Response to Pre-Bid Queries for RFP					
RFP Ref.	CPCM-38/2026-27 Date: 28-Aug-2026 GEM Bid No. - GEM/2026/B/7972069				
RFP Name	Request for Proposal for Selection of Service Provider for IT Facility Management Services at StockHolding				
Sr. No.	**Page No.**	**RFP Clause**	**Clause Description**	**Query**	**StockHolding Remarks**
1	3	RFP Document Details - EMD	Point 4 - TRs. 2,40,000/- (Indian Rupees Two Lakhs Forty Thousand only) to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids by way of RTGS/NEFT/BG/FDR on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL0000004. Please share the UTR details to us on below mentioned email address. Bidders registered under Micro & Small Enterprises (MSE) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.	We kindly request StockHolding to confirm the exact cut-off time/date by which the EMD UTR/BG must reach StockHolding, and whether an EMD paid on the bid submission date itself would be considered timely, to avoid any risk of technical rejection.	**Clarification:** EMD has to be submitted prior to the bid submission time as mentioned in the RfP and subsequent corrigendums(if any).
2	13	Commercial Bid Evaluation	Selection of bidders for commercial evaluation stage - Only those bidders who achieve a minimum cumulative score of 70 marks in the technical evaluation. L1 bidder will be selected based on the lowest quote submitted.	We understand that there is no weightage criteria for the selection	**Clarification**: There is no weightage criteria for the selection
3	14	2. Scope of Work	i. The empanelled bidder(s) shall provide onsite technical resources as per Stockholding's requirements given in below table for the job of various Facilities Management Services including Help Desk Management services for Video Conferencing, LAN & IT Systems being used at Stockholding offices managed centrally from the below locations:	i. Kindly confirm the call logging procedure and ticket allotment to the REs.	**Clarification:** At the moment In-House Developed application is Available. As and when ITSM is implemented, all tickets will be logged in ITSM
				ii. Any additional resources required for helpdesk activities?	**Clarification:** Refer to the Financial Bid Format
				iii. Assume that the necessary systems and Infra for the Resident Engineers shall be arranged by Stock Holding. Kindly confirm.	**Clarification:** Sitting Space, Systems, Food will be provided to the engineers as available to the employees as on date.
4	14	2. Scope of Work	v. A. The primary responsibility of resource is to attend calls of users / vendors and to get all the issues resolved timely by taking follow-up with respective application & hardware vendor. All the mentioned IT-computer Hardware i.e. desktops,	Assume that the spare arrangement and replacement will be carried out by the respective Warranty/AMC vendor. Kindly confirm.	**Clarification:** Yes. Spare Arrangement and Replacement will be carried out by respective OEM/AMC Vendor/StockHolding and not in scope of the Bidder

<table>
<tr><th>Sr. No.</th><th>Page No.</th><th>RFP Clause</th><th>Clause Description</th><th>Query</th><th>StockHolding Remarks</th></tr>
<tr><td></td><td></td><td></td><td>Laptops, Printers, Scanners, Projector etc., and its related equipment/Peripherals are under Warranty / AMC with the respective vendor who has supplied.</td><td>Also share the Office wise asset details to be supported under FMS.</td><td><u>Clarification:</u>
This is for PAN india Support to be given from these 03 locations of Mumbai. Asset Details are approximately 5000.</td></tr>
<tr><td>5</td><td rowspan="2">14</td><td rowspan="2">2. Scope of Work</td><td rowspan="2">v. A. a) Create and maintain IT asset information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Desktops, Laptops, Printers, Scanners, UPS, Tablet/IPAD Networking equipment etc.</td><td>Are there any IT Asset Management tool available, or does the vendor need to deploy one?</td><td><u>Clarification:</u>
At the moment In-House Developed application is Available. As and when ITSM is implemented, all tickets will be logged in ITSM. Vendor's Scope is only for supply of Manpower.</td></tr>
<tr><td>6</td><td>The scope refers to desktops, laptops, printers, scanners, UPS, tablets/iPads, networking equipment and related peripherals. Kindly provide the current asset count/location-wise inventory and approximate monthly ticket volume to enable accurate resource sizing and costing.</td><td><u>Clarification:</u>
This is for PAN india Support to be given from these 03 locations of Mumbai. Asset Details are approximately 5000.</td></tr>
<tr><td>7</td><td>14</td><td>2. Scope of Work</td><td><table>
<tr><th>Location</th><th>Job Role</th><th>No. of Engineers</th><th>Shift Schedule</th></tr>
<tr><td>Mahape</td><td>L1 Desktop Support</td><td>4</td><td>• First shift 8:30 AM to 5:30 PM (Two Number of L1 Desktop Support)
• Second Shift at 11 AM to 8 PM (Two Number of L1 Desktop Support)</td></tr>
<tr><td>Mahape</td><td>L1 Desktop Support</td><td>2</td><td>9:00 AM to 6:00 PM or any other shifts which will be communicated in advance</td></tr>
<tr><td>Mahape</td><td>L2 Desktop Support</td><td>1</td><td>9:00 AM to 6:00 PM</td></tr>
<tr><td>Centre Point</td><td>L1 Desktop Support</td><td>1</td><td>9:00 AM to 6:00 PM</td></tr>
<tr><td>Fort</td><td>L1 Desktop Support</td><td>1</td><td>9:00 AM to 6:00 PM</td></tr>
</table></td><td>The RFP mentions support coverage from 08:30 AM to 08:00 PM in three shifts of 9 hours, whereas the resource-wise table specifies different shift timings. Kindly confirm the final shift structure, shift timings and resource allocation for each location.</td><td><u>Clarification:</u>
The table clearly gives shiftwise timings of each shift. Where as the complete support for all the 03 shifts(First, General and Second Shift) will be between 08:30AM to 08:00PM</td></tr>
<tr><td>8</td><td rowspan="2">14</td><td rowspan="2">2. Scope of Work</td><td rowspan="2">A. Post the end of 03-year period, Stockholding and empanelled bidder(s) might choose to extend the contract on a yearly basis with agreed commercial billing rates as per mutually decided terms between Stockholding and the selected bidder.</td><td>The RFP states that resources may be rotated across locations as per StockHolding's schedule. Kindly clarify the expected frequency and extent of inter-location movement and whether the same resource can be required to support all three locations on a rotational basis.</td><td><u>Clarification:</u>
once in quarter to make sure that the engineer is aware of those remaining two sites.</td></tr>
<tr><td>9</td><td>The RFP requires immediate replacement/standby where a resource is absent for more than one day. Kindly clarify the definition of "immediate replacement" and the maximum permissible turnaround time for deployment of the standby resource.</td><td><u>Clarification:</u>
Shadow resource has to be on site during absence of primary resource with TAT of Next Day.</td></tr>
</table>

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10	14	2. Scope of Work	iii. Shadow resource has to be on site during absence of primary resource.	The RFP requires a standby/shadow resource to be available during the absence of the primary resource. Kindly clarify whether the cost of standby/shadow resources is included in the quoted man-month rate or whether StockHolding will provide/approve separate billing for such resources.	**Clarification:** It is part of Quoted Man Month Rate. No additional cost or separate billing shall be provided by StockHolding.
11				Does this mean that the shadow resources are separate from the nine resources?	**Clarification:** Shadow Resources are for the resources which are not present for a particular day. Vendor has to ensure that the shadow resource is deployed in absence of the regular resource. It is part of Quoted Man Month Rate.
12				Kindly clarify whether the bidder is required to maintain dedicated shadow resources for each deployed resource or whether a common backup resource pool may be maintained. Further, kindly clarify the billing treatment for a standby/shadow resource deployed temporarily in place of an absent resource.	**Clarification:** Shadow Resources are for the resources which are not present for a particular day. Vendor has to ensure that the shadow resource is deployed in absence of the regular resource. It is part of Quoted Man Month Rate. Bidder can decide which model to adhered for providing the shadow resources.
13	14	Pg.14 (Scope of Work table) vs Pg.17 (Sec.7 - Support Hours)	Section 7 states support hours are 'Monday to Saturday: Between 08:30 am to 08:00 pm in three shifts of 09 hours.' However, the location-wise resource table in Section 2 (Scope of Work) shows only TWO shifts at Mahape (8:30 AM-5:30 PM & 11 AM-8 PM) and a SINGLE shift of 9 AM-6 PM at Mahape (2 more L1), Centre Point and Fort.	Please clarify the actual number of shifts and shift timings required at each of the three locations (Mahape, Centre Point, Fort), as the two clauses appear inconsistent.	**Clarification:** Please refer to the table in the RFP wherein each shift timings are mentioned.
14	15	2. Scope of Work	v. A. c) Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations.	Are there any License Management tool available, or does the vendor need to deploy one?	**Clarification:** At the moment In-House Developed application is Available. As and when ITSM is implemented, all tickets will be logged in ITSM. Vendor's Scope is only for supply of Manpower.
15	15	2. Scope of Work	v. A. d) Should be able to lift and shift IT Assets as per requirement and record the movement of IT assets within and out across locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset is not returned back within the stipulated time.	Assume that Stock Holding shall bear all costs associated with the lifting and shifting of IT assets within and across locations. Kindly confirm.	**Clarification:** Lifting and Shifting is in StockHolding's scope.

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16	15	2. Scope of Work	v. A. h) Provide Remote Support Access across all Stockholding branches to resolve all day to day issues pertaining to Email (Lotus Notes), Anti-Virus and other OS related troubleshooting	Assume that Stock Holding shall arrange the required remote access tool and provide the necessary infrastructure to facilitate remote support access. Kindly confirm.	**Clarification:** Remote access tool and provide the necessary infrastructure to facilitate remote support access is in StockHolding's scope.
17	15	2. Scope of Work	v. A. o) Video Conferencing Support: Setup, configuration, and troubleshooting of video conferencing systems, including meeting room arrangements and live session support. p) Lifesize Support: Setup, monitoring, and troubleshooting of Lifesize systems and related conferencing equipment.	Video Conferencing and Lifesize setup, monitoring and troubleshooting are included in the scope. Kindly clarify whether the required resources will be expected to possess specialized VC/Lifesize skills and whether any dedicated VC support resource is required.	**Clarification:** Please refer to theEligibility Criteria (For Proposed Resource) and Scope of Work. Appropriate training shall be provided to the resource on the specific tool, however the bidder's resources are expected to know the working of VC tools/platforms.
18				Please specify the location(s) and approximate count of VC rooms/Lifesize systems to be supported, to enable accurate resource-skill and effort estimation.	**Clarification:** The VC rooms are in Mahape and Centre Point.
19	15	2. Scope of Work	v. A. q) Stockholding has its Ticketing tool available for call logging which has to be managed by the selected bidder.	Assume that Stock Holding shall be responsible for the renewal of the ticketing tool license. Kindly confirm.	**Clarification:** Ticketing Tool Licenses and Renewals is in StockHolding's scope.
20				Kindly provide the average monthly incident/service request volume, category-wise ticket distribution and historical workload for the last 6–12 months to enable bidders to assess the expected workload and operational requirement.	**Clarification:** On an average PAN India 600 calls per month distributed across 03 locations of the resources deployed.
21				Kindly confirm that all required ITSM/ticketing tools, remote support tools, endpoint management tools, antivirus/EDR tools and other software/licenses required for service delivery will be provided by StockHolding.	**Clarification:** Mentioned licenses is in StockHolding's scope.
22	15	2. Scope of Work	h) Provide Remote Support Access across all Stockholding branches to resolve all day to day issues pertaining to Email (Lotus Notes), Anti-Virus and other OS related troubleshooting	The scope includes remote support across all StockHolding branches, while the specified onsite locations are Mahape, Centre Point and Fort. Kindly clarify the number of branches covered under remote support and whether remote support is expected within the same 9-hour shift or beyond the onsite support window.	**Clarification:** Approximately 207 branches and close to 210 SRO counters/non-branches

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23				As the Scope of Work table (page 14) lists only 3 physical locations (Mahape, Centre Point, Fort), we kindly request StockHolding to share the total number/list of branches with desktop / laptop / users count requiring remote support, so that bidders can appropriately assess the remote-support workload.	**Clarification:** Approximately 207 branches and close to 210 SRO counters/non-branches
24	16	2. Scope of Work	viii. Expected Timelines for On-boarding Resources A. Stockholding will release the requirements to all empanelled bidder(s) depending on the business requirements.	A minimum lead time of 45 to 60 days will be required for the deployment of the necessary resources. Kindly incorporate the appropriate terms and conditions in the RFP accordingly.	**Clarification:** The winning bidder post issuance of PO has time till 30th October to take necessary Knowledge Transfer and deply the resources as the bidder to expected to start operations from 01st November
25	16	2. Scope of Work	Vii. Resouce Requirement B. Initially Stockholding will require 09 numbers of technical resources, however, Stockholding may increase/ decrease the resource count if any based-on man-power requirement with advance notice of 45 days.	The RFP specifies an initial requirement of 9 resources – 8 L1 and 1 L2. However, StockHolding reserves the right to increase/decrease the resource count with 45 days' advance notice. Kindly clarify whether there will be any minimum guaranteed resource deployment/billing commitment during the contract period.	**Clarification:** 8 L1 and 1 L2 Resources is the minimum guaranteed resource deployment/billing commitment during the contract period.
26				In case StockHolding increases the resource requirement with 45 days' notice, kindly clarify whether additional resources will be subject to the same qualification, certification, interview and onboarding process, and whether any separate onboarding/background verification charges will be applicable.	**Clarification:** YES. Criteria & Qualification of shadown / additional resources will be same as that of the original deployed resources
27				Since the Bidder must maintain fixed overheads (recruitment, training, compliance infrastructure, standby/shadow resources) to service this contract, please clarify if there is any MINIMUM guaranteed resource count/business volume during the contract period, below which StockHolding will not reduce deployment.	**Clarification:** 8 L1 and 1 L2 Resources is the minimum guaranteed resource deployment/billing commitment during the contract period.
28				Kindly confirm whether the **same quoted unit rate/category-wise rate** will apply to any additional resources deployed during the contract period.	**Clarification:** Yes. Rates will be the same as per quotes unit rate / category wise rate card as mentioned in Commercial Bid Format.

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29				Kindly clarify whether the initial deployment of 9 resources represents a minimum committed requirement during the contract period. Also confirm that any additional resources required during the contract period will be deployed at the rates quoted in the approved Rate Card.	**Clarification:** 8 L1 and 1 L2 Resources is the minimum guaranteed resource deployment/billing commitment during the contract period.
30	16	2. Scope of Work	Vii. Resouce Requirement D. If any candidate resigns, bidder shall provide a replacement resource with an equal or higher skill set within 30 days. The outgoing resource must ensure a proper handover by providing an additional 30 days of handholding support.	In case of resignation, the RFP requires replacement within 30 days, while the outgoing resource is required to provide an additional 30 days of handholding support. Kindly clarify how the handover period will be managed where the outgoing resource's notice period and replacement timeline overlap.	**Clarification:** Bidder has to plan and factor the overlaps. Billing shall be provided only for 1 resource (not for both resigned and replacement resource)
31				Please clarify whether, during the 30-day handholding/handover overlap, BOTH the outgoing resource (providing handholding) and the new replacement resource will be billable simultaneously, or whether StockHolding will bear only one resource's cost during this overlap period.	**Clarification:** Bidder has to plan and factor the overlaps. Billing shall be provided only for 1 resource (not for both resigned and replacement resource)
32				Kindly clarify the details of existing resources proposed to be retained, including their number, location, role/category and expected employment arrangement. Further, kindly clarify the applicability of the 30-day handholding requirement in cases where a resigning employee is unable to continue beyond the applicable notice period.	**Clarification:** Details shall be shared with the Winning Bidder
33	16	2. Scope of Work	viii. Expected Timelines for On-boarding Resources A. Stockholding will release the requirements to all empanelled bidder(s) depending on the business requirements. B. Bidder(s) will have to share the profiles of the proposed resources. C. Shortlisted candidates will be interviewed and selected by Stockholding's team. D. Candidates selected by the Company team will be on boarded to the project.	The RFP describes profile submission, interview, selection and onboarding but does not specify the expected turnaround time for resource deployment. Kindly confirm the maximum deployment timeline	**Clarification:** The winning bidder post issuance of PO has time till 30th October to take necessary Knowledge Transfer and deply the resources as the bidder to expected to start operations from 01st November.
34				Kindly confirm exact timelines for deployement of the resources	**Clarification:** The winning bidder post issuance of PO has time till 30th October to take necessary Knowledge Transfer and deply the resources as the bidder to expected to start operations from 01st November.

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35	16	3. Contract Duration	Empaneled bidder(s) shall enter into a Rate Contract (RC) for the period of 03 (three) years with Stockholding. The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids. The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.	The RFP mentions a 3-year Rate Contract, with an initial 2-year award and an optional one-year extension. Kindly confirm whether the commercial rates quoted for Year 3 will automatically apply if StockHolding exercises the third-year extension.	**Clarification:** Third year extension shall be at the rates quoted in the financial bid.
36				The RFP states in one place that the "Empaneled bidder(s) shall enter into a Rate Contract for the period of 03 (three) years" and elsewhere that "the contract shall be awarded for an initial term of 2 years... extendible by a period of another 1 year at StockHolding's discretion." Please clarify: is the base contract 2 years with an optional 1-year extension.	**Clarification:** The initial award is for two years extendible by another one year subject to subject to satisfactory performance. The vendor is bound to accept such extension.
37	16	3. Contract Duration	a. Post the end of 03-year period, Stockholding and empanelled bidder(s) might choose to extend the contract on a yearly basis with agreed commercial billing rates as per mutually decided terms between Stockholding and the selected bidder.	The RFP states that post three years, the contract may be extended yearly with mutually agreed commercial billing rates. Kindly clarify whether such extension will be subject to fresh commercial negotiation and whether the bidder can revise rates based on prevailing statutory and market conditions.	**Clarification:** Post the three year period, any extension shall be as per mutually agreed terms and conditions based on prevailing statutory and market conditions.
38	16	4. Leaves	i. One-day leave is permissible per month for each of the deployed resources. ii. Resources are eligible for compensatory leaves. However, compensatory leaves must be settled with in next one month. iii. Resources will have to get prior approvals from Stockholding Hardware Team before availing any leave.	Whether a replacement resource is required during permissible leave days?	**Clarification:** Please refer Point no III page no 14
39				The RFP allows one day of leave per month per resource and also permits compensatory leave. Kindly clarify whether a replacement/shadow resource is mandatory for every approved leave, including the permissible one-day monthly leave.	**Clarification:** One day leave is permissible per month per resource.
40				Leave mentioned is for 1 days only, where we don't need to send standby resource for 1 days. Hope this is correct.	**Clarification:** One-day leave is permissible per month for each of the deployed resources.
41	17	7. Support Hours and Support Locations for deployed resources	Monday to Saturday: Between 08:30 am to 08:00 pm in three shifts of 09 hours. However, the deputed personnel should attend duties on extended hours or on holidays in case of necessity (emergency) as decided by Stockholding official(s). StockHolding	Assume that the three-shift arrangement is applicable only at the Mahape location. For the other two locations, only the general shift from 9:00 AM to 6:00 PM is required. Kindly confirm.	**Clarification:** YES

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42			reserves the right to change the number of shifts and timings of each shift as per the business requirements.	The RFP requires resources to attend duties on extended hours or holidays in case of emergency. Kindly clarify whether such extended/holiday support is expected to be covered within the quoted man-month rate or whether it will be treated as additional billable support.	**Clarification:** Public Holidays and any DR activity where the resource is available for full working hours, appropriate compensatory-off shall be given to the specific resourse. No additional billing shall be permitted.
43	17	5. Eligibility Criteria (For Proposed Resource)	1. L1 Desktop Support - Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification) 2. L2 Desktop Support - Valid Certification on Hardware or Networking (preferably Microsoft / Cisco / Notes certification)	For both L1 and L2 resources, a valid Hardware/Networking certification is specified, preferably Microsoft/Cisco/Notes. Kindly confirm whether certification is mandatory for every proposed resource, and whether equivalent industry-recognized certifications will be accepted.	**Clarification:** Requirement already mentions the preferred certifications and not mandatory certifications. Equivalent Industry recognized certifications are also accepted.
44	17	5. Eligibility Criteria (For Proposed Resource)	I. L1/L2 resource type will be decided basis the Interview process and the overall resource experience. It will be with discretion to Stockholding for choosing the resource type.	The RFP states that the final L1/L2 classification will be decided at StockHolding's discretion based on interview and experience. Kindly clarify whether the commercial billing category will be based on the bidder's quoted L1/L2 rate or StockHolding's final classification after interview.	**Clarification:** Interview is for only selection of resources and has no bearing on the commercial bids shared by the bidder.
45	17	5. Eligibility Criteria (For Proposed Resource)	II. Stockholding may choose to retain the existing resources working in IT department of Stockholding through the empanelled FMS service providers. The above mentioned Resource Eligibility criteria will not be applicable for these existing resources. Any new resource or replacement of existing resource will need to meet the above-mentioned Resource Eligibility Criteria.	Please clarify the process for transitioning any such 'existing resources' onto the new Bidder's payroll - including their eligibility for continuity of service/notice period, and whether the new Bidder assumes full statutory/compliance liability (PF, ESIC, gratuity continuity) for such absorbed resources from Day 1.	**Clarification:** Details shall be shared with the Winning Bidder
46	18	9. Payment Terms	i. Monthly on submission of Invoice and based on the number of resources deployed in Stockholding (in that month) from the date of joining (on pro-rate basis) based on attendance details duly certified by Stockholding official(s). One-day leave is permissible per month for each of the deployed technical qualified (skilled) resources. Payment against absenteeism will be deducted from the payment(s).	The RFP specifies monthly billing based on attendance and pro-rata deployment but does not specify the payment release timeline. Kindly confirm the applicable payment terms, e.g. 30/45/60 days from submission and acceptance of invoice.	**Clarification:** 30 days from the date of submission invoice and corresponding compliance documents.
47				The payment terms can please be changed to month end in place of QE.	**Clarification:** No Change
48				Kindly clarify the **process and timeline for obtaining attendance certification** so that invoice submission is not delayed.	**Clarification:** By 03rd of Every Calender Month.

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49	18	9. Payment Terms	ii. One Time Payment of Rs. 4000/- + Taxes as re-imbursement for any new resource (not considered for replacement of resource) deployed in Stock Holding Corporation of India Limited (Stockholding) for background check. However, the payment will be reimbursed only after the resource completes 06 (six) months at Stockholding.	Assume that this clause will be applicable only to resources deployed in addition to the initial 9 resources. Kindly confirm.	**Clarification:** This applicable is for all the resources deployed at stockholding and serving more than 06 months in this contract.
50				The RFP provides reimbursement of 4,000 + taxes for background verification of a new resource, subject to the resource completing six months, but excludes replacement resources. Kindly clarify whether this reimbursement is applicable for all new resources added due to increase in scope/manpower requirement and whether there is any limit on the number of claims.	**Clarification:** This applicable is for all the resources (inlcuding additional resources) deployed at stockholding and serving more than 06 months in this contract. However, replacement or shadow resources which are deployed inplace of the original resources shall not be reimbursed the One Time Payments. However, the bidder is expected to have the Background check completed for replacement or shadow resources with no additional cost to StockHolding.
51				Please clarify: (a) whether the background-verification (BGV) cost is to be initially incurred/paid by the Bidder and later reimbursed by StockHolding, or paid upfront by StockHolding; and (b) whether the BGV agency is empanelled/nominated by StockHolding or may be freely chosen by the Bidder.	**Clarification:** (a) BGV charges shall be paid by Bidder and later reimbursed by StockHolding. (b) BGV agency can be selected by Bidder.
52				Need Clarification on following point One Time Payment of Rs. 4000/- + Taxes as re-imbursement for any new resource (not considered for replacement of resource) deployed in Stock Holding Corporation of India Limited (Stockholding) for background check. However, the payment will be reimbursed only after the resource completes 06 (six) months at Stockholding.	**Clarification:** YES
53				We kindly seek confirmation on whether this reimbursement is entirely forfeited if a resource exits before completing 6 months for reasons beyond the bidder's control (e.g., resource-initiated resignation), or whether a pro-rata amount would be considered.	**Clarification:** YES. Payment will be done only after 06 Months.

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54				Kindly clarify whether the background verification reimbursement is **completely excluded for all replacement resources**, irrespective of the reason for replacement.	**Clarification:** This applicable is for all the resources (inlcuding additional resources) deployed at stockholding and serving more than 06 months in this contract. However, replacement or shadow resources which are deployed inplace of the original resources shall not be reimbursed the One Time Payments. However, the bidder is expected to have the Background check completed for replacement or shadow resources with no additional cost to StockHolding.
55	18	9. Payment Terms	General Query	payment will be made with in how may days after the submission of Invoice the is not mentioned. It will be grateful if you mention the same (15 Days or 30 days)	**Clarification:** 30 days from the date of submission invoice and corresponding compliance documents.
56	18	9. Payment Terms	Payment is linked to the deployment of resources and submission of invoices as per the contractual requirements.	Kindly specify the **payment credit period**, i.e., the number of days within which payment will be released after submission and acceptance of a correct invoice.	**Clarification:** 30 days from the date of submission invoice and corresponding compliance documents.
57	18	9. Payment Terms	Pro-rata payment is applicable for resources joining during the month, as per the applicable payment provisions.	Kindly clarify whether pro-rata billing will be calculated based on **calendar days or actual working days**.	**Clarification:** Public Holidays and any DR activity where the resource is available for full working hours, appropriate compensatory-off shall be given to the specific resourse. No additional billing shall be permitted. Pro-rata billing will be calculated based on actual working days.
58	18	10. Penalty Structure for Delivery Schedule	ii. Stockholding will review the performance of the deployed resources on monthly basis and will providing rating based on the last month performance of the resources. The performance matrix is enclosed in the RFP (kindly refer Annexure-9). If the resource receives 'Unsatisfactory' rating consecutively for 3 months, Stockholding reserves the right to inform the empanelled bidder to change the resource and empanelled bidder shall arrange to replace the resource within 7 working days.	The replacement of resources is difficult to be provided within 7 days	**Clarification:** No Change
59	18 & 19	Payment Terms / Penalty Adjustment	Penalties, wherever applicable, may be recovered/adjusted as per the RFP provisions.	Kindly confirm whether the bidder will receive a **written intimation and detailed calculation of the penalty** and an opportunity for clarification before adjustment from invoices.	**Clarification:** YES

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60	19	10. Penalty Structure for Delivery Schedule	Unavailability of an agreed resource/ shadow resource on-site (per resource, per day) - ₹ 1,000/- per resource per day of absence without backup with no billing for that resource for that day	The RFP provides for 1,000/day penalty for resource/shadow-resource unavailability and also states that there will be no billing for the absent resource. Kindly clarify whether the 1,000 penalty is in addition to non-billing for the absent resource, or whether the penalty is intended as the sole deduction.	**Clarification:** YES
61	19	10. Penalty Structure for Delivery Schedule	Late arrivals or early departures, per resource per month - For each instance of breach per resource exceeding number of instance or exceeding minutes, a penalty of ₹ 1000 shall be applied.	Please specify the exact threshold - i.e., the maximum permissible number of late-arrival/early-departure instances per month, and/or the grace period (in minutes) beyond which the Rs.1,000 penalty per instance will apply.	**Clarification:** 75 Minutes per month.
62	19	10. Penalty Structure for Delivery Schedule (Penalty Calculation Table)	The table imposes no billing plus Rs. 1,000 per resource/day for absence, and Rs. 1,000 for late arrival/early departure after exceeding an unspecified number of instances or minutes. No aggregate penalty cap is stated.	Please define the applicable instance or minute threshold and confirm that (i) the aggregate of all penalties or deductions will not exceed 10% of the total contract value (ii) the same event will not attract overlapping penalties, apart from proportionate non-billing for service not provided (iii) penalties will apply only after written notice and an opportunity to explain the event.	**Clarification:** (i) Please refer to termination clause (page 22 of RfP) (ii) Penalty's shall be applicable as detailed in the RfP. (iii) Penalty's shall be applicable as detailed in the RfP. There will be no discussion for penalties levied owing to instances clearly defined in the RfP.
63	19 & 22	10. Penalty Structure for Delivery Schedule and Termination Clause	**Penalty Structure :** Unavailability of resource after completing notice period of 60 days - For every instance of breach, a penalty of ₹ 1,000/- per day per resource till resource/s onboarded on site with a maximum cap of 10% of purchase order value. **Termination Clause :** c) If total penalty amount exceeds 10% of total contract value	Please confirm whether the cumulative penalty deductible from the bidder across the ENTIRE contract period (across all penalty events combined) is capped at 10% of total contract value, or whether penalties beyond this threshold merely trigger a termination right without a deduction ceiling.	**Clarification:** CPCM reserves the right to take appropriate corrective action as deemed fit upon reaching the 10% penalty capping on the total contract value.
64	19	Compliance with Statutory Provisions	3) All the employees shall be paid wages which will not be less than the rates of Minimum Wages declared by the appropriate Govt from time to time.	Please clarify whether the **Central Government Minimum Wages** or the **respective State Government Minimum Wages** are applicable for determining the wages payable to the deployed manpower.	**Clarification:** The bidders are to ensure compliance with all statutory compliances such as Minimum Wage, EPF, Gratuity etc. and quote their prices accordingly. Minimum wages shall be as prescribed by the Govt of Maharashtra.

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
65	19	Compliance with Statutory Provisions	2) The bidder to comply with the provision of all Labour Laws applicable to him, at his own cost. the bidder and/or its employees shall at all times will be solely responsible for any liabilities arising out of such, non-compliance and the bidder at all times shall keep StockHolding (including its directors, employees and permitted assigns) indemnified for any action brought against it for any violation/non-compliance of any of the provisions as mentioned above. The bidder will furnish proof of compliance regarding all applicable laws, filing of monthly/quarterly and annual returns and other /regulatory requirement and furnish proof of payments made to all Government/Statutory Authorities under EPF Act, ESI	The RFP states that the contract is a lumpsum contract and liabilities arising from revision of wages, bonus, gratuity etc. will be borne by the bidder. Kindly clarify whether statutory minimum wage revisions during the contract period will permit corresponding revision in the man-month rates, particularly considering the three-year rate structure.	**Clarification:** This is a lumpsum contract.The bidders are to ensure compliance with all statutory compliances such as Minimum Wage, EPF, Gratuity etc. and quote their prices accordingly.
66				Kindly clarify the treatment of **future statutory revisions**, including changes in minimum wages, PF, ESIC or other mandatory employer contributions during the contract period.	**Clarification:** This is a lumpsum contract.The bidders are to ensure compliance with all statutory compliances such as Minimum Wage, EPF, Gratuity etc. and quote their prices accordingly.
67	20	Performance Bank Guarantee (PBG):	Successful Bidder shall, at own expense, deposit with the StockHolding, within Fifteen (15) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% (Five per cent) of the Contract value (including GST) from scheduled commercial banks as per Annexure - 7. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. The BG claim period will be 12 months from BG expiry date. No payment will be due to the successful bidder based on performance, until the BG verification is pending. A penalty of ₹5,000 per day will be imposed on for any delay in issuing the PBG within the specified timeline	The successful bidder is required to submit a PBG equivalent to 5% of the contract value including GST, valid up to 60 days beyond the contract period. Kindly clarify whether the PBG value will be calculated on the initial two-year commitment or the complete three-year Rate Contract value.	**Clarification:** 2 Years contract value
68				The RFP states that no payment will be due until PBG verification is completed. Kindly clarify the expected timeline for PBG verification and whether the payment cycle will commence from invoice submission or from completion of PBG verification.	**Clarification:** PBG verification is generally completed within 7 working days of its receipt at StockHolding . Payment shall be processed subsequently upon submission of invoice.
69				Please confirm whether this Rs.5,000/day penalty for delayed PBG submission is subject to any maximum cap (e.g., as a percentage of PBG value or contract value), since an uncapped daily penalty is disproportionate to the underlying obligation.	**Clarification:** There is no cap for this penalty.
70				Request you to consider the PBG value on an annual basis, with the Performance Bank Guarantee (PBG) to be renewed each year for the contract duration.	**Clarification:** Cannot be considered.
71				Kindly clarify the **timeline for verification of Performance Bank Guarantee** and confirm that routine invoice payments will not be delayed beyond the stipulated verification process.	**Clarification:** PBG verification is generally completed within 7 working days of its receipt at StockHolding . Payment shall be processed subsequently upon submission of invoice.

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
72	21	Dispute Resolution	In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavour to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the Bidder complies with above-mentioned clause	The condition 'final payment will be released only after the Bidder complies with above-mentioned clause' is unclear in the context of a dispute-resolution provision. Please clarify what compliance is required of the Bidder before final/last payment is released, and whether this applies universally or only in the event of an actual dispute.	**Clarification:** The pending payment shall be processed only after the dispute resolution process is concluded.
73	22	Exit Management	c. Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration.	The RFP requires exit management support and transition assistance irrespective of the reason for termination/expiry. Kindly clarify the maximum duration of transition/handholding support expected from the outgoing service provider and whether such support will be separately billable.	**Clarification:** Please refer to the exit management clause in the RfP for details
74	23	Termination of contract for convenience	StockHolding reserves the right to terminate the contract, in whole or in part, at any time and for its convenience, during the contract period, by providing 90 days' prior written notice. The notice of termination shall specify that termination is for StockHolding's convenience, the extent to which performance of the vendor under the contract is terminated and the date upon which such termination becomes effective. The vendor shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	StockHolding may terminate the contract for convenience with 90 days' notice. Kindly clarify whether any minimum financial commitment / early termination compensation will be applicable in case the contract is terminated before completion of the initial two-year term.	**Clarification:** No
75	10, 12, 25 & 27	ANNEXURE - 2 – Eligibility Criteria and ANNEXURE – 3 – Technical Criteria & Compliance	point 5 and Point 2 respectively The Bidder must have executed a minimum of 03 (Three) Orders for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner/Switches/Routers etc., in a	The eligibility criterion requires experience in a single PO involving maintenance of a minimum of 2,000 IT assets. Kindly clarify whether the 2,000 assets can be cumulative across multiple locations under the same PO, and whether assets such as servers/network/security devices will be counted along with desktops/laptops/printers/scanners.	**Clarification:** PO can have cumulative assets across multiple locations. Assets like servers/network/security devices shall be counted along with Deskop/Laptop/Printer/Scanner will be considered.

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
76			single PO during the last 05 years as on the date of the RfP. Valid Documents: Copy of Purchase Order and Completion certificate with customer reference to be provided For ongoing projects: Self- certificate attested by the authorized signatory of the bidder confirming “in-progress” status of cited project. • 3-5 Projects – 15 Marks • 6-8 Projects – 20 Marks • More than 8 Projects – 25 Marks	The RFP requires a minimum of three qualifying orders. Kindly clarify whether ongoing projects can be considered for all three credentials, subject to submission of the required self-certification and supporting PO documentation.	**Clarification:** Ongoing projects will be considered as per the requirements elicited in the RfP
77				Please share StockHolding's current IT asset count/inventory (by category and location) to be supported under this engagement, for accurate resource and spares/tooling planning.	**Clarification:** This is for PAN india Support to be given from these 03 locations of Mumbai. Asset Details are approximately 5000.
78				We request you to kindly consider subcontract/project execution experience where the bidder has successfully provided IT Facility Management Services to Banks, Financial Institutions, BFSI Organizations, Government Organizations, or PSUs through a prime contractor/System Integrator. Relevant supporting documents such as subcontract agreements, work orders, customer certifications, or project completion certificates may be accepted as proof of experience. We further request that work orders from reputed private sector organizations with a similar scope of IT Facility Management Services also be considered for eligibility and technical evaluation.	**Clarification:** Sub-contracting cannot be accepted.
79				Need Modification Copy of Purchase Order and Completion certificate with customer reference to be providedà Running Contract should be consider	**Clarification:** Ongoing contracts are being accepted. Please refer to the RfP terms properly.
80				AMC /FMS Plus with completion or running should be consider	**Clarification:** No change
81				As per the RFQ, We need to produce 3 orders with 15 resource, Please confirm if we can submit Orders with resource between 10 to 15.	**Clarification:** No Change

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
82				We request clarification on whether the '2000 IT assets' refers strictly to end-client desktops/laptops, or the aggregate count of all listed asset types (desktop/laptop/scanner/switches/routers). We would also appreciate confirmation on whether experience across multiple concurrent/parallel POs with a single client (rather than one consolidated PO) may be considered in aggregate.	**Clarification:** Yes, it refers to end-client desktops/laptops, or the aggregate count of all listed asset types (desktop/laptop/scanner/switches/routers)
83				To Encourages wider, more competitive participation We request to kindly amend this clause as under: The Bidder must have executed a minimum of ***01*** (***one***) Order for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner /Switches / Routers etc., in a single PO during the last 05 years as on the date of the RfP.	**Clarification:** No Change

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
84				To Encourages wider, more competitive participation We request to kindly amend this clause as under: The Bidder must have executed a minimum of 01 ***(one) Order*** for providing Manpower resources specifically for IT Facility Management services / ITeS / IT Managed Service Provider with at least 15 resources on their payroll in BFSI sector/ Banks / Financial Institutions / Government Organizations / PSUs maintaining minimum 2000 IT assets like Desktop/Laptop/Scanner/ Switches/Routers etc., in a single PO during the last 05 years as on the date of the RfP. Valid Documents: Copy of Purchase Order and Completion certificate with customer reference to be provided For ongoing projects: Self- certificate attested by the authorized signatory of the bidder confirming "in-progress" status of cited project. • ***1 Project*** – 15 Marks • ***2 Projects*** – 20 Marks • ***More than 3 Projects*** – 25 Marks	**Clarification:** No Change
85	11, 25 & 26	ANNEXURE - 2 – Eligibility Criteria	Point 7 - Bidder must have facilitated as part of the IT Facility Management Services for the following: d. Desktop Management e. Network Administration f. Helpdesk Management	Kindly clarify whether the experience in the above three areas may be demonstrated through **different projects/orders**, or whether all three services must have been delivered under a **single project/order**.	**Clarification:** Experience in mentioned areas may be demonstrated through different projects / orders
86	13 & 28	ANNEXURE – 3 – Technical Criteria & Compliance	Technical proposals will be evaluated based on the total marks obtained across all technical evaluation criteria. Only those bidders who achieve a minimum cumulative score of 70 marks in the technical evaluation will qualify for the commercial bid evaluation.	The technical evaluation requires a minimum cumulative score of 70 marks for qualification for commercial evaluation. Kindly confirm whether the scoring criteria are purely credential-based or whether StockHolding may also consider resource capability/presentation/solution approach during technical evaluation.	**Clarification:** Scoring shall be as per the terms mentioned in the technical eligibility criteria. Bidders scoring 70 marks will be considered for further evaluation.

<table>
<tr><th>Sr. No.</th><th>Page No.</th><th>RFP Clause</th><th>Clause Description</th><th>Query</th><th>StockHolding Remarks</th></tr>
<tr><td>87</td><td></td><td></td><td></td><td>Kindly confirm that 70 marks out of 100 is the sole minimum qualifying threshold and that there is no separate minimum qualifying score for individual technical parameters.</td><td><u>Clarification:</u>
Yes</td></tr>
<tr><td>88</td><td>29</td><td>ANNEXURE - 4 - Commercial Price Bid Format</td><td><table>
<tr><th rowspan="2">#</th><th rowspan="2">Items</th><th rowspan="2">Unit Rate</th><th rowspan="2">No. of Resources</th><th>YEAR 1(Rs.)</th><th>YEAR 2(Rs.)</th><th>YEAR 3 (Rs.)</th></tr>
<tr><th>AMOUNT</th><th>AMOUNT</th><th>AMOUNT</th></tr>
<tr><td>1</td><td>Man month Rate (Rs.) – Desktop Support Engineer (L1)</td><td></td><td>8</td><td></td><td></td><td></td></tr>
<tr><td>2</td><td>Man month Rate (Rs.) – Desktop Support Engineer (L2)</td><td></td><td>1</td><td></td><td></td><td></td></tr>
<tr><td></td><td colspan="3">GST</td><td></td><td></td><td></td></tr>
<tr><td colspan="4">Year wise Amount (incl GST)</td><td></td><td></td><td></td></tr>
<tr><td colspan="4">Total Amount (Year 1 + Year 2 + Year 3)</td><td colspan="3">(Rs.)</td></tr>
</table></td><td>The Commercial Price Bid requires separate rates for Year 1, Year 2 and Year 3. Kindly clarify whether the quoted Year 2 and Year 3 rates can factor in anticipated statutory wage increases/inflation and whether any commercial escalation mechanism is permitted.</td><td><u>Clarification:</u>
The 2nd and 3rd year rates may be quoted anticipating the notional wage increase. Since this is a lumpsum contract, StockHolding shall not bear any responsibility with respect to inflation etc.</td></tr>
<tr><td>89</td><td>29</td><td>ANNEXURE - 4 - Commercial Price Bid Format
Additional Resource Rate Card</td><td><table>
<tr><th>#</th><th>Items</th><th>Year 1 Rate Card in Rs. / month</th><th>Year 2 Rate Card in Rs. / month</th><th>Year 3 Rate Card in Rs. / month</th></tr>
<tr><td>1</td><td>Man month Rate (Rs.) – Desktop Support Engineer (L1)</td><td></td><td></td><td></td></tr>
<tr><td>2</td><td>Man month Rate (Rs.) – Desktop Support Engineer (L2)</td><td></td><td></td><td></td></tr>
</table></td><td>The RFP requires bidders to provide rates for additional L1/L2 resources for each of the three years. Kindly clarify whether additional resources will be engaged strictly at the same quoted rate card or whether rates can be mutually agreed based on the actual requirement and prevailing statutory costs.</td><td><u>Clarification:</u>
Rates will be the same as per quoted unit rate / category wise rate card as mentioned in Commercial Bid Format</td></tr>
<tr><td>90</td><td>29</td><td>ANNEXURE - 4 - Commercial Price Bid Format</td><td>Note: a. Price to be quoted is for 03 (three) years including GST while uploading financial bids on GeM portal.</td><td>Please confirm the applicable GST rate (or SAC code) that bidders should assume while preparing the commercial bid, to ensure uniformity of quotes across all bidders.</td><td><u>Clarification:</u>
Please refer to the Govt's portals for information regarding the same.</td></tr>
<tr><td>91</td><td>29 & 37</td><td>Annexure 4 (note d) vs Annexure 6</td><td>Annexure-4 states any 'Commercial Offer which is conditional and/or qualified or subjected to suggestions' or contains 'any deviation in terms & conditions or any specifications' will be 'summarily rejected'; whereas Annexure-6 (Compliance Statement) explicitly provides a 'Remarks/Deviations (if any)' column for bidders to record deviations against RFP clauses.</td><td>Please clarify whether disclosing a deviation/remark in the Annexure-6 Compliance Statement will automatically result in the bid being summarily rejected (per Annexure-4), or whether such disclosed deviations will be evaluated by StockHolding on their merits.</td><td><u>Clarification:</u>
Statement in Annexure- 4 refers to 'commercial offer'. Where as for all other points, clarification is to be given regarding disclosed deviations</td></tr>
</table>

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
92		General - not addressed in RFP	The RFP does not specify any requirement for Insurance (e.g., Workmen's Compensation, Group Mediclaim/Personal Accident, or Professional Indemnity) for the onsite deployed resources.	Please confirm whether StockHolding requires the Bidder to maintain any specific insurance cover (Workmen's Compensation / Group Personal Accident / Mediclaim / Professional Indemnity) for resources deployed at StockHolding premises, and if so, the minimum sum insured.	**Clarification:** The bidders are to ensure compliance with all mandatory statutory compliances such as Minimum Wage, EPF, Gratuity etc. and quote their prices accordingly.
93	16 & 18	Pg.16 (Leaves) vs Pg.18 (Payment Terms, Item i)	Leave clause permits 1-day leave/month per resource plus compensatory leaves (to be settled within the next month); the Payment Terms clause states 'Payment against absenteeism will be deducted from the payment(s)' without specifying the per-day deduction formula.	Please specify the exact formula for calculating the per-day deduction for absenteeism (e.g., Man-Month Rate divided by 26 days / 30 days / actual calendar days), and confirm whether pre-approved compensatory leave (as per Leaves clause) attracts any deduction.	**Clarification:** The per-day deduction for unauthorized absence or unapproved resource shortfall shall be calculated using the formula: Monthly Unit Rate of Resource/26 days. Approved compensatory leave (as per Leaves clause) shall not attract any deduction.
94	7 & 29	Pg.7 (Submission of Bids) & Pg.29 (Annexure-4, Note e)	Bids are to be submitted online through the GeM Portal (two-bid system, PDF files), while Annexure-4 (Commercial Price Bid Format) is also to be 'uploaded as financial bid document on GeM portal.'	GeM Portal financial bids are typically captured through GeM's own standard BOQ template at the time of bid creation. Please clarify whether Annexure-4 is to be additionally uploaded as a supporting PDF, or whether GeM's own BOQ structure will be used, and which shall prevail in case of any discrepancy between the two.	**Clarification:** Annexure 4 is to be mandatorily uploaded as financial document along with the price bid
95	16 & 29	Pg. 16 (Contract Duration) & Pg.29 (Annexure-4)	Contract shall be awarded for an INITIAL term of 2 years; the 3rd year is extendible only 'at StockHolding's discretion, subject to satisfactory performance.' However, the Commercial Price Bid (Annexure-4) requires bidders to quote binding Year-1, Year-2 AND Year-3 rates upfront, and the 3-year total appears to be used for evaluation.	Please clarify: (a) whether L1/lowest-bidder determination is based on the 2-year committed value or the full 3-year value; and (b) whether the quoted Year-3 rate remains binding on the Bidder if/when StockHolding exercises the optional 1-year extension after 2 years, or whether rates may be renegotiated at that time.	**Clarification:** (a) L1 shall be determined based on the total of 3 years value. (b) The rates quoted in the financial bid for all the years shall be binding on the bidder.
96	19 & 29	Pg.19 (Compliance with Statutory Provisions, Item 2) & Annexure-4 (Commercial Price Bid Format)	'This is a lumpsum contract, any liabilities on account of revision of wages (both statutory or otherwise), bonus, gratuity etc. shall be the sole responsibility of the bidder and StockHolding will bear no responsibility in this regard,' while the Commercial Bid requires fixed Year-1/Year-2/Year-3 rates to be quoted upfront for a 3-year Rate Contract.	Statutory Minimum Wages (including VDA) in Maharashtra are revised periodically (typically twice a year) by the Government and are outside the Bidder's control. Please clarify whether any pass-through/reimbursement mechanism is available for STATUTORY minimum-wage revisions during the contract period, since absorbing such increases within a fixed 3-year quoted rate is commercially unviable and could lead to non-compliance with labour law.	**Clarification:** The yearwise year rates may be quoted anticipating the notional wage increase. Since this is a lumpsum contract, StockHolding shall not bear any responsibility with respect to inflation,wage increase etc.

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
97		SLA / Service Levels	SLA	The RFP Compliance Statement refers to SLA / Scope of Work, but specific SLA parameters such as response time, resolution time, availability, ticket closure, FTF, etc. are not clearly defined. Kindly provide the detailed SLA matrix and applicable measurement methodology.	**Clarification:** Bidder has to adhere to the provided SLA's as mentioned in the RFP
98			General Queries	1. Kindly confirm the SLA requirements during the support period, including support coverage, response time, resolution time, and uptime.	**Clarification:** Bidder has to adhere to the provided SLA's as mentioned in the RFP
				2. Kindly confirm the penalties applicable during the support period for SLA failures, along with the maximum cap on such penalties.	**Clarification:** Bidder has to adhere to the provided SLA's as mentioned in the RFP
99			General Query	Kindly confirm the Liquidated Damages (LD) applicable under the contract and the upper cap on the same.	**Clarification:** Please refer to the terms and conditions, SLA's etc mentioned in the RFP
100	19 & 22	Penalty Table (p.19) vs. Termination Clause (p.22)	Cumulative penalties are calculated monthly, while the Termination Clause allows termination if the penalty amount equals/exceeds 10% of monthly contract value for 3 consecutive instances, or total penalty exceeds 10% of total contract value.	We kindly request confirmation of the sequence/process StockHolding would follow on breach of these thresholds — specifically, whether a cure period or written notice (beyond the 90-day termination notice) would be provided to the bidder to remediate performance before termination is invoked.	**Clarification:** Termination clause shall be invoked in any one or more of the situations indicated thereof. No cure period would be provided.
101			General Query	We understand that the only L1 (single) bidder will award of the work under this RFP, kindly confirm	**Clarification:** Yes
102			General Query	Kindly confirm whether there will be an escalation on the Year 2 and Year 3 quoted rates	**Clarification:** No escalation is permitted. The 2nd and 3rd year rates may be quoted anticipating the notional wage increase. Since this is a lumpsum contract, StockHolding shall not bear any responsibility with respect to inflation, wage increase etc.

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
103	9, 19 and 21	Clause 1(c): Submission of Bids; Compliance with Statutory Provisions, Clause 2; Indemnify	The RFP requires the bidder to indemnify StockHolding against statutory non-compliance liabilities and all claims, losses, costs, damages, expenses and proceedings for specified IP infringement, without an overall limitation of liability or an indemnity-claim procedure.	Please confirm that the bidder's aggregate liability under the RFP/Rate Contract, including indemnities, will be limited to the fees paid/payable under the relevant PO during the preceding 12 months (or since commencement, if shorter) and restricted to direct, proven losses attributable to the bidder. Indemnities should apply to third-party claims and be subject to prompt notice, defence control and settlement consent. The cap may exclude fraud, wilful misconduct, death/personal injury and liability that cannot lawfully be limited. Indirect and consequential losses should be excluded.	**Clarification:** No Change
104	14–15	2 – Scope of Work	The selected bidder is required to provide IT FMS support including desktop support, helpdesk management, asset management, remote support, LAN support and video conferencing support.	Kindly provide the approximate number of users, IT assets/endpoints, branches and average monthly ticket volume to be supported under the proposed engagement, to enable appropriate assessment of the scope and workload.	**Clarification:** This is for PAN india Support to be given from these 03 locations of Mumbai. Asset Details are approximately 5000. On an average PAN India 600 calls per month distributed across 03 locations of the resources deployed.
105	14–15	2 – Scope of Work	Resources deployed at Mahape, Parel and Fort locations are also required to provide remote support across StockHolding branches.	Kindly clarify the total number and geographical spread of branches to be supported remotely. Further, in cases where remote resolution is not feasible and onsite branch visits are required, kindly clarify whether such visits and associated travel expenses will be borne/reimbursed by StockHolding or are to be included in the quoted rates.	**Clarification:** Approximately 207 branches and close to 210 SRO counters/non-branches
106	14–15	2(v) – Hardware & Asset Support	The scope includes support for desktops, laptops, printers, scanners, projectors, UPS, networking equipment, asset movement, LAN cable termination and coordination with OEM/AMC vendors.	Kindly clarify the scope boundary of the selected bidder regarding hardware support, repair and consumables. Specifically, confirm whether the bidder's responsibility is limited to first-level troubleshooting and vendor coordination, while hardware spares, repairs, LAN consumables and OEM/AMC-related costs will be borne by StockHolding.	**Clarification:** Yes. Spare Arrangement and Replacement will be carried out by respective OEM/AMC Vendor/StockHolding and not in scope of the Bidder

Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
107	15	2(v)(h), 2(v)(q) – Remote Support & Helpdesk	Remote support across branches and management of StockHolding's existing ticketing tool are included in the scope.	Kindly confirm that StockHolding will provide the necessary secure remote access, ticketing tool access and other required system/application access to the deployed resources. Also clarify whether the bidder's responsibility is limited to using the existing ticketing tool or includes administration/customization of the tool.	**Clarification:** Remote access tool and provide the necessary infrastructure to facilitate remote support access is in StockHolding's scope.
108	18–19	Payment Terms & Statutory Compliance	Payment is based on monthly attendance, while the bidder is responsible for all statutory obligations, including any future revision in wages, bonus, gratuity and other statutory liabilities.	Kindly clarify the expected payment timeline after submission and certification of monthly invoices. Further, considering the three-year contract period, kindly clarify whether any increase in statutory minimum wages or mandatory statutory contributions during the contract period will be eligible for reimbursement/revision or is required to be factored into the quoted rates.	**Clarification:** 30 days from the date of submission invoice and corresponding compliance documents. Bidder has to ensure that any increase in statutory minimum wages or mandatory statutory contributions during the contract period is required to be factored into the quoted rates.
109	18–19	Penalty Structure	The RFP prescribes penalties for resource unavailability, late arrival/early departure and non-availability of replacement resources.	Kindly clarify the penalty calculation methodology in case of approved leave, emergency absence or partial-day absence. Further, the clause on late arrival/early departure does not specify the permissible number of instances or delay duration beyond which penalty will apply; kindly provide the applicable threshold.	**Clarification:** As per Penalty Details mentioned in the RFP
110	19	Penalty Structure – Resource Replacement	One clause requires replacement of a resigned resource within 30 days, whereas the penalty structure refers to resource unavailability after completion of a 60-day notice period.	Kindly clarify and reconcile the applicable timeline for replacement of a resource in case of resignation, including the point from which any penalty for delayed replacement will become applicable.	**Clarification:** It is clearly mentioned "If any candidate resigns, bidder shall provide a replacement resource with an equal or higher skill set within 30 days. The outgoing resource must ensure a proper handover by providing an additional 30 days of handholding support.". Which means for a total of 60 days which is the notice period expected from the resigned resource.