

LIC - RFP for onboarding System Integrator (SI) to Implement Digital Rights Management Solution
LIC-CO/IT-BPR/RFP/2023-2024/DRM dated 15 November 2023
Clarifications-3 to Prebid Queries

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Section C Instructions to bidders	Clause 24	34	The selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee equal to 10% of the total Contract Value.	The selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee equal to 1% of the total Contract Value. Since our OEM is a Subscription Model we request for this change	Please refer to corrigendum
2	Service Level Agreements (SLAs) & Penalties	Implementation SLA	64-66	Late Delivery & Implementation Penalty	Request LIC to Cap All the Penalties (Including Late Delivery, Implementation, SLA & Support Penalty) @ 2% of the Contract Value	Please adhere to the RFP clause.
3	Service Level Agreements (SLAs) & Penalties	Pt 7. Service Level Agreements (SLAs) & Penalties	63	7.SLA Penalty - Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).	Request LIC to Cap All the Penalties (Including Late Delivery, Implementation, SLA & Support Penalty) @ 2% of the Contract Value	Please adhere to the RFP clause
4	Sec F general terms and conditions .	2.Site not Ready Cases(SNR)	70	Site not Ready (SNR) a. In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the vendor within 14 days of being intimated that the site is ready. If installation is not done within the stipulated timeframe of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s).	Request LIC to Cap All the Penalties (Including Late Delivery, Implementation, SLA & Support Penalty) @ 2% of the Contract Value	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
5	Sec G	Payment Terms .Pt 6	77	<p>Payment for the AMC/ATS for the licenses will be done on yearly basis.</p> <p>After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms o Invoice for the amount payable yearly.</p>	<p>Since our OEM is a Subscription Model We Request LIC to amend this Clause to make the Payment at the Start of every Year (from Year 2 to Year 5)</p>	<p>Please refer to corrigendum.</p>
6	Corrigendum 3 – Section A –	Corrigendum 3 – Section A		Extension	<p>Also we request for an Extension till 27th Feb so that we can complete the entire documentation & submit a Competitive Bid to LIC</p>	<p>Please refer to corrigendum</p>
7	Section C Instructions to bidders	Clause 24.		<p>The selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee equal to 10% of the total Contract Value.</p>	<p>The selected bidder should submit an unconditional and irrevocable Performance Bank Guarantee equal to 2% of the total Contract Value. Since our OEM is a Subscription Model we request for this change</p>	<p>Please refer to corrigendum</p>
8	Service Level Agreements (SLAs) & Penalties	Implementation SLA		Late Delivery & Implementation Penalty	<p>Request LIC to Cap All the Penalties (Including Late Delivery, Implementation, SLA & Support Penalty) @ 3% of the Contract Value</p>	<p>Please adhere to the RFP clause</p>
9	Service Level Agreements (SLAs) & Penalties	Pt 7. Service Level Agreements (SLAs) & Penalties		<p>SLA Penalty - Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).</p>	<p>Request LIC to Cap All the Penalties (Including Late Delivery, Implementation, SLA & Support Penalty) @ 3% of the Contract Value</p>	<p>Please adhere to the RFP clause</p>
10	Sec F general terms and conditions .	2.Site not Ready Cases(SNR)		<p>Site not Ready (SNR)</p> <p>a. In case of SNR, payments to the vendor will not be withheld for want of installation certificate. However, the vendor has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the vendor within 14 days of being intimated that the site is ready. If</p>	<p>Request LIC to Cap All the Penalties (Including Late Delivery, Implementation, SLA & Support Penalty) @ 3% of the Contract Value</p>	<p>Please adhere to the RFP clause</p>

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				installation is not done within the stipulated timeframe of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s).		
11	Sec G	Payment Terms. Pt 6		<p>Payment for the AMC/ATS for the licenses will be done on yearly basis.</p> <p>After end of each frequency of time period as applicable on arrear basis subject to fulfilment of SLA terms</p> <ul style="list-style-type: none"> o Invoice for the amount payable yearly. 	<p>We are going to provide Subscription Model hence We Request LIC to amend this Clause to make the Payment at the Start of every Year (from Year 2 to Year 5)</p>	Please refer to corrigendum
12	Corrigendum 3 – Section A –	Corrigendum 3 – Section A		<p>Extension Last date & time for submission of bids: 14 February 2024, latest by 03:00 PM</p>	<p>Also we request for an Extension till 28th Feb '24 so that we can complete the entire documentation & submit a Competitive Bid to LIC</p>	Please refer to corrigendum

12-02-2024

Executive Director IT (SD / BPR/ Insurtech) and CTO