

Request for Proposal (RFP) for AMC of SAN Switches with Back to Back support at StockHolding

Sr. No.	Page No.	Description	Existing Clause			Amended Clause														
1	9	REQUIREMENT 2. Scope of Work	2) Support will cover following Service Level Agreement: a) 24x7x365 on-site comprehensive warranty and support b) Maximum 6 hours response time from the time of problem reporting by Stockholding. c) 99% average uptime calculated on an annual basis.			2) Support will cover following Service Level Agreement: a) 24x7x365 on-site comprehensive warranty and support b) Maximum 6 hours resolution time from the time of problem reporting by Stockholding. c) 99% average uptime calculated on an annual basis.														
2	12	PAYMENT TERMS	<table><tr><th>Sr. No.</th><th>Milestone</th><th>Activities</th></tr><tr><td>1</td><td>License Cost + Support Cost from OEM</td><td>100% Payment on submission of Invoice</td></tr></table>	Sr. No.	Milestone	Activities	1	License Cost + Support Cost from OEM	100% Payment on submission of Invoice			<table><tr><th>Sr. No.</th><th>Milestone</th><th>Activities</th></tr><tr><td>1</td><td>Back to Back AMC Support Cost from OEM</td><td>100% Payment on submission of Invoice</td></tr></table>	Sr. No.	Milestone	Activities	1	Back to Back AMC Support Cost from OEM	100% Payment on submission of Invoice		
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Note: All other clauses/Terms & conditions except above shall remain same as per RFP (RFP Reference Number: CPCM-25/2026-27)