

Response to the bidder queries [Ref: LIC-CO/IT-BPR/NW/RFP/2022-23/01 Dated: 28/02/2023]

S.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
1	Clause 2.0; Page No. 30 Request for Proposal (RFP) / Tender Document"[Ref: LIC-CO/IT-BPR/NW/RFP/2022-23/01 Dated: 28/02/2023]	<p>2.0) Backup, Archiving and DR</p> <p>The bidder has to provide a solution for taking backups and archive the replica of the systems" database and the application as well. There should be a provision of adequate Business Continuity Management (BCM) to maintain Business continuity.</p> <p>The methodology for the backing up of data and its archival has to be provided by the bidder .The methodology or strategy used should be in alignment with LIC's Backup and Archival strategy. The Application should have a capability for easy retrieval of the backed-up data (both application and the database) with least amount of manual intervention with no data Loss events.</p> <p>The Bidder should provide backup solution for the proposed setup.</p>	<p>SI No 1 in this sheet => Clause 2.0; Page No. 30 : says , The bidder has to provide a solution for taking backups and archive the replica of the systems" database and the application as well. and "The Bidder should provide backup solution for the proposed setup."</p> <p>SI No 2 in this sheet => Revised Scope of Work , Page number 3 : Backup is listed under heading "Exclusion"</p> <p>These two are at variance.</p> <p>Q Please suggest if Bidder should consider "Backup solution or LIC will provide backup solution and Bidder shall only provide Backup plan</p>	Please refer to the Revised (2nd) Scope of Work
2	Revised Scope of Work , Page number 3	<p>1.3) Hardware requirements</p> <p>Exclusion: Following components shall be provided by LIC</p> <ol style="list-style-type: none"> 1. Rack space 2. Power 3. SMS gateway 4. email gateway 5. Backup solution 	<p>The backup solution is listed under "Exclusion".</p> <p>As requested above, please clarify if Bidder should consider "Backup solution or LIC will provide backup solution and Bidder shall only provide Backup plan</p>	Please refer to the Revised (2nd) Scope of Work

3	<p>Clause 2.0; Page No. 30 Request for Proposal (RFP) / Tender Document"[Ref: LIC-CO/IT-BPR/NW/RFP/2022-23/01 Dated: 28/02/2023]</p>	<p>2.0) Backup, Archiving and DR</p> <p>The bidder has to provide a solution for taking backups and archive the replica of the systems" database and the application as well. There should be a provision of adequate Business Continuity Management (BCM) to maintain Business continuity.</p> <p>The methodology for the backing up of data and its archival has to be provided by the bidder .The methodology or strategy used should be in alignment with LIC's Backup and Archival strategy. The Application should have a capability for easy retrieval of the backed-up data (both application and the database) with least amount of manual intervention with no data Loss events.</p> <p>The Bidder should provide backup solution for the proposed setup.</p>	<p>SI No 1 and SI No 2 are contradicting each other. In SI no-1 it says , The bidder has to provide a solution for taking backups and archive the replica of the systems" database and the application as well.</p> <p>and</p> <p>"The Bidder should provide backup solution for the proposed setup."</p> <p>However in SI no. 2 Backup is listed un "Exclusion" Heading</p> <p>Please suggest if Bidder should consider "Backup solution or LIC will provide backup solution and Bidder shall only provide Backup plan</p>	<p>Please refer to the Revised (2nd) Scope of Work</p>
4	<p>Revised Scope of Work , Page number 3</p>	<p>1.3) Hardware requirements</p> <p>Exclusion: Following components shall be provided by LIC</p> <ol style="list-style-type: none"> 1. Rack space 2. Power 3. SMS gateway 4. email gateway 5. Backup solution 	<p>Please clarify the above</p>	<p>Please refer to the Revised (2nd) Scope of Work</p>
5			<p>kindly share clarity on hardware payment terms and request you to kindly consider extension request for the same.</p>	<p>Please refer to the Revised (2nd) Payment terms</p>
6			<p>In addition to that in revised scope of work hardware need to provide by bidder but payment terms for the same is not mentioned in revised payment terms , request you to please confirm on the same.</p>	<p>Please refer to the Revised (2nd) Payment terms</p>

7	Revised Payment Terms	The payment for the additional licenses used during the year will be made at the end of the year as per the rate of the slab in which it falls	Request LIC to change the clause and change this clause to " The payment for the additional licenses delivered during the year will be paid within 30 days from the date of successful delivery and invoicing.	Please refer to the Revised (2nd) Payment terms
8	Revised Payment Terms	In the first instance PO for the minimum guaranteed quantity will be placed for implementation of the solution. Once the solution is implemented and accepted, and after go live if any additional licenses are required the same shall be provided immediately. Report of the concurrent users per day has to be provided on weekly basis. At the end of the year/quarter number of users will be reviewed. The payment for the additional licenses used during the year will be made at the end of the year as per the rate of the slab in which it falls.	Request LIC to confirm the quantity for additional Licenses	Please be guided by the RFP and its subsequent corrigendum.
9	License tenure	In the first instance PO for the minimum guaranteed quantity will be placed for implementation of the solution.	Request to please confirm what will be the tenure of AMC of the Licenses procured after the 1st order of 10000 licenses	Please refer to the Revised (2nd) Commercial Format
10	Revised Payment Terms	AMC for the additional licenses used during the year will be paid at the rate which is fixed in the beginning of the year.	As the payment for AMC is Quarterly in Arrears , request LIC to change the clause "AMC for the additional licenses used during the year will be paid at the rate which is fixed in the beginning of the year immediately after deployment of the additional licenses.	Please refer to the Revised (2nd) Payment terms
11	RFP Document Point No.3 Page No.21 - Performance Bank Guarante	The selected vendor is required to submit a Performance Bank Guarantee (PBG) to LIC in form of a Bank Guarantee equal to 3% of the total Contract Value.	Please advise for the PBG for additional licenses during the contract period	Please be guided by the RFP and its subsequent corrigendum.

12	Revised Commercial Bid	Hardware	New Hardware Line Item has been added in the Revised Commercial Bid document . However LIC has not mentioned the payment terms against the hardware to be deployed along with the solution. Please accept 100% payment for Hardware on the date of delivery	Please refer to the Revised (2nd) Payment terms
13	Delivery Timeline for Hardware	Hardware	Request LIC to give the Bidder minimum 10 weeks for the delivery of the Hardware	Please refer to the 4) Revised (2nd) Delivery and Installation Schedule and 6) Revised (3rd) SLA
14	RFP Document 2.4 Acceptance by LIC	A comprehensive "Acceptance Test Plan" document, containing various aspects of the „Acceptance Test“ to demonstrate all the features of the proposed Solution, shall be submitted by the bidder. <input checked="" type="checkbox"/> Scenario based Acceptance Test shall be carried out jointly by the representatives of LIC and the Bidder after the Installation.	Request LIC to elaborate "various aspects of the Acceptance test" in detail	Please be guided by the RFP and its subsequent corrigendum.
15	Revised Section-G: Service Level Agreement (SLA)	Delay in Delivery, Installation, commissioning and implementation of all devices beyond 10 weeks for the Central Infrastructure from the date of receipt of the purchase order.	Please confirm if 10 weeks is for the delivery and installation of the 1st order for 10000 Licenses and for subsequent orders of 10000 Licenses	Please be guided by the RFP and its subsequent corrigendum.

16	C. Eligibility information/Compliance Sr. No. 4 & Page No. 8	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) System Integrator in the business of providing multi factor authentication services for VPN setup since last 5 years preceding the date of this RFP	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed Software/Hardware/Solution (OR) System Integrator in the business of providing Identity and Access Management solutions with a minimum of 1 Lakh users and should have a value of 5 Crores for the last 5 years preceding the date of this RFP.	Please be guided by the RFP and its subsequent corrigendum.
17	Revised Payment Terms, Page 1	The payment for the additional licenses used during the year will be made at the end of the year as per the rate of the slab in which it falls.	Request LIC to make payment for the additional licenses every quarter.	Please be guided by the RFP and its subsequent corrigendum.
18	Commercial Bid Evaluation, Page 18	The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder.	Since LIC is providing underlying Hardware for the solution; how will the evaluation be done for the lowest total cost of ownership for the Project since different MFA solutions will have varying infra/OS/app/DB requirements.	Please refer to the Revised (2nd) Scope of Work
19	Revised SLA, Page 2	Point No 17: If the uptime for the system uptime for the back end appliances/hardware is below 99.99% calculated on monthly basis.	Uptime & Availability of xx.x% are a function of both the application and the underlying platform/ infra. In the event bidder is not owning the platform these SLA penalties on appliance/hardware cannot be applicable to bidder. Additionally to have complete accountability of the solution it is recommended that both HW/ SW ownership be provisioned and SLA's undertaken by bidder	Please be guided by the RFP and its subsequent corrigendum.

20	Revised SLA. Page 2	The total penalty for installation and commissioning solution shall not exceed 10% of the PO value.	While the Penalty for Installation & Commissioning is capped to 10% of PO Value, there is no capping mentioned towards SLA availability . (Eg: Point 17, 18,19). Request you to include an overall capping of 10% of PO Value in the sustenance phase post implementation.	Please be guided by the RFP and its subsequent corrigendum.
21	Contract Terms & Conditions		We have noted that there has been no/ limited response to legal / contractual queries raised as part of Pre bid. We understand that LIC will in good faith negotiate the terms & conditions of the RFP to arrive at mutually agreeable contract between the parties.Also LIC is open to align terms & conditions in lines with some of the existing contracts with Bidder. (Wherever available). Request LIC to confirm.	Please be guided by the RFP and its subsequent corrigendum.