalent in performance and reliability. Any defects in the supplied parts will also be covered under original warranty for the supplied product.	No Change
27	Clause E.11 Page 30	Resolution Time: Class A - Next working day/ Class B - 2 working days / Class C - 3 working days.	We request you to revise this SLA clause as "Resolution Time: Class A - Next working / Class B - 3 working days / Class C - 5 working days."	No Change
28	Clause E.11 Page 31	Maximum Penalty for Breakdown - 20% of the Basic Cost of the Hardware item	Maximum Penalty for Breakdown - 10% of the Basic Cost of the Hardware item	No Change
29	Clause F.1 Page 39	Scope of Work	Request you to add - No SLA penalty against call logged in the HCT module related to OS corruption, Applications <b>OR</b> 2FA <b>OR</b> patch management.	No change. If permission is required from LIC for any change, the time taken for the approval process will be excluded for the purpose of penalty calculation.
30	Clause F.4 Page 41	Installation period- 7 working days	Request you to consider 15 working days as the qty is huge. 2. Installation should not be hold due to the insurance procedure of new supplied hardware, Allow engineers to start the installation process Immediately after delivery.	No change. The installation can be done immediately after delivery.
31	Clause F.4 Page 41	Installation period- 7 working days	Since LIC locations spread across India, we request you to revise the Installation period to 20 working days.	No change

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32	Clause F.4 Page 41	Part - I items : Delivery period - Rest of India - 80 days & Installation period - 7 working days.	Considering the LIC locations spread all over India, we request you to revise the Installation period to 15 working days from 7 working days. OR the period for delivery & installation will be 97 days combinely.	No change
33	Clause F.4 Page 41	Part - I items : Delivery period - Rest of India - 80 days & Installation period - 7 working days.	Considering the LIC locations all over India, Please revise the Installation period to at least 15 working days.	No change
34	Clause F.4 Page 42	Software : Installation period - 3 working days.	We request you to revise this clause as "Software : Installation period - 7 working days."	No change
35	Clause F.4 Page 42	Software : Installation period - 3 working days.	We request you to revise this clause as "Software : Installation period - 10 working days."	No change
36	Annexure-IX: MAF  Page 58	Confirm on availability of our equipment, components and consumables as per the terms and conditions of the RFP, for a period up to 31st December 2031.	As the technology is changing very fast, maintaining spares for phasing out technology is costlier and will impact TCO of this tender. Thus we request to change this to 5 years i.e. till 31st Dec 2029	No change
37	Annexure Technical  2A PC with Windows OS	Memory - 16 GB DDR5	We request the department to change the specification as below:  <b>16GB DDR5 5200MHz</b>  DDR5 memory has various frequencies which offeres different memory bandwidth. Lower memory clock speed are offering lower memory bandwidth which impacts the performance of the overall system, hence we are requesting to include memory frequency to 5200MHz	No change
38	Annexure Technical  2A PC with Windows OS	Intel Corei3 14100 / AMD Ryzen 3 8300G or higher	Relative Performance data shared for reference across industry standard benchmarks. Basis the same even Intel 13th Gen processors delivers significantly higher performance than AMD Ryzen 8000 Series processors . Hence request processor specification comparison to be done between Intel 13th Gen and AMD 8000 Series processors	No change

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39	Annexure Technical 2B PC without OS	Memory - 16 GB DDR5	We request the department to change the specification as below:  <b>16GB DDR5 5200MHz</b>  DDR5 memory has various frequencies which offers different memory bandwidth. Lower memory clock speed are offering lower memory bandwidth which impacts the performance of the overall system, hence we are requesting to include memory frequency to 5200MHz	No change
40	Annexure Technical  2B PC without OS	Intel Corei3 14100 / AMD Ryzen 3 8300G or higher	Relative Performance data shared for reference across industry standard benchmarks. Basis the same even Intel 13th Gen processors delivers significantly higher performance than AMD Ryzen 8000 Series processors . Hence request processor specification comparison to be done between Intel 13th Gen and AMD 8000 Series processors	No change
41	Annexure Technical 2D-1 Developer PC without OS	Memory - 1 x 32 GB DDR5	We request the department to change the specification as below:  <b>1 x 32GB DDR5 5200MHz</b>  DDR5 memory has various frequencies which offers different memory bandwidth. Lower memory clock speed are offering lower memory bandwidth which impacts the performance of the overall system, hence we are requesting to include memory frequency to 5200MHz	No change
42	Annexure Technical  2D-1 Developer PC without OS	Intel Corei7 14700 / AMD Ryzen 7 8700G or higher	Relative Performance data shared for reference across industry standard benchmarks. Basis the same even Intel 13th Gen processors delivers significantly higher performance than AMD Ryzen 8000 Series processors . Hence request processor specification comparison to be done between Intel 13th Gen and AMD 8000 Series processors	No change

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43	Annexure Technical 2D-2 Developer PC with Windows	Memory - 1 x 32 GB DDR5	We request the department to change the specification as below:  <b>1 x 32GB DDR5 5200MHz</b>  DDR5 memory has various frequencies which offers different memory bandwidth. Lower memory clock speed are offering lower memory bandwidth which impacts the performance of the overall system, hence we are requesting to include memory frequency to 5200MHz	No change
44	Annexure Technical 2D-2 Developer PC with Windows	Intel Corei7 14700 / AMD Ryzen 7 8700G or higher	Relative Performance data shared for reference across industry standard benchmarks. Basis the same even Intel 13th Gen processors delivers significantly higher performance than AMD Ryzen 8000 Series processors . Hence request processor specification comparison to be done between Intel 13th Gen and AMD 8000 Series processors	No change
45	Annexure Technical All In One Desktop	WebCam - Fixed 1080P webcam (5MP)	We request the department to change the specification as below:  <b>5MP 1080P Webcam</b>  For All-In-One Desktops, webcams are generally comes in Pull-up ways where you can pull up webcamera whenever required and can close the camera once the work is finished. This type of Pull up webcamera provides more security, so requesting the department to remove the "Fixed" word.	No change. Pull up webcamera will also be considered under fixed.
46	Annexure Technical 2A, 2B	Power Supply for 2A and 2B - 300W Max	It is recommended to have the power supply with higher efficiency for desktops as this ensures better operational efficiency and cost reduction.  Thus request to add Power supply efficiency as 90% or higher.	No change

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47	Annexure Technical  2A, 2B, 2D1, 2D2	Chipset - intel / AMD compatible chipset (Professional of Business series)	It is recommended to mention chipset model numbers as like processor model# mentioned in the technical specifications sp as to ensure professional of business series chipsets  Rrequest to mention - Intel H770 /B760/AMD Pro 665	No change
48	Annexure Technical  AIO	Chipset - intel / AMD compatible chipset (Professional of Business series)	It is recommended to mention chipset model numbers as like processor model# mentioned in the technical specifications sp as to ensure professional of business series chipsets  Rrequest to mention - Intel Q Series /AMD Pro 665 Series or better	No change
49	Annexure Technical  2A - Option 2	Processors - i3 - 12100 / Ryzen 3 - 5300	Seems to be typo error, request to correct as i3-14100 / Ryzen 3 8300G	It is a typographical error. Please read it as i3 - 14100/ Ryzen 3 8300G

Executive Director (IT/Digital Transformation)

14.01.2025