

RFP for Directory Services for Windows and Linux Endpoints and Servers

RFP Ref: LIC/CO/IT-BPR/DS/2019-20 dated 15.06.2019

Clarifications to the Pre-bid Queries

Sr. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarification
1	Section 2.4 (2) Page 10	INR 40,00,000 (Rupees forty lakhs only) in the form of Bank Guarantee and valid for 1 year from the date of RFP.	Bidder submits that EMD should be returned on submission of PBG and if not downselected to be returned 30 days after such decision (of downselection). Bidder submits that for the down-selected bidder, the EMD shall be returned within 21 days of signing of the contract and the furnishing of PBG, if applicable.	The EMD of the unsuccessful Bidders will be returned to the Bank of the Bidder without interest after the RFP process is over. The EMD of the successful bidder will be returned after receipt of PBG.
2	Section 2.5 (8) Page 11	Response to this Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.	It is submitted that certain terms of the RFP need modification and all such terms may not be discussed during the pre-bid stage. It is hence requested to permit bidders to submit their revisions, suggestions, additions etc. to the terms of the RFP as part of the bid submission.	No change in RFP condition.
3	Section 2.12 Page 13	EMD provisions	It is requested to revise the validity of the EMD to 180 days. Bidder submits that the Earnest Money Amount shall not be forfeited for inability of the parties to reach a mutual agreement on the terms of the Contract to be executed by the Successful Bidder.	No change in RFP condition.
4	Section 2.12 Page 13	EMD should be valid for a period of 1 year from the date of RFP.	Period should be made to 180 days instead of 365 days	No change in RFP condition.
5	Section 2.12 (a) Page 13	Bidders shall submit, along with the Bid, EMD of Rs.40,00,000 (Rs. Forty Lakhs Only) in the form of unconditional and irrevocable Bank Guarantee, as per the format given in Annexure I.	As per the Central Procurement Policy, EMD is exempted for Registered MSME. Request you to please amend the clause suitably to exempt the registered MSME from paying EMD.	Registered MSE exempted from payment of EMD as per Public Procurement Policy for MSEs Order, on production of valid MSE certificate from NSIC.
6	Section 2.12 (a) Page 13	Bidders shall submit, along with the Bid, EMD of Rs. 40,00,000/- (Rs. Forty Lakhs Only)	Request you to reduce EMD by Rs. 25,00,000/- (Rs. Twenty Five Lakhs Only)	No change in RFP condition.

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7	Clause 2.38 Page 26	Performance Bank Guarantee (PBG)	<p>Bidder submits that the PBG issuance process is initiated after the execution of the governing contract. Till that period the Customer already retains the EMD. Within 21 days of the date of signing the contract, the successful Bidder shall submit the performance Bank guarantee for the value equivalent to 10% of total cost of project and should be valid for the duration of the contract. We further submit that the Performance Guarantee shall be valid for a period of 12 months from the date of Contract which shall be renewed at the end of each contract year for the duration of contract. Bidder requests that Bank shall provide a cure period of 30 days for rectifying the material failure in discharging its contractual obligations prior to forfeiture of performance Bank guarantee or any legal action/blacklisting and such amount be limited to the actual losses suffered and subject to the Limitation of Liability. We request for the deletion of penalty for not furnishing the PBG within the stipulated time as the EMD would not be returned until the submission of PBG.</p>	No change in RFP condition.
8	Section 2.38 Page 26	Valid for entire contract period 20%	We request you to change it to 10%	No change in RFP condition.
9	Section 2.38 Page 26	Performance bank guarantee equal to 20% of the final commercial quote by bidder at the end of online reverse auction.	Request you to change PBG to 10% of the commercial quote.	No change in RFP condition.

Sr. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarification
10	Section 3 (2) Page 30	Bidder should have implemented and maintained Directory Services solution for Windows/ Linux in at least three organizations with minimum 5000 endpoints each, in the last five Financial Years in the specific delivery method i.e. on premises, in India. The start date/ Purchase Order Date and the Completion/ Go-Live Date should fall within the five Financial year period.	Bidder requests LIC to modify this clause as mentioned below: Bidder should have implemented/migrated and maintained Directory Services solution for Windows/ Linux in at least two organizations with minimum 5000 endpoints each, in the last five Financial Years in the specific delivery method i.e. on premises, in India.	Please refer to Corrigendum.
11	Section 3 (2) Page 30	Whether the bidder has implemented and maintained Directory Services solution for Windows/ Linux with Minimum 5000 Desktops each in at least three organisations in the last five Financial Years in the specific delivery method i.e. on premises, in India. The start date/ Purchase Order Date and the Completion/ Go-Live Date should fall within the five financial year period.	We request you to change the clause to Implemented OR Maintained	Please refer to Corrigendum.
12	Section 3 (2) Page 30	Bidder should have implemented and maintained Directory Services solution for Windows/ Linux in at least three organizations with minimum 5000 endpoints each, in the last five Financial Years in the specific delivery method i.e. on premises, in India. The start date/ Purchase Order Date and the Completion/ Go-Live Date should fall within the five Financial year period.	We Request to change it to 10000 endpoints at one Organization	Please refer to Corrigendum.

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13	Section 3 (2) Page 30	Bidder should have implemented and maintained Directory Services solution for Windows/ Linux in at least three organizations with minimum 5000 endpoints each, in the last five Financial Years in the specific delivery method i.e. On-premises, in India. The start date/ Purchase Order Date and the Completion/ Go-Live Date should fall within the five Financial year period.	Request LIC to reduce 5,000 endpoints count to 1,500. With experience of supporting for 1 of the implemented customer.	Please refer to Corrigendum.
14	Section 3 (2) Page 30	Bidder should have implemented and maintained Directory Services solution for Windows/ Linux in at least three organizations with minimum 5000 endpoints each, on premises, in India. The start date/ Purchase Order Date and the Completion/ Go-Live Date should fall within the five Financial year period	We have done many such installations which are as below: 1. 4500 users Exchange Upgrade 2. 1200 users 3. 1200 users 4. 1500 users 5. 2000 users (not in India) The above shows that we are holding experiences and do it for more numbers of users. Hence, request you to kindly accommodate us.	Please refer to Corrigendum.
15	Section 3 (2) Page 30	Bidder should have implemented and maintained Directory Services solution for Windows/ Linux in at least three organizations with minimum 5000 endpoints each, in the last five Financial years in the specific delivery method i.e.on premises, in India. The start date/ Completion/ Go-Live Date should fall Within the five Financial year period.	Bidder should have implemented or maintained Directory Services solution for Windows/ Linux in at least one organizations with minimum 10000+ endpoints each, in the last five Financial years in the specific delivery method i.e.On premises, in India . The start period. OR Bidder should have implemented or maintained Directory Services solution for Windows/ Linux in at least two organizations with minimum 10000+ endpoints each, in the last five Financial years in the specific delivery method i.e.On premises, in India. The start period.	Please refer to Corrigendum.

Sr. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarification
16	Section 3 (3) Page 30	The proposed Directory Services should have been implemented and be live with 10,000 or more connected Endpoints (Windows and Linux Individually) with at least 5 desktop policies in one organization during the last five Financial Years.	Point no 2 & 3 are overlapping with each other, if this point belongs to OEM then the solution which we are offering doesn't require any extra/ new licenses. In this case getting reference for this will be difficult.	No comments.
17	Section 3 (3) Page 30	The proposed Directory Services should have been implemented and be live with 10,000 or more connected Endpoints (Windows and Linux Individually) with at least 5 desktop policies in one organization during the last five Financial Years.	Since previous eligibility criteria talks about the number of users and support. Can this clause be removed as the same thing is repeated?	No comments.
18	Section 3 (3) Page 30	The proposed Directory Services should have been implemented and be live with 10,000 or more connected Endpoints (Windows and Linux Individually) with at least 5 desktop policies in one organization during the last five Financial Years.	Request you to describe more on 5 desktop policies.	No comments.
19	Section 3 (3) Page 30	The proposed Directory Services should have been implemented and be live with 10,000 or more connected Endpoints (Windows and Linux Individually) with at least 5 desktop policies in one organization during the last five Financial Years.	We have not done end point integration yet and this is done by the customer generally but have full expertise to do so	No comments.

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20	Section 3 (3) Page 30	The proposed Directory Services should have been implemented and be live with 10,000 or more connected Endpoints (Windows and Linux Individually) with atleast 5 desktop policies in one organization during the last five Financial Years.	The proposed Directory Services should have been implemented or Maintained be live with 10,000 or more connected Endpoints.(Windows and Linux Individually) with atleast 5 desktop policies in one organization during the last five Financial Years.	No comments.
21	Section 3 (4) Page 30	Bidder should be a OEM certified Partner and as such duly authorized to sign Agreement with OEM and to supply OEM's products and should have back to back support agreement with OEM	As this is purely Services contract, there is no point taking MAF from the OEM. For Hardware and Licenses (if required) we will provide the MAF accordingly.	No comments.
22	Section 3 (5) Page 30	Copies of Audited Financial statements to be enclosed. Please enclose a certificate confirming above figures from CA/ statutory auditors of company if, separate final accounts are not available.	Request to add Provisional Audited Financial statements/ Balance sheet/ CA Certificate for FY 2018-19.	Please refer to Corrigendum.
23	Section 3 (6) Page 30	CA/ Statutory Auditor certificate or Documentary evidence to the satisfaction of LIC, to prove the profitability.	Request you to change Profit after tax to "EBITDA in Rs Crores" in any two out of the last 3 financial years.	No change in RFP condition.
24	Section 4.1 Page 32	<u>Contract Period</u> Unless terminated in accordance with the terms and conditions of this RFP, the duration of the Contract Period will be 6 years from date of signing of contract between LIC and the selected Bidder.	Bidder requests to clarify as to how the 6 years of Contract Period is divided between implementation and the support phases As per clause 5, Project timelines, Implementation is to be completed within 20 weeks from the date of PO, post the Go Live of phase 2, support period is 5 years which makes the contract duration as 5 years 5 months as per our understanding	Six year contract period will start from date of contract.

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25	Section 4.3.5 Page 33	The Vendor will not be allowed to subcontract any portions of the scope of this RFP to any other party.	Bidder requests that bidder be allowed to sub-contract with prior written notification to LIC.	No change in RFP condition.
26	Section 4.11 Page 35	LIC ownership of Intellectual Property Rights in Contract Material	Bidder submits that no transfer of ownership of any intellectual property will occur under this Agreement. If deliverables are created by specifically for LIC and identified as such in contractual documents, bidder shall grant LIC a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally for the purpose of the project.	No comments.
27	Section 4.11.2 Page 35	Liability of the successful bidder The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	It is requested to clarify that: (a) LIC shall be responsible for obtaining all statutory licenses applicable to LIC for this project. (b) The Aggregate liability of the bidder shall be capped to the value of the agreement. In no event shall either party be liable for any indirect and consequential losses.	a) The understanding is correct. b) No change in RFP condition.

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28	Section 4.11.4 Page 36	The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	Below exception to the clause to be added: The foregoing shall not apply to any infringement claim resulting from any hardware, operating system or other software that arises solely due to (a) use, operations and maintenance of the Deliverables or any 3rd party material in any manner not in accordance with the Documentation or Bidder/Service Provider's instructions or recommendations, or (b) combination, modification done other than by Bidder/Service Provider.	No change in RFP condition.
29	Section 4.14 Page 38	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, and the aggregate liability of the supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Kindly consider below modifications to the clause (red font to be added): Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, and Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC the aggregate liability of the supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	No change in RFP condition.

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30	Section 4.23.3 Page 44	LIC may, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	30 days cure period to be given to the vendor to cure the default.	Please refer to Corrigendum.
31	Section 4.23.9 Page 45	In the event of termination of the selected bidder due to any cause whatsoever, LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach. Nothing herein shall restrict the right of LIC to invoke the PBG and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.	Bidder submits that any termination assistance services shall be set out specifically in the relevant statement of work and the cost of such services shall be mutually agreed between the parties. It is requested to clarify that the bidder shall be paid for all work done until the effective date of termination.	No change in RFP condition.

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32	Section 4.24.9 Page 47	The proceeds of the performance guarantee shall be payable to LIC as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract. The performance guarantee will be discharged by LIC and returned to the issuing Bank with intimation to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations including any warranty obligations under the contract.	Bidder submits that the PBG shall be valid for the period of the contract and no additional period shall be provided for the validity of the PBG. Further, bidder submits that the PBG shall be valid for a period of 12 months from the date of Contract which shall be renewed at the end of each contract year for the duration of contract. Furthermore, bidder submits that prior to invoking the PBG, LIC will provide the bidder a cure period and the PBG shall be subject to the limitation of liability. It is requested to clarify that only such portion of the PBG which accounts of the value of damages suffered by LIC as determined by the governance structure under the Contract shall be forfeited by LIC and that the PBG shall not be invoked to the entire amount.	No change in RFP condition.
33	Section 6.1 Page 51	Supply, Implementation and Maintenance of Hardware, Software including all licenses which may be required in Centralized Architecture on Premises in Capex Model with HA and DR for Directory Services for Windows and Linux Endpoints and Servers.	Details on the current DR setup required. DR will be included in the current 14 servers. Or additional servers needs to be configured for DR. DR location to be specified.	DR location will be at Mumbai/ Pune/ Bangalore.
34	Section 6.1 Page 51	1) Migration from existing Active Directory 2008 to the new Directory Services Solution, along with the current policies implemented 2) Renaming the AD Domain from licindia.com to licindia.in	Please confirm Licindia.com to Licindia.in will be AD cross forest Migration. If yes . Please current AD Topology	It will not be AD cross forest Migration.
35	Section 6.1 Page 51	1) Migration from existing Active Directory 2008 to the new Directory Services Solution, along with the current policies implemented 2) Renaming the AD Domain from licindia.com to licindia.in	Please confirm during the migration of 2008 AD forest/domain LICindia.com to Licindia.in. Would like to source enviroment to be as intact? Or would it be fine if agent is installed in source enviroment DC?	Bidder to propose the methodology for implementation.

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36	Section 6.1 Page 51	Current- Windows desktops/ laptops in LIC are domain joined using Active Directory 2008 and are applied with Group Policies including password policy for users and Windows desktops through the Active Directory.	Are you going to use legacy Windows XP Desktop with latest AD Server?	Please refer to Corrigendum.
37	Section 6.2 Page 51	There are two Active Directory servers one of which is the root Domain Controller and it is installed at Vile Parle.	Request LIC to share information of the DNS and NTP services for LDAP deployment	Can be shared at the time of implementation.
38	Section 6.2 Page 51	Backup: Netvault Backup Software using LTO3 tapes.	Do the bidder has to provide backup solution seperately? Or LIC will continue using the same solution for Backup.	Bidder should propose backup solution. Tape backup is not required.
39	Section 6.2 Page 51	Active Directory Servers: There are two Active Directory servers one of which is the root Domain Controller and it is installed at Vile Parle. There are total 14 Active Directory Servers.	Bifurcation including the roles of 14 servers including the DR	One is Root Domain Controller, others are Additional Domain Controllers.
40	Section 6.2 Page 51	There is a Root Domain Controller at Vile Parle and there are additional domain controllers placed at several sites for local user authentication and mailing CAS servers.	Details of the CAS servers. Version and information	No comments.
41	Section 6.2 Page 51	There is a Root Domain Controller at Vile Parle and there are additional domain controllers placed at several sites for local user authentication and mailing CAS servers.	Is there any mail users on Linux? If yes how many and how is it configured in the current setup?	Please refer to Section 6 of RFP.
42	Section 6.2 Page 51	Current Status -LDAP Authentication	Do you have any tool running currently which integrates LDAP with Active Directory 2008 R2?	Active Directory 2008 R2 is implemented with LDAP.
43	Section 6.2 Page 51	Present architecture	How many windows XP computers are in the network?	Please refer to Corrigendum.

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44	Section 6.2 Page 51	Present architecture- Total number of devices (Windows and Linux) including the above = 95000	Are you running any Linux based directory services?	No.
45	Section 6.2 Page 51	Current Status- AD Policies implemented	Do you need to integrate AD with Linux Server for LDAP sync?	Yes.
46	Section 6.3 Page 52	Detailed Scope of Work	Do you need to implement group policy common to LDAP & Windows clients?	Yes.
47	Section 6.3.1 Page 52	Work under Phase 2 (including supply of hardware and software) must begin only after successful receipt of Final Acceptance Report for Phase 1	Request LIC to allow simultaneous deployment of Windows and Linux workstations post completion pilot testing of Windows and Linux workstations	No change in RFP condition.
48	Section 6.3.2 Page 52	Configuration of the RAID or Virtualisation etc. should be as per best industry practices	What is the current setup? Which hypervisor being used? Virtual or Physical preferred	Bidder to propose.
49	Section 6.3.2 Page 52	Supply and Installation of Hardware required for the proposed solution	Request you to kindly provide more details on the Network switches, LAN, WAN link, bandwidth connectivity between branches to DC & DR. Need additional information for the sizing of the Hardware.	Bandwidth requirement to be submitted as part of bid.
50	Section 6.3.2 Page 52	The proposed solution should offer near zero minutes RPO and maximum 4 hours RTO	As we need to consider directory service replication or for existing database and storage	Please refer to Section 6.3.2 of RFP.
51	Section 6.3.3 Page 52	Supply and Installation of Software and software licenses for the Directory Services Solution	Do Bidder has to provide the Licenses for AD & / LDAP. Does LIC has the additional Microsoft CAL Lisenses ?	Please refer Section 6.3.3.(page 53) of RFP. Procurement of Microsoft CAL licences is not in the scope of this RFP.
52	Section 6.3.2, 6.3.3 Page 52	Configuration of the RAID or Virtualisation etc. should be as per best industry practices 6.3.3 Supply and Installation of Software and software licenses for the Directory Services Solution	What type of Virtualization are you looking - Hyper-V or VMWare & how about the license?	Architecture to be proposed by bidder. Please refer Section 6.3.3.(page 53) of RFP.

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53	Section 6.3.3 Page 52, 53, 54	Supply and Installation of Software and software licenses for the Directory Services Solution	Does the Windows OS requires Server 2016 or Windows Server 2012 R2?	If the solution includes Microsoft Active Directory, it has to be implemented on Windows 2012 R2.
54	Clause 6.3.3 Page 53	As mentioned in the tender you have already Windows server 2012 Std R2 -12 no License and RHEL server License Perpetual	We need to consider any OS License	If the solution requires any licences over and above those already available with LIC, the bidder will need to consider those.
55	Clause 6.3.4 Page 53	The bidder shall be responsible for renaming the AD licindia.com domain to licindia.in	We request you to do the domain migration prior to migrating the users and computers,also would request LIC to verify the dependency of applications on domain name changes	Can be decided at the time of implementation.
56	Clause 6.3.4 Page 53	Phase 1: Directory Services for Windows – 30000 Phase 2: Directory Services for Linux – 65000 endpoints	Endpoints CAL License need to considered for endpoint or not	Procurement of CAL licences is not part of the scope of this RFP.
57	Section 6.3 & Page no 53	Existing number of AD sites configured	As of now many AD sites are configured?	One Root Domain Controller, and 13 Additional Domain Controllers.
58	Section 6.3.4 Page 54	On Page no: 54, it is mentioned, "If the solution includes Microsoft Active Directory, it has to be implemented on Windows 2012 R2."	Bidder requests confirmation on support availability for Windows 2012 Standard is up to Year 2022 which is before the contract end as contract for this implementation is for five years.	Please refer to Corrigendum.
59	Section 6.3.6 Page 55	Should be on the pay-roll of the vendor i.e. not outsourced.	Request LIC to consider a deviation here with the lead Solution Architect on vendor's payroll with LDAP management experience, the other 6 resources from Authorized Partner Organization	No change in RFP condition.
60	Section 6.3.6 Page 55	Responsibilities of onsite resource	Any patching server available. Does it need to be deployed newly?	Patching Server is not available.
61	Section 6.5 Page 56	Ensure integration with applications such as Messaging solution, automated mails, Antivirus, Email gateway etc.	Request LIC to provide the list of applications where integration is desired	1. Email 2. Proxy 3. Wireless LAN 4. LIC applications 5. Endpoint Login

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62	Section 7 Page 58-59	Service Level Agreement (SLA), Penalties Sl. No. 1 to 3	Bidder submits that all of the penalties defined under Sl.No.1 to 3 are related to implementation phase, hence, we submit that the penalty for these all shall apply only for a overall delay beyond 20 weeks @ 1% of the delayed deliverables value subject to maximum of 10% of implementation charges cost	Please refer Section 4.28 of RFP.
63	Section 7 Page 58-59	Service Level Agreement (SLA), Penalties	Bidder submits that the Overall Penalties under this project shall not exceed 10% of the Total Contract value	Please refer Section 4.28 of RFP.
64	Section 7 Page 59	There are various penalties for various clauses/services. There is no capping on penalty	We request you to kindly put the capping.	Please refer Section 4.28 of RFP.
65	Section 8 Page 60	Payment Terms	Bidder submits that all payments under this Contract shall be made by Buyer within thirty (30) days from the date of invoice in full, without any deduction, withholding, adjustment or set-off. Bidder submits that acceptance shall be communicated within 5 days of delivery or performance of products/services. If no intimation is received within these 5 days, such product/service shall be deemed accepted.	No change in RFP condition.
66	Section 8 Page 60	Payment Terms	Bidder submits that 50% of the implementation charges cost shall be paid on Go Live of Phase 1 and balance 50% of the implementation charges cost shall be apid on Go Live of Phase 2	No change in RFP condition.
67	Section 8.1.2 Page 60	Payment for Hardware: If hardware deliveries including installation of OS and all Software are received within 6 weeks from the date of Purchase Order, 80% of total cost of hardware will be paid. The balance 20% will be paid after final acceptance report after Go-live.	Request you to make the payment terms as below: 40% - On Delivery 10% - Project Plan Signoff 40% - Installation 10% - Performance Bank Guarantee	No change in RFP condition.

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68	Section 8.1.2 Page 60	Payment for Software and Implementation Charges: Eighty (80) % of the cost of software or license cost shall be released against full delivery and installation of the Operating System and Directory Services Solution. The Balance Twenty (20) % Software licenses and 100% of Implementation Charges cost shall be paid on successful migration and complete implementation and go-live to proposed Directory Services Solution	Request you to make the payment terms as below: 40% - On Delivery 10% - Project Plan Signoff 40% - Installation 10% - Performance Bank Guarantee	No change in RFP condition.
69	Annexure-V Functional and Technical Requirements.	AUTHENTICATION Section :- 2:-The proposed Directory Services solution should have Authentication Status Notification to users, specifying success or failure.	Please confirm do you only need logon and logoff events for end user as well? E.g When AD user logon and logoff time?	Please refer to Corrigendum.
70	Annexure-V Functional and Technical Requirements.	Should be capable of administration through a single window interface to provide server level control and configuration of the authentication system for all servers	1) Please confirm are you looking Directory (AD, Unix, Linux and Mac etc) Management solution to user and group? 2) Would you like to get Alert, Notified when end user password is changed? 3) Do require features like Attestation Dashboards and Reporting ? 4) Are you planning to unify disparate identities and directories into existing infrastructure to simplify management and reduce errors? 5) Do need SoD (separation of duties)?	1) Centralised Administration required for Windows and Linux systems. 2) Alert for every end user password change is required. 3) Yes. 4) Bidder to propose architecture for single identity 5) No comments.
71	Annexure-V Functional and Technical Requirements.	Referring to Section C System Administration and Maintenance Features Point 3 :- The proposed solution should have the ability to enforce account lockout policy.	Does Account lockout policy of AD also need to be applied to Non-Microsoft OS like AD, UNIX, LINUX and MAC?	Account lockout policy required for Windows and Linux systems existing in LIC.

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72	Annexure-V Functional and Technical Requirements.	Referring to Section C System Administration and Maintenance Features Point 8:- The proposed solution should have the ability to import users from an existing database of user record/ details	Please provide details of Database from where you want import users from.	Currently only Microsoft Active Directory is implemented.
73	Annexure-V Functional and Technical Requirements.	Referring to Section C System Administration and Maintenance Features The proposed solution administration client should provide ability to rename a user. With the option to set the old user id as an alias for the new renamed user, so that there is a transition time while the contacts of the old user id get acquainted with the new user id.	Please confirm a is this functionality requiriment in reference to migration users from LIC.com AD forest to LIC.in new AD Forest ? Please provide AD and Exchange topology	This is a feature required of the solution, irrespective of domain migration.
74	Annexure-V Functional and Technical Requirements.	The proposed solution should have the ability to enforce password policy.	Do you want to extend Microsoft AD to Non AD user? Do you want unix, linux and MAC to be provision as AD Managed computer and GPO to be applied?	No.
75	Annexure-V- Functional-and- Technical- Requirements.	Referring to Section to D :- Enterprise Directory Software Point 1:- The directory service should support features like ability to keep replicas in sync and to enforce replication updates for health monitoring and verifying replication.	Please provide details and confirm is reference to Active Directory SYNC across DC? If yes do you need AD health monitoring functionality to which can alert whenever SYNC error ?	Yes.
76	Annexure-V Functional and Technical Requirements.	Referring to Section to D :- Enterprise Directory Software Point 2:- Containers for purposes of grouping, administration and policy control:	Please provide details and confirm Do you required different password policies for Microsoft AD OU?	Yes.

Sr. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarification
77	Annexure-V Functional and Technical Requirements.	Section E :- Disaster Recovery Setup :- The proposed solution should offer near zero RPO and 2 hours RTO if primary site goes down.	Do you required point recovery solution for Microsoft AD to recover AD object like user, attribute and compare your last backup with live AD enviroment?	Bidder to propose, if required.
78	Integrity Pact Clause 7	Fall Clause	It is requested to clarify that the clause is not applicable for the current project being invited through competitive tender process. The requirements of this project are unique with specific quantities and deliverables and cannot be compared to other projects elsewhere. Also, there is no rate contract being entered into for the purpose of comparing the prices.	No change in Integrity Pact.
79	NEW	NEW	Material clauses like warranty, governance structure, escalation matrix, etc. are not provided in the RFP and the bidder is to be permitted to propose the same as part of their submission which shall be discussed with the successful bidder.	Can be discussed at the time of implementation.
80			What is the Support Matrix (Remote support)?	Question is not clear.
81			What is the support expectance (24*7, 9*5)	Please refer Section 6.3.6 of RFP
82			Application integration (with Windows and LINUX) who are going to support.	Can be decided at the time of implementation.
83			Do you have support for RED HAT support?	LIC has RHEL Enterprise Server Licence (Perpetual).
84			Do You have windows support for windows XP, 2003 etc.	Refer to Corrigendum.
85			What is the current hardware support	Current hardware will not be used.
86			What are the location that we need to support, Do we need to support physically to all location?	Please refer Annexure XIV of RFP for details of LIC Offices.
87	Termination right to be added for bidder		Bidder may terminate this Agreement and / or any SOW/ Purchase order upon written notice to the LIC if the LIC commits a default or material breach and does not remedy the default or material breach within 30 days of notice from the bidder.	No change in RFP condition.

Sr. No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification	Brief Details / Query in reference to the clause	Clarification
88			Require Current infrastructure diagram of directory service	As provided in the RFP.
89			As per current infrastructure how Windows active directory & Linux system are authenticated eg windows endpoint authenticated through windows and Linux endpoint through Linux server	Currently only Windows endpoints are authenticated using Active Directory.
90			For Replication any third party software used	No.
91			Who will add the existing endpoint to new domain as you have Engineers all over India.	The existing endpoint will be added to new domain by the bidder.
92			Current hardware configuration or the same hardware on AMC or not.	Current hardware will not be used.

05.07.2019

Executive Director (IT/BPR)