

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

RFP Ref: LIC/CO/IT-BPR/HW/Power Saving /2024-25/04 GeM Bid No- GEM/2024/B/5345181 dated 31.08.2024

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	B. Invitation to Bid, Clause-1 Activity Schedule, Point 8 and 9, Page No. 7	Last date and time for Bid Submission- 23.09.2024 up to 3:00 pm	we kindly request an extension of the bid submission deadline by 2(two) weeks i.e., till 07.10.2024.	Last date and time for bid submission is extended upto 07.10.2024 3:00 pm.
2	B. Invitation to Bid, Clause-17, Page No. 14	The 'Class-I local supplier' 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self- certification as per Annexure-II that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.	Local Content certificate is to be taken from OEM.	Annexure-II - Certificate of local content should be taken from OEM and submitted by the bidder.
3	C. Eligibility Criteria - Clause No. 1, Page 15	The bidder must be a Government Organization/ PSU/ PSE/ partnership firm/ LLP or private/ public limited company in India registered under the applicable Act in India.	Kindly allow for proprietorship firms to be able to participate as well.	No change
4	C. Eligibility Criteria - Clause No. 2, Page 15	The Bidder must have a 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
5	D. Standard Terms and Conditions- Clause No. 2- Project Duration, Page 17	Project Duration The initial project duration will be for a period of 5 Years from the date of issue of purchase order. The prices must be valid for 5 years from the date of initial purchase order and no enhancement will be permitted.	Kindly confirm the warranty start date.	The project duration will be 5 years from the date of issue of Purchase Order.
6	D. Standard Terms and Conditions- Clause No. 4- Performance Bank Guarantee (PBG), Page 17	i Unconditional and irrevocable PBG (As per Annexure-XIII) to the tune of 5% of the L1 prices of total project cost approved shall be submitted by the selected bidder. ii 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.	This no-risk power savings solution has been proven effective in larger settings for more than 8 years. Payments to the Service Provider are made quarterly. As it stands, the annual PBG cost is inflated by 6.25 times, resulting in a higher overall bid cost that does not serve LIC's best interests. Updated Performance Bank Guarantee (PBG) Terms <u>Submission of PBG:</u> The selected bidder is required to submit an unconditional and irrevocable Performance Bank Guarantee (PBG), in accordance with Annexure-XIII, amounting to 3% of the project cost for a 12-month period. This 12-month project cost is calculated as 1/5th of the total project cost approved. <u>PBG Validity and Renewal:</u> The PBG must be valid for 12 months from its submission date. It must be renewed at the start of each year for the full duration of 75 months, which includes a 12-month claim period. <u>PBG Invocation:</u> LIC may invoke the PBG, or a portion of it, if the bidder does not meet the obligations specified in this RFP. The amount to be invoked will be determined by LIC based on the situation.	Please refer Corrigendum.

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7	D. Standard Terms and Conditions- Clause No. 4- Performance Bank Guarantee (PBG), Page 17	Unconditional and irrevocable PBG (As per Annexure-XIII) to the tune of 5% of the L1 prices of total project cost approved shall be submitted by the selected bidder. 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	Please revise claim period to 3 months. As this is primarily a service contract the PBG submitted should be based on the yearly project cost.	Please refer Corrigendum.
8	D. Standard Terms and Conditions - Clause 5 point vi, Page 18	5. Obligations of the Selected Vendor vi. At Mumbai and other locations as required by LIC.	Kindly share the details of support locations	Please refer the RFP document page 31 Clause E.i: Place of Service. Deployment of the solution and the services of the support Engineer will be required at Mumbai.
9	D. Standard Terms and Conditions Clause 11 Page 19	Referring to clause no. 11 of page no. 19 stating "No Subcontracting is permitted for the scope of work to be provided to LIC pursuant to this RFP. The vendor will not be allowed to assign, in whole or in parts, its obligations under the Contract/ RFP, to any other entity except with Corporation's prior express consent."	Given the nature of the work involved, we kindly request that you consider relaxing this clause to permit subcontracting. Being a PSU, allowing subcontracting would enable us to leverage specialized expertise and resources, thereby enhancing our ability to deliver high-quality results in line with the RFP requirements.	No change
10	D. Standard Terms and Conditions - Clause 14 , Page No 19	Use of Specified Personnel • The Vendor will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel • Ensure that each of the Specified Personnel is aware of and complies with the Vendor's obligations in providing the Services.	Kindly share the details of resource to be deployed. Timing, shift if any, qualification, experience, certification etc.	Please refer the RFP document page 30 - Clause E.e.
11	E. Scope of Work, Page No: 30	The scope of work for this RFP includes supply, installation, testing, implementation and maintenance of the power saving solution along with other peripherals/ software components including third party components (if any), with all relevant licenses.	Kindly confirm the delivery and installation timelines.	Please refer Corrigendum and revised Annexure XII.
12	E. Scope of Work, Clause f Page No: 30	f) Services to be delivered listed are listed below. These are not exhaustive and not limited to the following: iii. Support and Maintenance of all the related activities (including backup, restoration and troubleshooting of application, Middleware, Database, Operating system and other peripherals/ software components including third party components (if any)).	Assume this activity limited to server only. Other issues in desktops will be managed by the respective warranty / AMC vendor, kindly confirm.	The understanding of the bidder is correct.

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13	E. Scope of Work: Page No: 30	f) Services to be delivered listed are listed below. These are not exhaustive and not limited to the following: iv. All system components, including third-party components, will be upgraded in a timely manner. Any necessary software changes will also be made at no additional cost to the organization	Assume this activity limited to server only, kindly confirm.	The understanding of the bidder is correct.
14	E. Scope of Work: Page No: 31	f) Services to be delivered listed are listed below. These are not exhaustive and not limited to the following: ix. Meeting the Security, Compliance and Audit requirements in a timely manner including compliances to all security audits such as Configuration Audit, Vulnerability Assessment, Penetration Testing, etc.	Assume all these audit charges shall be bear by LIC, kindly confirm.	The clause refers to complying with the audit requirements, not performing the audit.
15	E. Scope of Work: Page No: 31	g) Requirements for integrating with existing infrastructure Power saving solution provided by the bidder should be integrated with existing LIC IT infrastructure and operations. If at any point of time, it is observed that the solution violates the organization's cyber security policy, LIC may, at its discretion, disqualify the bidder and impose a heavy penalty.	Kindly share the details of existing infra and other devices to be integrated with new solution.	The proposed solution should be capable of integrating with Active Directory, SIEM, and any security solutions that are currently implemented or may be implemented in LIC.
16	E. Scope of Work: Page No: 31	j) Acceptance Testing and signoff: The entire system will be tested, to ensure that the system is capable of catering to all the requirements mentioned in this RFP. After implementation, all the features specified in the scope of work, expected deliverables would be tested and acceptance would be given by LIC.	Kindly share the details of inspection, acceptance and sign off procedure and timeline for the same.	Please be guided by the terms and conditions of the RFP.
17	E. Scope of Work: Page No: 31	k) Training: The vendor shall train specified LIC employees for operational management of the system. The Training shall be imparted at a location suggested by Central office IT Department (likely to be at Mumbai) for a team of around 10 persons. While all arrangements for the LIC employees will be made by LIC, the Bidder will have to ensure that training is imparted in a professional manner and proper course-ware is given to every personnel attending the training.	Any certification to be provided? Kindly confirm the duration of training required.	No certification is required. The duration can be decided in consultation with LIC by the selected vendor.
18	G. Service Level Agreement (SLA) and Penalties: Page No: 34	The liquidated damages (LD)/ penalties shall be deducted/ recovered by LIC from any money due or becoming due to the bidder under this contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to LIC's right to levy any other penalty where provided for under the contract.	Kindly confirm the LD details.	Please refer revised Annexure-XII: Service Level Agreement and Penalties

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19	Annexure-IV: Pre-contract Integrity Pact Clause No. 9 Page 43	Referring to clause No. 9 of page no. 43 stating that "If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members. "	Please confirm whether a consortium is permitted under this RFP? Understanding this will help us ensure that our proposal aligns with the requirements and facilitates our preparation accordingly.	Consortium is not permitted under this RFP.
20	Annexure-IX: Technical Bid format Clause 13, Page 48	Alert mechanism should be available for threshold monitoring/ incident handling for important application/ system related events. The system should be capable of providing alerts in case of incidents/ events and notify through email.	Please elaborate on these requirements. E.g. Threshold, type of incidents etc.	The clause is self-explanatory.
21	Annexure-XII: Service Level Agreement and Penalties, Page 51	Remote support of Engineer is allowed for maximum one day in a month. A penalty of Rs. 2000 per day will be imposed for any absence beyond one day in a month, if no substitute is provided.	Kindly approve remote support for a maximum of 3 working days per month, with no penalty charges applied.	Please refer Corrigendum and revised Annexure XII.
22	3. Annexure XII Penalties for absence of on-site Engineer (Page No. 51)	Remote support of Engineer is allowed for maximum one day in a month. A penalty of Rs. 2000 per day will be imposed for any absence beyond one day in a month, if no substitute is provided.	Kindly allow Remote support for upto 4 working days per month, without charging penalty.	Please refer Corrigendum and revised Annexure XII.
23	Annexure-XII: Service Level Agreement and Penalties, Page 51	The power saving should be greater than 20% in any desktop calculated during the quarter under consideration	<p>Exemption for PCs Without Standby/Sleep: PCs that do not support Standby or Sleep functions are exempt from this SLA and will be eligible for the license or subscription fee payment. The OEM will help LIC implement optimal policies across all systems to achieve over 20% savings while ensuring a seamless user experience.</p> <p><u>Exemption for Low Usage Systems:</u> Systems operating for fewer than 80 hours per month may lead to incomplete data reporting. Such systems will be excluded from the 20% savings requirement and will be eligible for the license or subscription fee payment.</p> <p><u>IPM+ Integration in Golden Image:</u> More than 90% of PCs are expected to run the energy-saving software (IPM+) consistently. LIC will make IPM+ part of the Golden Image for PCs to ensure that all new and updated systems include IPM+ by default. If this cannot be achieved, LIC may recommend an alternative approach to fulfill this requirement. PCs without IPM+ for over 30 days will be exempt from this requirement and will be eligible for the license or subscription fee payment.</p>	Please refer Corrigendum and revised Annexure XII.
24	LD Clause	Details are not in RFP	Need details	Please refer Clause G of the RFP.
25	Bid Price format	Details are not in RFP	Need details	Please refer to the Annexure-X: Indicative Commercial Bid Format.
26	General		Kindly share the details of bandwidth available now for agent pushing and monitoring.	Minimum 1 MBPS