



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

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Following are the modifications and clarifications to RFP dated 21.12.2009 for Procurement of Internet Leased links w.r.t pre-bid meeting held on 4/1/10 ,

| Queries raised in Pre-bid Meeting held on 4/1/10 for RFP dated 21.12.2009 for procurement of Internet Leased Lines(Minutes of meeting) | | | | |
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| Modifications and Clarifications given by LIC | | | | |
| Sr No | Pg No | Query | Existing Clause in RFP | Modification of RFP/ Clarification |
| 1 | Pg 10 C and page 28 | | C. EARNEST MONEY DEPOSIT: a) The Bidder should submit to LIC along with the technical Bid a performance Bank guarantee of Rs. 1 (one) lac (Annexure-IV) valid for six months from the date of release of the RFP from any Nationalized Bank. | C. EARNEST MONEY DEPOSIT: a) The Bidder should submit to LIC along with the technical Bid a performance Bank guarantee of Rs. 10 (ten) lac (Annexure-IV) valid for six months from the date of release of the RFP from any Nationalized Bank. |
| 2 | Pg 23 III | | I. Commercial Bids of these bidders who satisfy minimum eligibility criteria as well as technical specifications will be opened and the bidder quoting the lowest price (Grand Total amount of commercial bid) in response to this tender will be selected. | 1. Commercial Bids of these bidders who satisfy minimum eligibility criteria as well as technical specifications will be opened . 2. Reverse auction shall be carried only for Mumbai and Pune locations, simultaneously. 3. There shall be separate L-1 for both locations, i.e. Mumbai and Pune. The L-1 for Mumbai as well as Pune shall be arrived as outcome of the individual reverse auction processes. 4. The final price quoted by bidders for 8 Mbps and 20 Mbps in the reverse auction will replace the price quote given by bidders for these bandwidth in the commercial format for "additional information from bidders" as given on page 21 of the RFP, if the final price quoted by bidders for 8 Mbps and 20 Mbps in the reverse auction is lower than the price quote given by bidders for these bandwidth in the commercial format for "additional information from bidders" as given on page 20 and 21 of the RFP. |
| 3 | Pg 20/21 | | | 1. Commercial rates for all bandwidth 2Mbps-155 Mbps as given on page 20 and 21 of the RFP shall be applicable to all state capitals (including UTs) and Pune and it is further clarified that it will not be evaluated in e-tendering process 2. In case, LIC needs additional bandwidth / internet leased links at Mumbai or Pune in future, the L-1 bidder for the relevant location will be given the first option and will be required to match the lowest price quoted for the same bandwidth in the commercial format for "additional information from bidders" as given on page no. 20 and 21 of the RFP. A separate block of consecutive 16 public IP addresses will be given by the bidder for each 2 Mbps link without charging any cost . 3. For locations other than Mumbai and Pune, the L-1 quote for the relevant bandwidth form commercial format for "additional information from bidders" as given on page no. 20 and 21 of the RFP will be taken. |
| 4 | Pg 20 and 21 | | Additional information from bidders (For Mumbai) | Additional information from bidders (For applicable for all state capitals (including Union territories) and Pune |
| 5 | Pg 18 -3 Commercial bid, Pg 19 Part B (Pune) | | ANY OTHER CHARGES, TO BE SPECIFIED BY THE BIDDER in Prebid meeting | row deleted as no other charges were specified by any bidder |

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| 6 | Pg 14 F | | Cancellation of Purchase order after 8 weeks due to continued non-delivery of services/Link: Double the Purchase order value | Cancellation of Purchase order after 8 weeks for Mumbai and 10 weeks for Pune due to continued non-delivery of services/Link: "forfeiture of EMD/ PBG. |
| 7 | Pg 13, 3 | | Commission of the Links: 3 weeks | Commission of the Links: 4 weeks for Ville Parle data centre, 6 weeks for Yogakshema data centre and 8 weeks for Pune data centre. |
| 8 | pg 15 | | In the event of the order being placed on the ISP the provisioning, installation & commissioning and operationalisation should be completed within 4 weeks from the date of the order | In the event of the order being placed on the ISP, the provisioning, installation & commissioning and operationalisation should be completed within 4 weeks for Ville Parle data centre, 6 weeks for Yogakshema data centre and 8 weeks for Pune data centre. |
| 9 | pg 13 K 3C | | PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter i.e., > 1% in the SLA measurement period. | PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter i.e., > 0.01% |
| 10 | Page 15 | | | No DS3 needed for Pune. But bidders will have to quote rates for DS3 for 20 Mbps and 45 Mbps capacity as additional information. This will not be taken for commercial evaluation. |
| 11 | Page 15 | | Autofallback in both paths in Mumbai using BGP as routing protocol | Deleted |
| 12 | Page 5 | | Provision should be there to split the links say into 4 mbps etc as per business needs of LIC | Deleted |
| 13 | Page 23 | | | Hard copies to be deleted. Only NDA and DDs to be submitted at the address given in the RFP. |
| 14 | Page 16 | | Details of last mile connectivity with Type of the connectivity, frequency band and type of frequency, ownership (own/third party etc.). In case of third party, the details of third party as well as terms of agreement with regards uptime should be defined | Details of last mile connectivity with Type of the connectivity, frequency band (if bidder proposes an RF solution as additional standby option for high availability) and any type of frequency ownership (own/third party etc.). In case of third party, the details of third party as well as terms of agreement with regards uptime should be defined |
| 15 | Page 13 K Penalties | | PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter i.e., > 0.01% in the SLA measurement period :Rs. 4000.00 per event in business hours (8AM to 8 PM) Rs. 2000.00 per event beyond business hours | Penalty for each link modified to 0.1% of contract value for that location |
| | | | a. Uptime >=98.99 and < 99.99 in the SLA measurement period or resolution time is beyond 15 min for one instance of link being down, in a day: Rs.5000.00 | Penalty for each link modified to 0.125% of contract value for that location |
| | | | b. Uptime >=97.99 and < 98.99 in the SLA measurement period or resolution time is beyond 30min for one instance of link being down, in a day: Rs. 10000.00 | Penalty for each link modified to 0.25% of contract value for that location |
| | | | c. Uptime >=96.99 and < 97.99 in the SLA measurement period or resolution time is beyond 45 min for one instance of link being down, in a day: Rs. 20000.00 | Penalty for each link modified to 0.50% of contract value for that location |

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| | | | d. Uptime >=95.99 and < 96.99 in the SLA measurement period or resolution time is beyond 60 min for one instance of link being down, in a day : Rs. 30000.00 | Penalty for each link modified to 0.75% of contract value for that location |
| | | | e. Uptime < 95% in the SLA measurement period or resolution time is beyond 75 min for one instance of link being down, in a day: Rs. 50000.00 | Penalty for each link modified to 1.25% of contract value for that location |
| Queries raised by vendors | | | Clarifications | |
| BSNL | | | | |
| 1 | Page 4 para 3 | Whether the two links in Mumbai will be load sharing and whether two ports with 255 Public Ips are required or one port? | | The two links in Mumbai will have load sharing in real time as per LIC's business need.Hence, one port with one C class public IP series is required. |
| 2 | Pg 23 | Each page should be serially signed etc . How is this relevant in e-tender? | | This is not applicable as this tender is an e-tender |
| 3 | Pg 16 | There is mention of technical requirement about last mile connectivity to be given by vendor of frequency band and type of frequency ? Is Lic going for RF last mile ? | | LIC is not going for RF for last mile. Bidder can provide RF as an secondary option for high availability. |
| 4 | Pg 4 Para 3 | Mumbai treated as one link of 20Mbps | | Please refer to page 15 of RFP. |
| 5 | Pg 5 Para 2 | How to achive, since last mile is on Ethernet (45Mbps) with IBW restricted to 20Mbps | | LIC should get 20 Mbps to start with in Mumbai. We need DS3 of 45 Mbps capacity so that the bandwidth can be upgraded to 45 Mbps in 3-4 days of request from LIC. |
| 6 | Pg 7 Para 16 | Fault booking/ troble ticketing through own NOC and only proactive monitoring through outsourced NOC with exclusive partnership will be permitted / allowed ? (Yes /NO) | | Yes , is permitted |
| 7 | Pg 12 Para H | BSNL is in which category. We are Class "A" ISP | | The query is not clear |
| 8 | Pg 13 Para K | Should have some cap | | RFP conditions stand. |
| 9 | Pg 20 | will it be taken in to consideration at the time of evaluation of current RFP scope (20Mbps and 8Mbps cost) | | No ,Additional information from bidders will not be taken into consideration for evaluation of RFP, however 20 Mbps and 8 Mbps cost as decided by bidding process will be taken into consideration. PI see further clarification in this document. |
| 10 | Pg 23 Para H | It means we are required to upload scanned copy of bid document. Will it not be bulky document to upload? | | Scanned copies / digitally signed copies of bid document has to be uploaded. |
| 11 | Pg 29 | Non discloser agreement notarised on Rs.200/- stamp paper | | to be submitted after issue of purchase order |
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| Airtel | | | | |
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| 1 | | At Pune Investing in DS3 is not suggested for last mile , suggested that last mile may be kept at 8-10 Mbns | | PI see further clarification in this document. |
| 2 | | Implementation time to be increased to 6-8 wks | | PI see further modifications in this document. |
| 3 | | Packet loss is given as 0.01% and also 1% .Suggested that it should be 1% and also wnquired how it would be measured by LIC.Airtel provides such a service as part of managed services | | PI see further clarification in this document. LIC may ask the bidder to submit MIS. which should be in sync with LIC's record. |
| 4 | Sec3.5 Pg6 | Request LIC to confirm if there is any typo error on the required 100Gbps capacity. | | No error. |
| 5 | Sec3,6 Pg6 | Request LIC to clarify on using 3rd party last miles since its mentioned on page 5 that 3rd party last mile can be used. | | Minimum eligibility criteria clearly states that bidder should be capable of providing self owned last mile connectivity on OFC. We may waive this requirement for a period of 4 months from the date of issue of purchase order. |
| 6 | Sec4.xxvii Pg 10 | 99.99% is a very stringent uptime guarantee. Bharti Airtel request LIC to re-consider these minimum uptimes guarantees and also the duration to be on 'quarterly basis' instead of 'monthly basis' | | RFP conditions stand. |
| 7 | Sec4.XXX Pg10 | Request LIC to clarify if this shifting will be within city or outside city. | | Within City only. |
| 8 | Sec4.G Pg12 | 99.99% is a very stringent uptime guarantee. Bharti Airtel request LIC to re-consider these minimum uptimes guarantees and also the duration to be on 'quarterly basis' instead of 'monthly basis' | | RFP conditions stand |
| 9 | Sec 4.H Pg 12 | Bharti Airtel requests implementation timeframe of 5-8 weeks for these sites | | PI see the modifications in this RFP. |
| 10 | Sec 4.J Pg13 | 99.99% is a very stringent uptime guarantee. Bharti Airtel request LIC to re-consider these minimum uptimes guarantees, packet loss and MTTR. Also will request LIC to clarify on how packet loss will be measured | | RFP conditions stand as modified by clarifications / modifications issued by LIC in this document. |

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| 11 | Sec5.11 Pg 15 | "LIC reserves the right to cancel the order after 8 weeks from the date of acceptance of purchase order." Request LIC to confirm and clarify that this statement will be applicable only if Telco implementation goes beyond the committed tiemframe of 8 | RFP conditions stand as modified by clarifications / modifications issued by LIC in this document. | RFP conditions stand as modified by clarifications / modifications issued by LIC in this document. |
| 12 | Sec 5 Pg16 | Request LIC to clarify on the scope of Airtel on DNS resolution | | DNS IP addressed to be used and help in troubleshooting in resolving issues with resolution |
| 13 | Sec5 Pg 16 | Since Bharti Airtel will be providing WAN connectivity along with pro-active monitoring of these links, request LIC to clarify if the expected scope of this documentation is beyond the | | The bidder's role is limited to the scope as defined in the RFP. |
| 14 | Sec 6.2 Pg 17 | Bharti Airtel will prefer wireline connectivity at every site. However in case wireline is not feasible, request LIC to confirm if wireless last mile can be used for providing connectivity at such sites. | | Wireline connectivity is a must. Bidder is free to provide RF option at his cost for high availability. |
| 15 | Sec4.K Pg 13 | Request LIC to substantially relax the penalty associated with all measures including commissioning ,untime etc | | RFP conditions stand |
| 16 | Sec 6.3 Pg 18 | Bidding for Mumbai and Pune TCO will be separate in the reverse auction | | Yes |
| 17 | Sec 7.F Pg III | Evaluation will be based on L1 tender submission or through online reverse auction. | | Evaluation will be based on online reverse auction. Please refer to clarifications issued in this document. |
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| TATA Communications | | | Clarifications | |
| 1 | Pg 15 Pt 5 | Clarify what is auto fall back ? | | RFP conditions modified. Please refer to modifications in this document. |
| 2 | | Whether Demo of reverse auction would be provided? | | Documentation with link for demo was provided in pre-bid meeting |
| 3 | | The rates for 2 Mbps to 155 Mbps called separately , whether such links will be procured from bidder chosen in e-tender process ?Whether rates of 20 Mbps and 8 Mbps quoted there will be same as quoted in the e-tendering | | RFP conditions modified. Please refer to modifications in this document. LIC may or may not purchase these links. |

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| 4 | | Splitting of 20 Mbps into 4 Mbps cannot be done by vendor as edge router is under LIC control and LIC will have to apply QoS on edge router | | RFP conditions modified. Please refer to modifications in this document. |
| 5 | | Need RFP Number | | No comments. |
| 6 | | Will 3 nos. of 255 public IP addresses be required for 3 locations (Yogakshema (Nariman Point, Mumbai), Ville-Parle (Mumbai) & Pune (Shivaji Nagar)) mentioned in the RFP? | Block of at least 255 public IP addresses for each Link | One block of C class Public IP addresses will be required for each location' i.e. Mumbai and Pune |
| 7 | | Pro-active monitoring is possible is CPE's are managed by the Service Provider SP. Pls suggest if CPE will be managed by SP. If Yes, pls suggest the CPE existing if any and need to be of capacity to support throughput required in present/future.If NO, kind request to consider the point for review. | 24 * 7 basis of help desk support with pro-active monitoring, guidance and support about the health of the link | Edge router will be managed by LIC |
| 8 | | 99.99 % uptime requires Dual Last Mile, Single/Dual CPE with CPE routers managed by ISP. As CPE 's are proposed to be managed by LIC, there will be dependencies to provide required uptime Pls suggest your opinion or review the uptime | The proposed Network Security System hardware / software should be available at least 99.99 % of the time excluding planned downtimes. The ISP is required to offer Service Level Agreement for the proposed Link along with a guaranteed uptime commitment | RFP conditions stand |
| 9 | | Pls clarify the requirement for the same | The bidder shall arrange the Digital certificates from a Certifying Agency notified by comptroller of Certifying Authority (CCA) as per Information Technology Act 2000 as amended from time to time | Digital Certificates have to be procured by vendor for participating in e-tender |
| 10 | | Request for more inputs with your kind review on the same as it is technically not be possible. Also request to specify Packet Loss / Drop are applicable from POP where the link is connected to ISP Internet Gateway and cannot be applicable over Internet cloud. Suggest your OK for the | Packet Loss/Drop: <0.01% | RFP conditions modified |
| 11 | | Request for more inputs with your kind review on the same in accordance with SLA uptime | Mean Time to resolve: 15 min Maximum Time to resolve: 75 min | RFP conditions stand |

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| 12 | | <p>Need to be in accordance with SECTION 4 J. SERVICE LEVEL AGREEMENT (SLA):</p> <p>Also such uptimes are possible with Dual last miles, single/dual CPE with CPE's managed by Service Provider</p> | <p>PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter i.e., > 1% in the SLA measurement period.</p> | <p>RFP conditions stand</p> |
| 13 | | <p>Pls clarify the understanding on Path 1 and Path 2. Do they mean locations. Is uptime independent of Location 1 link and Location 2 link or combined ?</p> | <p>In case Path 1 is not reachable, the servers should be accessible through Path 2.</p> | <p>Path 1 and Path 2 are two locations ,LIC data centres at Nariman Pt and Vile Parle in Mumbai</p> |
| 14 | | <p>What will be the capacity of upgrade. The timelines are dependent of the capacity to be upgrade.</p> <p>Will the capacities to be upgraded will be applicable for both locations.</p> <p>Request for relaxation on the timelines also considering above mentioned point.</p> | <p>DS3 Local Loop of higher capacity of 45 Mbps at both data centres in Mumbai shall be installed for faster and easier upgrade within 3 days of documentation formalities.</p> | <p>The capacity to be upgraded will be decided as and when need arises , hence provision for local loop of 45 Mbps is to be installed</p> |
| 15 | | <p>What is the capacity of Pune last mile location</p> | <p>DS3 Local Loop of higher capacity of 45 Mbps at both data centres in Mumbai shall be installed for faster and easier upgrade within 3 days of documentation formalities.</p> | <p>RFP conditions stand</p> |
| 16 | | <p>Will BGP configuration on the CPE will be under Scope of Work of LIC. Are CPE managed by LIC or SP</p> <p>Request for your consideration on the fact that considering single rate-limit port, there will be single port with no scenario of Auto fallback. Last Miles</p> | <p>Auto fallback between both paths in Mumbai using BGP as a routing protocol.</p> | <p>Pl refer to clarifications in this document.</p> |

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| 17 | | As the POP, Last Mile, IP pool and Internet Exit points are different, will it be OK to consider same ISP at both locations. For Mumbai, for single rate-limit port, ISP needs to be single. Pls confirm | There can be different ISP for Pune data centre keeping in mind the business continuity planning. | RFP conditions stand. There will be different ISPs for both locations. If the same bidder is L-1 at both locations, then the bidder will have to opt for one location within 3 working days from receipt of communication from LIC. Then L-2 bidder at the other location will have to match the price of L-1 for this location. |
| 18 | | Firewall will be under scope of LIC. Pls confirm | Detailed Network Connectivity Diagram (including last mile connectivity, firewall etc.) for the proposed solution is to be provided by the bidder | Yes Firewall will be under scope of LIC |
| 19 | | Pls confirm Mumbai (both locations) will be (1:1) single Internet port with rate-limit | Only single port in Mumbai will be rate-limited. This setup should allow cumulative use of Bandwidth amongst both data centres in Mumbai. Since none of the links are rate-limited on the switch, each of these links should be able to burst and use till the | Pl refer to clarifications in this document. The set up in Mumbai should allow cumulative use of Bandwidth amongst both data centres in Mumbai as per LIC's business needs. Each of these links should be able to burst and use till the maximum capacity. |
| 20 | | Pls clarify the detailed SoW | > Integration with LIC Network > DNS | ISP has to provide DNS IP addresses to be used as well as link IP addresses , also help in troubleshooting link issues and DNS resolution issues |
| 21 | | Need point of any CPE mis-configuration (if CPE's managed by LIC) | 1. The bidder has to submit monthly uptime reports for Internet Bandwidth 2. Total allowed downtime in a month for the Internet Bandwidth should not exceed 0.01 % of the available time for that month. However, the bidder will resolve the problem ASAP (as soon as possible) on best effort basis. | RFP conditions stand |
| 22 | | Shall we consider the criteria of SLA - Packet Loss, Round Trip Delay mentioned in other section are in relation to Premium Internet Bandwidth | Dedicated 20 Mbps (1:1) Premium Internet port | SLA pertain to all links |
| 23 | | Request to clarify purpose of (1:4) bandwidth plan. Related SLA - Uptime, RTD, Packet Loss will differ. | Band width (1:4) | Pl refer to clarifications in this document. |
| 24 | | Request to clarify purpose of the required information. How will the decision of 20 Mb and 8 Mb be dependent on the same | (1:4) and (1:1) Bandwidth BW - 2 Mb to 155 Mb | The additional information is required for procuring additional links |
| 25 | | The splitting of the 4 Mbps can't be done at the ISP level and as CPE is out of scope it is not possible to do by the ISP | Provision should be there to split the links say into 4 Mbps etc. as per the business needs of LIC. Need more clarifications | RFP conditions modified |

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| 26 | | The timelines of 3 weeks is very less considering the scope of fiber laying activity which requires municipal permission at Pune and Vile Parle. There is road digging, mux installation and integration and link activation timeline which would take additional 2 weeks. | The bidder should note that the commissioning of the link complete in all respects should be done within 3 weeks from the date of acceptance of the PO. | RFP conditions modified |
| TTML | No queries | | | |
| Reliance | No queries | | | |

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