

# RFP for Supply, Implementation and Maintenance of Power Saving Solution for Desktops

RFP Ref: LIC/CO/IT-BPR/HW/Power Saving/2023-24/03 Dated 07.09.2023

## Responses to Pre-bid Queries

S. No.	RFP Document Reference (s) (Section & Page No.)	Clause (in brief) of RFP/ Existing Text	Brief details/ Query in reference to the clause	LIC Response
1	C. Activity Schedule: S. No: 5 Page No: 07	Performance Security by Successful Bidder: 10% of L1 prices of total project Contract Value.	<p>Govt of India vide their order No. F.9/4/2020-PPD dated 12th November 2020 has directed all the Govt organisations/PSUs to reduce PBG from 10% to 3% .</p> <p>Also This being primarily a services contract, we request PBG to the tune of 1 year project cost, to be renewed every year. If the 5 years project cost is considered for PBG, then this amount of funds will get blocked by our bank. Also the cost of PBG gets multiplied by 6 times, which will only get added to the bid cost, which is not to the benefit of LIC. Allowing submission of PBG, on one year project cost, for a period of 12 months, to be renewed every year, will reduce the bid cost for LIC.</p> <p>Kindly modify the clause as follows:-</p> <p>i. Unconditional &amp; irrevocable PBG (As per Annexure-IX) to the tune of 3% of the L1 prices of one-year project cost approved shall be submitted by the selected bidder.</p> <p>iii. The PBG should be valid for the period 12 months, from the date of submission of PBG, and renewed at the beginning of each subsequent year for a total period of 75 months. The PBG/ part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP.</p>	The relaxation in PBG was valid for RFPs floated upto 31.03.2023. Hence, there will be no Change in the RFP Condition.
2	Bidder's Eligibility Criteria 3 Page No-8	The Bidder must have an average turnover of minimum Rs. 3 crores during three out of last five financial years i.e. FY22-23, FY21-22, FY20-21, FY19-20 and FY18-19.	Plz revise Turnover of Bidder to be minimum of INR 100Cr as this is large deal. INR 3Cr Turnover Company is very small to execute such reputed and large project	No Change in RFP Condition
3	D. Eligibility Criteria: 4) Page 8	Bidder should have experience of minimum 5 years in providing the Software Solution/ services.	Bidder/OEM should have experience of minimum 5 years in providing the Software Solution/ services.	No Change in RFP Condition

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4	D. Eligibility Criteria: 5 Page.No.8	The proposed solution should be implemented in at least 2 organisations in minimum of 25000 desktops in each organisation	We would request you to reduce the quantity to 5000 desktops	Please refer Corrigendum
5	D. Eligibility Criteria: 5 Page.No.8	The proposed solution should be implemented in at least 2 organisations in minimum of 25000 desktops in each organisation	<p>AI Based energy management is a very nascent technology in Sustainability. Implementation in two such large organizations is very difficult as it is a highly innovative evolving technology in sustainability. Hence we request to reduce this to one implementation of size comparable to that of LIC, i.e. one implementation with minimum 85,000 endpoints, rather than two implementations with minimum 25,000 desktops each.</p> <p>Also, one implementaion of more than 85,000 ensures solution scalability to the levels of LIC requirement.</p> <p>Request you to kindly amend this clause as "<b>The proposed solution should be implemented in at least 2 organisations in minimum of 25000 desktops in each organisation OR should be implemented in at least 1 organisation in minimum of 85000 desktops in that organisation</b>"</p>	Please refer Corrigendum
6	D. Eligibility Criteria: 5 Page.No.8	The proposed solution should be implemented in at least 2 organisations in minimum of 25000 desktops in each organisation	<p>AI-based energy management represents a burgeoning technology within the realm of sustainability. Implementing it in two sizable organizations poses considerable challenges, given its innovative and continuously evolving nature within the sustainability landscape. Therefore, we kindly request that the scope be narrowed to a single implementation, comparable in scale to that of LIC, encompassing a minimum of 85,000 endpoints. This single implementation not only simplifies the process but also ensures the scalability of the solution to meet LIC's specific requirements.</p> <p>Please modify the clause to read as:- The proposed solution should be implemented</p> <ol style="list-style-type: none"> <li>1) in at least 1 organisations in minimum of 60000 desktops.</li> <li>2)in at least 2 organisations in minimum of 25000 desktops in each organisation.</li> </ol> <p>Copies of Purchase Orders or performance certificate as per Annexure-II.</p>	Please refer Corrigendum

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7	D. Eligibility Criteria: 5 Page.No.8	The proposed solution should be implemented in at least 2 organisations in minimum of 25000 desktops in each organisation	Plz consider and revise as: Any case study of deployment capabilities for installation across India/the World	RFP refers to implementation of the solution. It could be in India and/ or in any other country.
8	D. Eligibility Criteria: 7 Page.No.8	Certificate confirming back to back arrangement with the OEM.	Plz revise as: Back to back terms with OEM w.r.to technical scope only	RFP refers to back to back arrangement with OEM with respect to technical scope only.
9	F. Scope of Work: e) Page No.17	Support of One resident engineer is required at IT/BPR Department, Vile Parle, Mumbai on all working days during working hours of LIC to manage daily operations related to application and support.	As this is a software based solution , there is no need for an residential engineer onsite as he will not have any access to the Desktops during office hours. Incase of any issues ,the system can be remotely accessed and issues can be addressed.	No Change in RFP Condition
10	F. Scope of Work: f)v. Page.No.17	Issues should be resolved within 4 hours.	Issues can be of various priorities. Not all are disruption or business critical. Hence we kindly request to modify this clause as below:- <b>Issues should be resolved within 4 hours for High Priority / P1 issues (Issues that cause disruption to LIC business)</b>	Please refer Corrigendum
11	F. Scope of Work: h) Page.No.18	Production will have Primary and DR systems. One UAT setup has to be deployed for testing requirements of future system related changes, upgrades, application bug-fixes and new releases	Physical locations of DC and DR should be specified.	Server for implementing the solution will be provided on LIC's Private Cloud.

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12	F. Scope of Work: n) Page.No.18	The selected vendor shall provide the services of an <b>authorized</b> 3rd party power saving auditor to verify that the <b>deployed solution is providing more than 20% power savings</b> in desktops. And they must submit a <b>quarterly report</b> by an authorized third-party power saving auditor on the total power savings achieved.	<p>1) There are no authorized third-party power saving auditors for IT Energy Savings. MeitY (Govt of India) has empaneled only security auditors by CERT-IN.</p> <p>2) An intelligent power saving solution should provide online / soft meter. This Soft metering should have been audited for accuracy by a 3rd party audit firm of global repute. This would enable LIC to take authentic measurements of power savings for the complete deployment through online dashboards and reports.</p> <p>3) Software of a specific version is certified for savings. So unless the software version changes, it will be unnecessary and also very expensive to repeat the re-certification every quarter. This cost will be unnecessarily passed on to LIC.</p> <p>Requesting to modify this clause as follows:-  <b>The selected vendor shall provide the an audit report by a 3rd party power saving auditor, that the proposed solution vesion is providing more than 20% power savings in desktops. And they must submit re-certification report by 3rd party power saving auditor on the power savings achieved in case of major software version change.</b></p>	Please refer Corrigendum
13	F. Scope of Work: n) Page.No.18	The selected vendor shall provide the services of an <b>authorized</b> 3rd party power saving auditor to verify that the <b>deployed solution is providing more than 20% power savings</b> in desktops. And they must submit a <b>quarterly report</b> by an authorized third-party power saving auditor on the total power savings achieved.	1) Since there are no authorized third-party power saving auditors for IT Energy Savings. therefore we request to drop this criteria	Please refer Corrigendum

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14	F. Scope of Work: n) Page.No.18	The selected vendor shall provide the services of an authorized 3rd party power saving auditor to verify that the deployed solution is providing more than 20% power savings in desktops. And they must submit a quarterly report by an authorized third-party power saving auditor on the total power savings achieved.	20% power savings is not advanced solution. Plz revise as minimum 50% power savings. More power savings solution is preferred	Please refer Corrigendum
15	G. Standard Terms & Conditions: 4. Performance Bank Guarantee (PBG) Page No. 19	<p>i. Unconditional &amp; irrevocable PBG (As per Annexure-IX) to the tune of 10% of the L1 prices of total project cost approved shall be submitted by the selected bidder.</p> <p>iii. The PBG should be valid for the period 75 months, including claim period of twelve months, from the date of submission of PBG. The PBG/ part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP.</p>	<p>As this is primarily a service contract the PBG submitted should be based on the yearly project cost. Submitting a bank guarantee for 5 years in the beginning of the project is highly restrictive to prospective bidders.</p> <p>Please modify the clause to read as</p> <p>i. Unconditional &amp; irrevocable PBG (As per Annexure-IX) to the tune of 10% of the yearly project cost of selected bidder, shall be submitted by the selected bidder.</p> <p>iii. The PBG should be valid for the period 75 months, including claim period of twelve months, from the date of submission of PBG. The PBG/ part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP.</p>	No Change in RFP Condition

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16	4. Performance Bank Guarantee (PBG) Page No. 19	<p>i. Unconditional &amp; irrevocable PBG (As per Annexure-IX) to the tune of 10% of the L1 prices of total project cost approved shall be submitted by the selected bidder.</p> <p>iii. The PBG should be valid for the period 75 months, including claim period of twelve months, from the date of submission of PBG. The PBG/ part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP.</p>	<p>This being primarily a 5- year services contract, we request PBG to the tune of 10% on <u>1 year project cost</u>, to be <u>renewed every year</u>. If the 5 years project cost is considered for PBG, then this amount of funds will get blocked by our bankers. Also the cost of PBG gets multiplied by 6 times, which will only get added to the bid cost, which is detrimental to the interest of LIC. Allowing submission of PBG, on one year project cost, for a period of 12 months, to be renewed every year, will reduce the bid cost for LIC.</p> <p><b>Kindly modify the clause as follows:-</b></p> <p><b>i. Unconditional &amp; irrevocable PBG (As per Annexure-IX) to the tune of 10% of the L1 prices of <u>one-year project cost</u> approved shall be submitted by the selected bidder.</b></p> <p><b>iii. The PBG should be valid for the period <u>12 months</u>, from the date of submission of PBG, and renewed at the beginning of each subsequent year for a total period of <u>75 months</u>. The PBG/ part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP.</b></p>	No Change in RFP Condition
17	Payment Terms , Sub Clause 4 Page No.32	The payment shall be made quarterly in arrears based on the number of desktops providing power savings as per the stipulated criteria. The actual amount payable every quarter will be for the number of desktops serviced during that quarter. This information should be available in the central console. Payment shall be made after adjusting the penalties, if any	Not clear. Plz elaborate	The specification is quite clear.
18	Technical Specifications 3 Page No-37	The power saving solution should be capable of being installed silently on computers and should not affect day to day operation of the user.	Not clear. Plz elaborate	The specification is quite clear.

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19	Technical Specifications 4 Page No-37	The power saving solution should be able to save power on computers that are actively running without interrupting their work and without putting them in standby or hibernation mode.	Plz revise as: Solution should have nonintrusive power savings feature in actively running computers with putting computers in stand by or hibernate to achieve more power savings	No Change in RFP Condition
20	Technical Specifications 9 Page No-37	Dashboard for power management health check and reporting	Not clear. Plz elaborate	The specification is quite clear.
21	Technical Specifications 13 Page No-37	Alert mechanism for threshold monitoring/ incident handling for important application/ system related events for notifying over email	Not clear. Plz elaborate	The system should be capable of providing alerts in case of incidents/ events and notify through email
22	Annexure-X- Service Level Agreement: i. Page 48	The vendor will have to guarantee a minimum uptime of 99% calculated on a quarterly basis. Application availability should be 99% on 24x7x365."	Downtime should not encompass planned downtimes scheduled by the LIC infrastructure team for specific purposes, as applicable. Only the software downtime within the VM's scope where IPM+ is deployed, and excluding planned maintenance downtimes, should be taken into account.  Please modify the clause to read as:- "The vendor shall be responsible for ensuring a minimum uptime of 99%, calculated on a quarterly basis, for the VM encompassing the Power Saving Server application deployment. This calculation shall exclude any planned maintenance downtimes. The application's availability must consistently reach 99% on a 24x7x365 basis, as outlined in the specified scope."	99% uptime is for the application availability only. It will not be applicable for planned downtimes scheduled by LIC.
23	Annexure-X- Service Level Agreement: ii. Page 48	The power saving should be greater than 20% in any desktop calculated during the quarter under consideration.	20% power savings is not advanced solution. Plz revise as minimum 50% power savings. More power savings solution is preferred	No Change in RFP Condition

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24	Annexure-X-Service Level Agreement: 2. Page No. 48	In case software solution is unable to save the desired power savings above 20% on any particular PC/ desktop in a quarter, no license or subscription fee will be paid for those desktops."	This criteria will create a lot of ambiguity in assessment. therefore we request to drop this criteria.	No Change in RFP Condition
25	Annexure-X-Service Level Agreement: 2. Page No. 48	In case software solution is unable to save the desired power savings above 20% on any particular PC/ desktop in a quarter, no license or subscription fee will be paid for those desktops."	<p>The daily energy savings of individual endpoints can vary significantly due to multiple factors, including user roles and usage patterns. For instance, a teller's PC may need to remain operational at all times due to its remote server connection, while a bank account manager's PC may only be active during regular working hours and can be put to sleep when not in use. Consequently, energy savings can differ based on user types.</p> <p>Furthermore, it's essential to acknowledge that occasional spikes in usage, such as special campaigns or intensive projects requiring heavy computer usage, can temporarily reduce energy savings for a few days within a given month.</p> <p>Enforcing a strict 20% savings requirement on each individual PC or desktop can negate the significant savings achieved on many other days throughout the month. Additionally, just as some machines may save less than 20%, there may be many others with savings exceeding 40% that are currently not being recognized or credited.</p> <p>Please remove this clause as it is restrictive and not in the best interest of the end user.</p>	No Change in RFP Condition
26	Annexure-X-Service Level Agreement:3. Penalties for absence of on-site Engineer Page.No.48	Penalty for absence per day will be Rs.2000	We request the availability of Online remote support for upto 72 hours per month, without imposing any penalty.	Please refer Corrigendum



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27	Annexure-X-Service Level Agreement:3. Penalties for absence of on-site Engineer Page.No.48	Penalty for absence per day will be Rs.2000	Please take into consideration the provision of online remote support for up to 3 working days per month, without incurring any penalties or additional charges.	Please refer Corrigendum