

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**Stock Holding Corporation of India Limited**

**(StockHolding)**



**RFP Reference Number: CPCM-26/2025-26**

**Date: 06-Feb-2026**

**GEM Reference No. - GEM/2026/B/7202583**

**REQUEST FOR PROPOSAL – ANNUAL MAINTENANCE CONTRACT (AMC) OF  
NETWORKING DEVICES ON PAN INDIA BASIS (Non-Back-to-Back)**

**DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Stock Holding Corporation of India Limited (StockHolding), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by StockHolding to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. StockHolding makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. StockHolding may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**RFP Document Details**

<b>Sr. No.</b>	<b>Description</b>	<b>Remarks</b>
1	Name of Organization	Stock Holding Corporation of India Limited
2	RFP Reference Number	CPCM-26/2025-26
3	Requirement	RFP for AMC of Networking Devices on PAN India basis (Non-Back-to-Back)
4	Interest free Earnest Money Deposit (EMD) [*]	<p>Rs.1,60,000/- (Indian Rupees One lakh Sixty Thousand only) by way of RTGS/NEFT/BG/FDR to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids 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.</p> <p>Bidders registered under Micro and Small Enterprises (MSME) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.</p>
5	Email Id for queries up to Pre-Bid Meet	CPCM@stockholding.com
6	Date of Issue of RFP Document	06-Feb-2026
7	Date, Time and place for online Pre-bid meeting	<p>11-Feb-2026 03:00 PM</p> <p>For participation in pre-bid meeting, please send mail for online meeting link to CPCM@stockholding.com before 10-Feb-2026 05:00 PM</p>
8	Last Date for Submission of Online Bid	23-Feb-2026 11:00 AM
9	Date of opening bid	23-Feb-2026 11:30 PM

This bid document is not transferable.

StockHolding reserves the right to modify/update activities/ dates as per requirements of the process.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**Table of Contents**

<b>SUBMISSION OF PROPOSAL .....</b>	5
<b>ELIGIBILITY CRITERIA (Documents to be Submitted Online).....</b>	7
<b>BIDS PREPARATION AND SUBMISSION DETAILS .....</b>	8
<b>Submission of Bids .....</b>	8
<b>Evaluation of Bids .....</b>	8
<b>Eligibility Criteria Evaluation (Stage 1).....</b>	8
<b>Commercial Bid Evaluation (Stage 2).....</b>	8
<b>Requirement .....</b>	9
<b>Scope of Work.....</b>	9
<b>Service Level Agreement: .....</b>	10
<b>Location Details .....</b>	12
<b>Contract Duration .....</b>	12
<b>Payment Terms &amp; Conditions:.....</b>	12
<b>Refund of Earnest Money Deposit (EMD).....</b>	13
<b>Performance Bank Guarantee (PBG) .....</b>	13
<b>Force Majeure.....</b>	13
<b>Dispute Resolution.....</b>	14
<b>Right to alter RFP .....</b>	14
<b>Integrity Pact.....</b>	14
<b>Sub-Contracting .....</b>	14
<b>Non-Disclosure Agreement (NDA).....</b>	14
<b>Indemnify .....</b>	14
<b>Termination of contract for convenience.....</b>	15
<b>Termination Clause .....</b>	15
<b>Exit Management.....</b>	15
<b>Assignment.....</b>	16
<b>ANNEXURE - 1 - Details of Bidder's Profile.....</b>	17
<b>ANNEXURE - 2 – Eligibility Criteria .....</b>	18
<b>ANNEXURE - 3 – Commercial Bid Format.....</b>	20
<b>ANNEXURE – 4 – Integrity Pact.....</b>	21
<b>ANNEXURE - 5 - Covering Letter on bidder's Letterhead of Integrity Pact.....</b>	27
<b>ANNEXURE – 6 – Compliance Statement.....</b>	28
<b>ANNEXURE – 7- Format of Bank Guarantee .....</b>	29
<b>ANNEXURE – 8 – Format of Non-Disclosure Agreement.....</b>	31
<b>ANNEXURE – 9 - Area wise Details with Addresses of Locations of Stockholding Offices .</b>	34

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**SUBMISSION OF PROPOSAL**

StockHolding invites e-tenders via the GeM Portal in two bid system (Technical and Commercial bid), from firm/company/organisation having sufficient experience on managing Cisco devices (routers and switches).

**Submission of Bids:**

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/> the following manner:-

1. Eligibility/Technical Bid (.pdf files)
2. Commercial Bid (.pdf files)

**Invitation for bids:**

This “Invitation for bid” is for On-site Annual Maintenance Contract of Networking Devices for StockHolding Offices on PAN India basis for the period of 01 (one) year and should be maintained for trouble free performance and bidders shared support wherever applicable as per the terms, conditions, and specifications indicated in this RFP and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

**Due Diligence:**

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder's risk and may result in rejection of the bid and the decision of StockHolding in this regard will be final and conclusive and binding.

**Cost of Bidding:**

The bidder shall bear all costs associated with the preparation & submission of its bid and StockHolding will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**Contents of this RFP Document:**

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections

- a Bidder Details – Annexure 1
- b Format for Eligibility Criteria - Annexure 2
- c Format for Commercial Bids - Annexure 3
- d Integrity Pact (Text) - Annexure 4
- e Covering Letter of Integrity Pact - Annexure 5
- f Compliance Statement – Annexure 6
- g Format of Bank Guarantee – Annexure 7
- h Format of Non-Disclosure Agreement (NDA) – Annexure 8
- i Area-wise Details with Addresses of Locations of StockHolding Offices - Annexure 9

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**Clarifications regarding RFP Document:**

- a Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to StockHolding for necessary clarifications.
- b A bidder requiring any clarification for their queries on this RFP may obtain such clarifications via email to CPCM@stockholding.com
- c StockHolding shall not be responsible for any external agency delays.
- d StockHolding reserves the sole right for carrying out any amendments / modifications / changes in the bidding process including any addendum to this entire RFP
- e At any time before the deadline for submission of bids / offers, StockHolding may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- f StockHolding reserves the right to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on StockHolding.
- g StockHolding reserves the right to amend / cancel / postpone / pre-pone the RFP without assigning any reasons.
- h It may be noted that notice regarding corrigendum's/addendums/amendments/response to bidder's queries etc., will be published on StockHolding's website only. Prospective bidders shall regularly visit StockHolding's same website for any changes/development in relation to this RFP.

**Validity of offer:**

The offer should remain valid for a period of at least **90 days** from the date of submission

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ELIGIBILITY CRITERIA (Documents to be Submitted Online)**

Guidelines to be followed prior to submitting an application-

Bidder should upload all supporting documents at the time of submission duly signed and stamped on their company's letter head.

<b>Sr. No.</b>	<b>Criteria</b>	<b>Documents to be submitted by Bidder</b>
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 with experience in providing similar services for past 5 years.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory.
2	The Bidder should be Partner (Any Level) of CISCO consecutively since last 03 years.	Valid Partnership Certificate of OEM
3	Bidder should have an average annual turnover of at least ₹1.2 Crores per annum for last three financial years (2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.
4	Bidder should have Positive Net worth (minimum ₹16 lakhs) for all the last 03 (three) audited financial years i.e. 2022-23, 2023-24 and 2024-25.	Certificate from CA mentioning networth or Balance Sheet for last three financial years.
5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
6	The bidder must have experience in managing at least 500 network devices (routers/switches) per contract over the past five years, for a minimum of three enterprise or corporate clients within India.	Copy of Work order and certificate of completion (if applicable) (or) Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirming "in-progress" status of cited project
7	Bidder should have serviceability for all offices of StockHolding branches/regions of India as per Annexure-9	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory mentioning that they have sufficient inventory to service PAN India branches of StockHolding.
8	The Bidder to submit signed & stamped Integrity Pact as per Annexure - 4	Self-declaration from bidder on their letter head duly signed by authorized signatory.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**BIDS PREPARATION AND SUBMISSION DETAILS**

The online bids will have to be submitted within the time specified on website <https://gem.gov.in/>. Bidders must familiarize (if not already) with the Portal and check/ fulfil the pre-requisites to access and submit the bid there.

**Submission of Bids**

- 1) The required documents for Eligibility Criteria, Commercial Bid must be submitted (uploaded) online on GeM portal. Eligibility Criteria and Commercial Bid should be complete in all respects and contain all information asked for in this RFP document
- 2) The offer should be valid for a period of at least **90 days** from the date of submission of bid.
- 3) The Bidder shall fulfil all statutory requirements as described by the law and Government notices. The Bidder shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify StockHolding against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.
- 4) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document(s). Failure to furnish all information required as mentioned in the RFP document(s) or submission of a proposal not substantially responsive to the RFP document(s) in every respect will be at the bidder's risk and may result in rejection of the proposal.
- 5) Delayed and/or incomplete bid shall not be considered.
- 6) There may not be any extension(s) to the last date of online submission of Eligibility Criteria details and commercial Price bids. This will be at the sole discretion of StockHolding.

**Evaluation of Bids**

First the 'Eligibility Criteria bid document' will be evaluated and only those bidders who qualify the requirements will be eligible for 'Commercial bid'. In second stage, only those bidders, who have qualified in the eligibility criteria evaluation, shall be invited for commercial evaluation.

**Eligibility Criteria Evaluation (Stage 1)**

The bidder meeting the Eligibility Criteria as per Annexure 2 will be considered for Commercial evaluation. Any credential/supporting detail mentioned in "Annexure 2 – Eligibility Criteria" and not accompanied by relevant proof documents will not be considered for evaluation.

**Commercial Bid Evaluation (Stage 2)**

The Commercial offers of only those Bidders, who are short-listed after eligibility criteria evaluation, would be opened.

The bidder with the lowest quotes will be selected for the project.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**Requirement**

*StockHolding* will be renewing Annual Maintenance Contract (AMC) of all existing Cisco switches and Cisco routers termed as Network devices across all India locations for a period of 01 (one) year as per the list of equipment's as mentioned in the Bill of Material (BOM).

**Scope of Work**

**Vendor's Responsibility**

- a. Vendor will stock necessary spares (Preferably at *StockHolding* site) to meet the desired SLA's.
- b. Vendor will undertake preventive maintenance services for all the devices in scope on half- yearly (1<sup>st</sup> and 3<sup>rd</sup> quarter) basis by personally allocating a field engineer at respective location.
- c. Vendor will raise RMA (Return Material Authorization) and get the equipment replaced, installed, configured and working in *StockHolding*'s network. End to-End support is expected from the vendor. Faulty hardware is owned by vendor.
- d. Vendor will provide stand-by equipment of similar configuration or higher in case replacement is delayed with respect to (w. r. t.) SLA defined.
- e. Vendor will hereby indemnify, protect and save *StockHolding* against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the vendor. Any publicity by vendor in which name of *StockHolding* is used should be done only with the explicit permission of *StockHolding*.
- f. Vendor will re-check existing inventory and will provide an updated Inventory list on quarterly basis during the contract period.
- g. Vendor will provide PSRT (Partner Support Service) support (Shared Support) required as per support requirement of *Stockholding*.
- h. In case of mismatch of model number / serial number of devices because of RMA those devices should be honoured during the AMC.
- i. Router and Switches health status related issues example. Low RPM related concerns needs to be check on priority basis and network devices accessories are consider as a part of part replacement during this AMC. i.e. FAN replacement has been consider as a part of this AMC.
- j. In case of Network devices shifting activity in Racks at any of the *StockHolding* location we will require onsite engineer's support from respective vendor for shifting of network devices.
- k. Inventory provided by *Stockholding* has been verified till September 2025 as the existing AMC contract with the current vendor is valid till December 2025 end. Considering this it may possible that there will be modifications in some of the network devices in next 2 months. So complete inventory details will be provided to Vendor.

**BILL OF MATERIAL FOR AMC REQUIREMENT OF NETWORKING EQUIPMENTS:**

- (1) Routers for AMC (265 Nos.)
- (2) Switches for AMC (290 Nos.)

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

<b>Summary of Cisco Assets of Stockholding</b>			
<b>Total Number of count of Router Models</b>			
<b>Model</b>	<b>Quantity</b>	<b>Hardware End of Life</b>	<b>Type of Support</b>
			<b>Vendors Shared Support</b>
			<b>24x7x365</b>
Cisco 1841	2	31-Oct-16	2
Cisco 1921	1	30-Sep-23	1
Cisco 2801	103	31-Oct-16	103
Cisco 2811	33	31-Oct-16	33
Cisco 2821	2	31-Oct-16	2
Cisco 2901	104	31-Dec-22	104
Cisco 2911	5	31-Dec-22	5
Cisco 3945	15	31-Dec-22	15
	<b>265</b>		<b>265</b>

<b>Total Number of count of Switch Models</b>			
<b>Model</b>	<b>Quantity</b>	<b>Hardware End of Life</b>	<b>Type of Support</b>
			<b>Vendors Shared Support</b>
			<b>24x7x365</b>
Cisco WS-C2960-24TC-S	215	31-Oct-19	215
Cisco WS-C2960-24-TT-L	9	31-Oct-19	9
Cisco WS-C2960G-24TC-L	6	31-Jul-17	6
Cisco WS-C2960G-48TC-L	11	31-Jul-17	11
Cisco WS-C2960X-24PS-L	2	31-Oct-27	2
Cisco WS-C2960X-24TS-L	14	31-Oct-27	14
Cisco WS-C2960+24TC-S	7	31-Oct-27	7
Cisco WS-C3560E-24TD-E	1	31-Jan-18	1
Cisco WS-C2960X-24TD-L	9	31-Oct-27	9
Cisco WS-C2960-48TT-S	3	31-Oct-19	3
Cisco WS-C2960-24TC-L	13	31-Oct-19	13
	<b>290</b>		<b>290</b>

**Service Level Agreement:**

**1) Network Equipment Uptime**

<b>Sr. No.</b>	<b>SLA</b>	<b>Others</b>
1	Coverage	Monday to Saturday = 8:00AM to 8:00PM
2	Response Time	4 Hours
3	Resolution Time (including replacement)	Next Business Day (Monday to Saturday)
4	Equipment Uptime	96% calculated Monthly per branch

**2) System/Solution Uptime Calculation Method**

Business Hours Window: (Monday to Saturday = 8:00AM to 8:00PM = 12 hours in a day)

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

\* 26 days

Vendor should provide system/solution uptime 96% per branch per device specific on the entire Bill Of Material as per “Network equipment uptime” table as shown above on monthly basis.

Uptime shall be calculated at the end of each month as follows.

Uptime:  $\{(Actual\ Uptime + Excusable\ Down\ Time) / Schedule\ Hrs\} \times 100$

- a. Actual Uptime means, of the scheduled hours, the aggregate number of hours in any month during which each defined and supported equipment is actually available for use.
- b. Excusable downtime means the aggregate number of hours in any month during which each defined and supported equipment and service is down during scheduled hours due to preventive maintenance, scheduled outages, LAN cabling faults, infrastructure problems or any other situation which is not attributable to vendor's failure to exercise due care in performing its responsibilities.
- c. Scheduled hours means the days of the week and the hours per day for which the vendor has committed to an availability service level for a system or network and during which periods such Availability Service Level will apply.

**3) System Downtime Calculation Method**

- a. The recording of downtime shall commence from the time of registering the call with the vendor.
- b. If *StockHolding* elects to continue the operation on the equipment or service, when part of the equipment or service gives problem, an event normally giving rise to downtime, the commencement of downtime shall be deferred until *StockHolding* releases the equipment or service as required by the vendor to do remedial maintenance.
- c. Downtime shall end when the equipment and all services is made operational.
- d. Downtime shall not be considered under the following scenarios:
  - Failure of *StockHolding* to take any specified action previously agreed by Stockholding with the vendor where *StockHolding* has modified the software or hardware without prior written consent of the vendor.
  - Time taken by pre-scheduled preventive maintenance and health check at a time convenient to *StockHolding* during agreed service hours.
  - Repair time due to machine failure caused by confirmed environmental conditions.
  - When the system is normally functioning time to reload operating system and any applications and restore any old data at *StockHolding*'s request.
  - Preventive maintenance, Scheduled outages, LAN Cabling faults, infrastructure problems or any other situation which is not attributable to vendor's failure to exercise due care in performing its responsibilities.

**Penalty Clause**

- a. Penalty calculation will done on quarterly basis.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

- b. For each incidence of breach if vendor do not meet its SLA, *StockHolding* will put the penalty of Rs.5,000/- per day till 2 days. Beyond 2 days, penalty will be charged for Rs.10,000/- per day per instance of breach will be applicable.
- c. Any deviation in half-yearly (1<sup>st</sup> quarter and 3<sup>rd</sup> quarter) preventive maintenance activity, a penalty of Rs.5,000/- per branch half-yearly will be applicable.
- d. *StockHolding* will make quarterly payments in accordance with the purchase order provided that the services meet the contractual standards, submission of preventive maintenance reports on half-yearly basis and necessary invoices/bills are provided after deducting any applicable penalties. No separate reimbursement of any kind will be provided to the vendor beyond the quoted price. There shall be no escalation in the prices once they are fixed and agreed by *StockHolding* and the vendor. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty and/or taxes after the prices are fixed should be passed on to *StockHolding*. *StockHolding* would be entitled to levy and/or deduct tax on payments as applicable in India.
- e. *StockHolding* reserves the right to invoke the Bank Guarantee in case of any breach of SLA, problem resolution or other commitments.
- f. Applicable taxes on all the penalty amounts mentioned above shall be payable.
- g. Applicable penalties shall be levied as per the defined service level agreement (SLA). However, the total penalty amount applied during the quarterly payment release shall not exceed ten percent (10%) of the corresponding quarterly invoice value.

**Location Details**

List of inventory with location details will be shared with the successful bidder.

**Contract Duration**

Successful bidder shall enter into contract for the period of 01 (one) year with *StockHolding*.

**Payment Terms & Conditions:**

**Payment:**

1. Quarterly payment on completion of each quarter and on submission of Invoice duly certified by *StockHolding* official(s).
2. As and when or all devices are removed, the payment will be made on pro-rate basis.

**Taxes & levies:**

- a. Applicable TDS will be deducted (recovered) from the payment(s).
- b. Taxes/GST as applicable
- c. Applicable Penalty/Penalties may be recovered from payment.
- d. Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG is submitted.

**Refund of Earnest Money Deposit (EMD)**

- a. EMD will be refunded through NEFT or return of BG/FDR to the successful bidder on providing an acceptance confirmation against the PO issued by StockHolding.
- b. In case of unsuccessful bidders, the EMD will be refunded to them through NEFT or return of BG/FDR within 30 days after selection and confirmation of successful bidder, subject to internal approval of StockHolding.

**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% of the Contract Value 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 and claim period shall be valid 12 months beyond the expiry of BG. No payment will be due to the successful bidder based on performance, until the BG is submitted. A penalty of Rs. 5,000 per day will be imposed on the successful bidder for any delay in issuing the PBG within the specified timeline.

Bank Guarantee may be discharged / returned by StockHolding upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee.

Stock Holding Corporation of India Limited reserves the right to invoke the BG in the event of non-performance by the successful bidder.

**Force Majeure**

Neither the StockHolding nor the Bidder shall be responsible for any failure to fulfil any term or condition of the CONTRACT if and to the extent that fulfilment has been delayed or temporarily prevented by a Force Majeure occurrence, defined as "Force Majeure". For purposes of this clause, "Force Majeure" mean an event beyond the control of the Parties and which prevents a Party from complying with any of its obligations under this Contract, including but not limited to: acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labour disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc.

The Party seeking to rely on Force Majeure shall promptly, within 5 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defence with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure. And, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Each PARTY shall bear its own cost in relation to the force majeure occurrence.

However, any failure or lapse on the part of the Bidder to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

management/recovery or any failure in setting up a contingency mechanism would not constitute force Majeure, as set out above.

If the duration of delay exceeds ninety (90) consecutive or one hundred eighty (180) cumulative days, StockHolding and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the StockHolding, shall be final and binding on the bidder.

**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

**Right to alter RFP**

- a. StockHolding reserves the right to alter the RFP terms and conditions at any time before submission of the bids.
- b. StockHolding reserves the right to modify, amend, alter and/or cancel the entire RFP at any stage without assigning any reason whatsoever. We further understand and accept that StockHolding's decision in this regard will be final and binding on all bidders.

**Integrity Pact**

The Bidder will have to enter in to an Integrity Pact with StockHolding. The format (text) for the Integrity Pact is provided as Annexure-4. The successful Bidder will have to submit a signed and stamped copy of the Integrity Pact by the authorized signatory of the successful Bidder.

**Sub-Contracting**

The selected service provider/ vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project.

**Non-Disclosure Agreement (NDA)**

The successful bidder shall execute Non-Disclosure Agreement (NDA) as per Annexure – 8 (shall be provided to the winning bidder), which contains all the services and terms and conditions of the services to be extended as detailed herein.

The support obligations under the agreement will be of OEM. All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder.

**Indemnify**

The Bidder should hereby indemnify, protect and save StockHolding against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipment offered by the Bidder. Any publicity by Bidder in which name of StockHolding is used should be done only with the explicit permission of StockHolding.

### **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.

### **Termination Clause**

1. StockHolding reserves right to terminate the contract without assigning any reason whatsoever by giving 90 days' prior written notice to successful bidder-
  - a) If the total penalty amount deducted during the quarterly payment release exceeds ten percent (10 %) of the quarterly invoice value for two (02) quarters in a year;
  - b) If SLA is found to be breached for two (02) quarters in a year;
  - c) If half-yearly Preventive Maintenance not done by the Vendor;
  - d) If at any point of time, the services of vendors are found to be non-satisfactory;

During the Termination notice period successful bidder must adhere to all the conditions mentioned in the 'Exit Management' clause.

2. Notwithstanding the above, StockHolding reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

### **Exit Management**

- a. Purpose: In the case of termination of the Contract, the Exit Management procedure should start 90 days before the expiry or termination of contract.
- b. Plan: An Exit Management Plan, provided in writing by the Bidder to the StockHolding within 60 days of the acceptance of the Purchase Order/Contract, will outline the Bidder's support during the termination or expiration of the contract, along with the company's exit strategy. Following this, the exit plan must be reviewed and updated annually.
- c. Bidder shall provide the Termination/Expiration Assistance regardless of the reason for termination or expiration.
- d. Bidder shall fully and timely comply with the Exit Plan.
- e. Bidder shall not make any changes to the Services under this Agreement and shall continue to provide all Services to comply with the Service Levels.
- f. Confidential Information, Security and Data: The Bidder will promptly on the commencement of the exit management period supply to StockHolding the following:
  - 1) Information relating to the current services rendered.
  - 2) Project Data and Confidential Information.
  - 3) All current and updated project data as is reasonably required for purposes of transitioning the services to its Replacement Bidder in a readily available format specified by StockHolding.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**Assignment**

Either Party may, upon written approval of the other, assign its rights and obligations hereunder to: (i) its Parent Corporation (as defined below) or an Affiliate; and (ii) a third party entity in connection with the transfer of all or substantially all of the business and assets of that party to such entity. For purposes of this Agreement, a “Parent Corporation” shall mean a company or entity owning over 50% of a Party and an “Affiliate” shall mean a company directly or indirectly controlling, controlled by, or under common control with, a Party. Except as provided above in this Section, either Party may assign its rights and obligations under this Agreement to a third party only upon receiving the prior written consent of the other Party, which consent may be reasonably conditioned but will not be unreasonably withheld or delayed. The Parties agree that no assignments will be made unless the assignee agrees to accept in full the responsibilities and obligations of the assigning Party.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE - 1 - Details of Bidder's Profile  
(To be submitted along with technical bid on Company letter head)**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b>Sl. No</b>	<b>Parameters</b>	<b>Response</b>	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Company PAN no		
5	Company GSTN no.		
6	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai(if any)		
7	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID		
8	Years of experience in providing AMC of Networking Devices		
9	Financial parameters		
	<b>Business Results (last three years)</b>	<b>Annual Turnover</b>	<b>Net Worth</b>
		(₹ in Crores)	(₹ in Crores)
	2022-23		
	2023-24		
	2024-25		
	(Only Company figures need to be mentioned not to include group/subsidiary Company figures)	(Mention the above Amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet/CA Certificate along with enclosures

Dated this..... Day of ..... 2026

(Signature)

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE - 2 – Eligibility Criteria**

<b>Sr. No.</b>	<b>Criteria</b>	<b>Documents to be submitted by Bidder</b>
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 with experience in providing similar services for past 5 years.	Copy of Certificate of Incorporation issued by the Registrar of Companies and Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory.
2	The Bidder should be Partner (Any Level) of CISCO consecutively since last 03 years.	Valid Partnership Certificate of OEM
3	Bidder should have an average annual turnover of at least ₹1.2 Crores per annum for last three financial years (2022-23, 2023-24 and 2024-25). It should be of individual company and not of Group of Companies	Certificate from CA mentioning annual turnover or Balance Sheet for last three financial years.
4	Bidder should have Positive Net worth (minimum ₹16 lakhs) for all the last 03 (three) audited financial years i.e. 2022-23, 2023-24 and 2024-25.	Certificate from CA mentioning networth or Balance Sheet for last three financial years.
5	Bidder should not be blacklisted by any Government, Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date.	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory
6	The bidder must have experience in managing at least 500 network devices (routers/switches) per contract over the past five years, for a minimum of three enterprise or corporate clients within India.	Copy of Work order and certificate of completion (if applicable) (or) Copy of work order / LOI & self-certificate attested by the authorized signatory of the bidder confirming “in-progress” status of cited project
7	Bidder should have serviceability for all offices of StockHolding branches/regions of India as per Annexure-9	Self-declaration by the bidder on its Letter Head duly signed by the Authorized Signatory mentioning that they have sufficient inventory to service PAN India branches of StockHolding.
8	The Bidder to submit signed & stamped Integrity Pact as per Annexure - 4	Self-declaration from bidder on their letter head duly signed by authorized signatory.

**Note:**

- All self-certificates shall be duly signed and Stamped by Authorized signatory of the Bidder Firm unless specified otherwise.
- Bidder response should be complete, Yes/No answer is not acceptable.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

- c. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. StockHolding will not make any separate request for submission of such information.

Dated this..... Day of ..... 2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE - 3 – Commercial Bid Format**

**A. Cisco Routers:**

<b>Device details</b>	<b>Unit Price (₹)</b>	<b>Quantity</b>	<b>Total Price for 1 year(₹)</b>
Cisco 1841		2	
Cisco 1921		1	
Cisco 2801		103	
Cisco 2811		33	
Cisco 2821		2	
Cisco 2901		104	
Cisco 2911		5	
Cisco 3945		15	
<b>Total (A)</b>		<b>265</b>	

**B. Cisco Switches:**

<b>Device details</b>	<b>Unit Price (₹)</b>	<b>Quantity</b>	<b>Total Price for 1 year(₹)</b>
Cisco WS-C2960-24TC-S		215	
Cisco WS-C2960-24-TT-L		9	
Cisco WS-C2960G-24TC-L		6	
Cisco WS-C2960G-48TC-L		11	
Cisco WS-C2960X-24PS-L		2	
Cisco WS-C2960X-24TS-L		14	
Cisco WS-C2960+24TC-S		7	
Cisco WS-C3560E-24TD-E		1	
Cisco WS-C2960X-24TD-L		9	
Cisco WS-C2960-48TT-S		3	
Cisco WS-C2960-24TC-L		13	
<b>Total (B)</b>		<b>290</b>	

<b>Total Price of Cisco Routers AMC (A) (₹)</b>	
<b>Total Price of Cisco Switches AMC (B) (₹)</b>	
<b>Grand Total (A+B) for 1 year (₹)</b>	
<b>GST (₹)</b>	
<b>Grand Total (A+B) with GST for 1 year (₹)</b>	

**Notes:**

- a Price to be quoted is for contract period of 01 (one) year including GST while uploading financial bids on GeM portal.
- b Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly.
- c All payments will be made in INR.

## **Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

## ANNEXURE – 4 – Integrity Pact

( \_\_\_\_\_ Name of the Department / Office) RFP No. \_\_\_\_\_  
for \_\_\_\_\_

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on \_\_\_\_\_ day of the \_\_\_\_\_, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part **And** M/s.

(with complete address and contact details)represented by Shri \_\_\_\_\_ (i.e. Bidders hereinafter called the '**Counter Party**' ) which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender (RFP) process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India. **NOW THEREFORE**, To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to “- Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

## **I. Commitment of the Principal / Buyer**

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

- a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender (RFP) or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.
  - b) The Principal/Owner will, during the Tender (RFP) Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender (RFP) Process, provide to all Bidder(s) / Counter Party (ies) the same information and will not provide to any Bidder(s)/Counter Party (ies) confidential / additional information through which the Bidder(s)/Counter Party (ies) could obtain an advantage in relation to the Tender (RFP) Process or the Contract execution.
  - c) The Principal / Owner shall endeavor to exclude from the Tender (RFP) process any person, whose conduct in the past been of biased nature.
2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

**II. Commitments of Counter Parties/Bidders**

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender (RFP) Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contractor or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.
4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract.
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

7. The Bidder / Counter Party has to submit a Declaration along with Eligibility Criteria, as given at **Annexure**. If bids are invited through a Consultant a Declaration has to be submitted along with the Eligibility Criteria as given at **Annexure**.

8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.

10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

11. The Bidder shall not improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also Undertakes to exercise due and adequate care lest any such information is divulged.

12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.

14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender (RFP).

15. The term 'relative' for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.

16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding

17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm/ PSU/ Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender (RFP) Process.

18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender (RFP) process or the contract, if already awarded, can be terminated for such reason.

**III. Disqualification from Tender (RFP) Process and exclusion from Future Contracts**

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender (RFP) Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding. Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner/ StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

**IV. Consequences of Breach** Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender (RFP) Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.
2. Criminal Liability: If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal / StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

**IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties**

1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-bidders.
2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender (RFP) or violate its provisions at any stage of the Tender (RFP) process, from the Tender (RFP) process.

**VI. Independent External Monitor (IEM)**

1. The Principal / Owner / StockHolding has appointed Shri Shekhar Prasad Singh, IAS (Retd.) as Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, StockHolding Ltd.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender (RFP) documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's Tender (RFP) Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.
4. In case of tender (RFP)s having value of 50 lakhs or more , the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender (RFP) and shall keep the IEM apprised of all the developments in the Tender (RFP) Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner / StockHolding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit nonbinding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, StockHolding. Within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer.
8. The word 'IEM' would include both singular and plural.

**VII. Duration of the Integrity Pact (IP)**

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded. If any claim is made / lodged during the time, the same shall be

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

**VIII. Other Provisions**

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding / Principal / Owner who has floated the Tender (RFP).
2. Changes and supplements in any Procurement / Services Contract / Tender (RFP) need to be made in writing. Change and supplement in IP need to be made in writing.
3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / StockHolding in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

**IX. Legal and Prior Rights**

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender (RFP) / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITHNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

---

(For and on behalf of Principal / Owner / StockHolding

---

(For and on behalf of Bidder / Counter Party / Contractor)

**WITNESSES:**

1. \_\_\_\_\_ (Signature, name and address)

2. \_\_\_\_\_ (Signature, name and address)

Note: In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE - 5 - Covering Letter on bidder's Letterhead of Integrity Pact**

To,

---

Sub: RFP REF NO: CPCM-26/2025-26 dated 06-Feb-2026 - AMC of Networking Devices on PAN India basis (Non-back-to-back)

Dear Sir,

**DECLARATION**

Stock Holding Corporation of India Limited (StockHolding) hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. ----- Dated ----- and stands committed to following the principles of transparency, equity and competitiveness in public procurement. The subject Notice Inviting Tender (RFP) (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender (RFP) documents, failing which the tender (RFP)er / bidder will stand disqualified from the tender (RFP)ing process and the bid of the bidder would be summarily rejected. This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of StockHolding

Yours faithfully,

For and on behalf of Stock Holding Corporation of India Limited  
(Authorized Signatory)

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE – 6 – Compliance Statement  
(To be submitted on Company Letter Head)**

Sub: RFP REF NO: CPCM-26/2025-26 dated 06-Feb-2026 - AMC of Networking Devices on PAN India basis (Non-back-to-back)

**DECLARATION**

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by StockHolding. We also agree that StockHolding reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

<b>Sr. No.</b>	<b>Item / Clause of the RFP</b>	<b>Compliance (Yes / No)</b>	<b>Remarks / Deviations (if any)</b>
1	Objective of the RFP		
2	Scope of Work		
3	Eligibility Criteria		
4	Service Level Agreement (SLA)		
5	Non-Disclosure Agreement		
6	Payment Terms		
7	Bid Validity		
8	Integrity Pact		
9	All General & Other Terms & Conditions in the RFP		
10	Requirement		

(If Remarks/Deviations column is left blank it will be construed that there is no deviation from the specifications given above)

Date: Signature with seal

Name & Designation:

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE – 7- Format of Bank Guarantee**

This Bank Guarantee is executed by the \_\_\_\_\_ (Bank name) a Banking Company incorporated under the Companies Act, 1956 and a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and having its head office at \_\_\_\_\_ and branch office at \_\_\_\_\_ (hereinafter referred to as the “Bank”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) and Branch office at \_\_\_\_\_ in favour of Stock Holding Corporation of India Limited, a Company incorporated under the Companies Act, 1956 and having its Registered Office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400 012 (hereinafter referred to as “StockHolding”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns) at the request of \_\_\_\_\_, a Company incorporated under the Companies Act, 1956 and having its Registered Office at \_\_\_\_\_ (hereinafter referred to as the “Service Provider”, which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns).

**Whereas**

- A. StockHolding has, pursuant to the Tender No. \_\_\_\_\_, issued the Purchase Order dated \_\_\_\_\_ to the Service Provider for providing \_\_\_\_\_
- B. In terms of the said Tender, the Service Provider has agreed to furnish to StockHolding, a Bank guarantee for Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only) till \_\_\_\_\_ (date).
- C. The Bank has, at the request of the Service Provider, agreed to give this guarantee as under.

**NOW IN CONSIDERATION OF THE FOREGOING:**

1. We, the Bank, at the request the Service Provider, do hereby unconditionally provide this guarantee to StockHolding as security for due performance and fulfilment by the Service Provider of its engagements, commitments, operations, obligations or liabilities including but not limited to any sums / obligations / claims due by the Service Provider to StockHolding for meeting, satisfying, discharging or fulfilling all or any obligation or liability of the Service Provider, under the said Tender / Purchase Order.
2. We, the Bank, hereby guarantee and undertake to pay StockHolding up to a total amount of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only) under this guarantee, upon first written demand of StockHolding and without any demur, protest and without any reference to the Service Provider.
3. Any such demand made by StockHolding shall be conclusive and binding on the Bank as regards the amount due and payable notwithstanding any disputes pending before any court, Tribunal, or any other authority and/ or any other matter or thing whatsoever as the liability of the Bank under these presents being absolute and unequivocal.
4. We, the Bank, agree that StockHolding shall have the fullest liberty without consent of the Bank to vary the terms of the said Tender/ Purchase Order or to postpone for any time or time to time exercise of any powers vested in StockHolding against the Service Provider and to forbear or enforce any of the Terms & Conditions relating to the said Tender / Purchase Order and the Bank shall not be relieved from its liability by the reason of any such variation, or

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

extension being granted to the Service Provider or for any forbearance, act or omission or any such matter or thing whatsoever.

5. We, the Bank, agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged.

6. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Service Provider or StockHolding.

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:**

1. The liability of the bank under this guarantee is restricted to a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

2. This Bank Guarantee will be valid for a period up to \_\_\_\_\_ (date).

3. A written claim or demand for payment under this Bank Guarantee on or before \_\_\_\_\_ (date) is the only condition precedent for payment of part/full sum under this guarantee.

**For Issuing Bank**

Name of Issuing Authority:

Designation of Issuing Authority:

Employee Code:

Contact Number:

Email ID:

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**ANNEXURE – 8 – Format of Non-Disclosure Agreement**

This Non-Disclosure Agreement (hereinafter “Agreement”) is executed on this \_\_\_\_\_ day of \_\_\_\_\_, 20xx by and between

**Stock Holding Corporation of India Limited**, a company incorporated under the Companies Act, 1956 and having its registered office at 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai 400012 (hereinafter referred to as “**StockHolding**” which expression shall mean and include its successors and assigns), of the One Part;

And

**Company Name**, a company incorporated under the Companies Act, 1956 and having its registered office / corporate office at **Complete Address** (hereinafter referred to as “**Company Name**” which expression shall mean and include its successors and assigns), of the Other Part. (StockHolding and **Company Name** are individually referred to as ‘Party’ and collectively as ‘Parties’.)

The Party disclosing Confidential Information under this Agreement shall be referred to as Disclosing Party and the Party receiving Confidential Information shall be referred to as Receiving Party.

1. **Purpose:** Whereas, the Parties wish to explore possible business opportunity, during which either Party will be required to disclose certain Confidential Information to the other.

2. **Confidential Information and Exclusions:** Confidential Information shall mean and include (a) any information received by the Receiving Party which is identified by Disclosing Party as confidential or otherwise; (b) all information including technical, data security , cyber security business, financial and marketing information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, know-how, ideas, concepts, strategies, trade secrets, product or services, results obtained by using confidential information, prototype, client or vendor list, projects, employees, employees skills and salaries, future business plans disclosed by Disclosing Party whether orally or as embodied in tangible materials. Confidential Information shall however exclude any information which a) is in the public domain; (b) was known to the Party of such disclosure or becomes known to the Party without breach of any confidentiality agreement; (c) is independently developed by the Party without use of Confidential Information disclosed herein; (d) is disclosed pursuant judicial order or requirement of the governmental agency or by operation of law, provided that the recipient party gives disclosing party a written notice of any such requirement within ten (10) days after the learning of any such requirement, and takes all reasonable measure to avoid disclosure under such requirement.

3. **Confidentiality Obligations:** The Receiving Party shall, at all times maintain confidentiality and prevent disclosure of Confidential Information of Disclosing party with at least the same degree of care as it uses to protect its own confidential information but in no event with less than reasonable care. The Receiving Party shall keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party. The Receiving Party agrees not to disclose, transmit, reproduce or make available any such Confidential Information to any third parties and shall restrict disclosure of Confidential Information only to a limited group of Recipient's directors, concerned officers, employees, attorneys or professional advisors who need to have access to the Confidential Information for the purposes of maintaining and supporting the services and each of whom shall be informed by Receiving Party of the confidential nature of Confidential Information and agree to observe the same terms and conditions set forth herein as if

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

specifically named a Party hereto. The Receiving Party shall not, unless otherwise agreed herein, use any such Confidential Information and Confidential Materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects. The Receiving Party shall not use the Confidential Information in any way to create a derivative work out of it or reverse engineer or use for any commercial purpose or for any purpose detrimental to the Disclosing Party. The Receiving Party shall not make copies of Confidential Information unless the same are reasonably necessary. The Receiving Party shall immediately notify Disclosing Party in the event of any unauthorized use or disclosure of the Confidential Information and reasonably support Disclosing Party in taking necessary remedial action.

4. **No Warranty:** All Confidential Information is provided 'as is.' Neither Party makes any warranty, express, implied or otherwise, regarding its accuracy, completeness or performance.

5. **No License:** Each Party recognizes that nothing in this Agreement is construed as granting it any proprietary rights, by license or otherwise, to any Confidential Information or to any intellectual property rights based on such Confidential Information.

6. **Return:** The Receiving Party who receives the Confidential Information and Confidential Materials agrees that on receipt of a written demand from the Disclosing Party:

a. Immediately return all written Confidential Information, Confidential Materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control; ( SUCH RETURN OF DOCUMENTS SHOULD BE DONE BY SIGNING A LETTER).

b. To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party;

c. So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control; and

d. To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

e. Receiving party will attempt to maintain, to the best possible extent, physical and logical segregation of the Confidential Information of the data of the Receiving party from data of any third party.

7. **Term:** The term of this Agreement shall be \_\_\_ (\_\_\_\_) years from \_\_\_\_\_ (the Effective Date). Either Party may terminate this Agreement by giving a thirty (30) days written notice to the other. The confidentiality obligations stated in this Agreement shall survive for a period of three (3) years from the date of termination or expiration of this Agreement.

8. **Remedies:** The Confidential Information and Confidential Materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document.

The Parties acknowledge and agree that the Disclosing Party will suffer substantial and irreparable damage, not readily ascertainable or compensable in monetary terms, in the event of any breach of any provision of this Agreement by the Receiving Party. The Receiving Party therefore agrees that, in the event of any such breach, the Disclosing Party shall be entitled, without limitation of any other remedies otherwise available to it, to obtain an injunction or other form of equitable relief from any court of competent jurisdiction.

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

**9. Governing Law and Jurisdiction:** This Agreement may be governed and construed in accordance with the laws of India and shall be subject to the jurisdiction of courts in Mumbai, India.

**10. Miscellaneous:** This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior commitments/ understanding in this regard and may not be amended or modified except by a writing signed by a duly authorized representative of the respective Parties. This Agreement may be executed in several counterparts (physical or electronic form), each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. This Agreement may not be assigned or transferred except by a mutual written consent of both the Parties.

<b>For Stock Holding Corporation of India Limited</b>	<b>For Company Name</b>
Name:	Name:
Title:	Title:
In the Presence of	
Name:	Name:
Title:	Title:

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

ANNEXURE – 9 - Area wise Details with Addresses of Locations of Stockholding Offices

**All Branches:**

Sr. No.	Location	Address	Telephone / Fax no.
	<b>ANDHRA PRADESH:</b>		
1	GUNTUR	SECOND FLOOR , RAGHU MANSIONS,	6642898
	0863	4TH LINE 1 ST CROSS ROAD,	6640898
		BRODIPET, GUNTUR - 522 002	2246450
2	KAKINADA	D No:5-1-61/1, AYYAPPA TOWERS,	2347774 / 2347775
	0884	SECOND FLOOR, MAIN ROAD,	2347773
		SURYARAO PETA,KAKINADA - 533 001	
3	KURNOOL	FLAT NO. A 10 , FIRST FLOOR,	278738
	08518	BHUPAL COMPLEX , PARK ROAD,	278739
		KURNOOL - 518 001	278740/41
4	NELLORE	MOONLAND APTS, H No.16/1102,	2343481
	0861	GROUND FLOOR, K V AGRAHAMARAM,	2343480
		POGATHOTA, NELLORE - 524 001	2346204/2343435
5	RAJAHMUNDRY	7-28-32, SECOND FLOOR,	2439476
	0883	JUPUDY COMPLEX, T.NAGAR,	2476761
		RAJAHMUNDRY - 533 101	2478846
6	TIRUPATI	SHOP NO. 10, FIRST FLOOR ,	2220202
	0877	SRI DEVI COMPLEX, TILAK ROAD,	2222724
		TIRUPATI - 517 501	
7	VIJAYAWADA	DOOR No. 27 - 14 - 52, FF-1 (1st Floor),	2579004
	0866	MAHA LAKSHMI TOWERS, RAJAGOPALACHARI STREET,	6666898
		GOVERNERPET, VIJAYAWADA - 520 002	2579002
8	VISHAKAPATNAM	D No. 38-15-153/SF, PAVAN ENCLAVE,	2752070 / 2716577
	0891	C-6, SECOND FLOOR, DABA GARDEN,	2716578/79/80
		VISHAKAPATNAM - 530 020	
	<b>ASSAM:</b>		
9	GUWAHATI	BESIDE BLUEDART OFFICE, GROUND FLOOR,	2460587 / 88

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

	0361	MANIRAM DEWAN LANE, JADAV BORA COMPLEX,	2464212 / 13
		G S ROAD, ULUBARI, GUWAHATI - 781 007	2454213
10	JORHAT	K D BUILDING, FIRST FLOOR,	8761828957
	0376	RUPAHI ALI, GARALI,	
		JORHAT - 785 001	
11	SILCHAR	16/17, PROGRESSIVE HEIGHTS	230126, 230120
	03842	HOSPITAL ROAD, SILCHAR	
		CACHAR, ASSAM - 788 005	
12	TINSUKIA	1ST FLOOR, RAJ TOWER, S R LOHIA ROAD	2336010
	0374	NEAR BLOOD BANK	9678317476
		TINSUKIA - 786 125	
	<b>BIHAR :</b>		
13	BHAGALPUR	BHARTI BHAWAN, 1ST FLOOR	2409406
	0641	PATAL BABU ROAD,	2300416
		BHAGALPUR-812 001	
14	MUZAFFARPUR	SBJ TOWER, GROUND FLOOR, NEAR KOTAK BANK ATM	2246222
	0621	JAWAHAR LAL ROAD,	2246422
		MUZAFFARPUR - 842 001	
15	PATNA	301-305 ASHIANA PLAZA,	2231167/2211752
	0612	BUDH MARG,	2201129
		PATNA - 800 001	
	<b>CHANDIGARH:</b>		
16	CHANDIGARH	SCO 154-155, SECOND FLOOR,	2702545
	0172	DEEPAK TOWER BUILDING,	2542807
		SECTOR 17-C, CHANDIGARH - 160 017	
	<b>CHATTISGARH:</b>		
17	BHILAI	SHOP NO. 86, FIRST FLOOR,	2292014
	0788	PUSHPA GULAB PLAZA COMMERCIAL COMPLEX, BESIDE SBI	2292015
		NEHRU NAGAR, EAST BHILAI	
		DIST. DURG, CHATTISGARH - 490 020	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

18	BILASPUR	SHOP NO. F-8, FIRST FLOOR,	412039
	07752	T M BUSINESS PARK, OPPOSITE KUNDAN PALACE	220322
		SHRIKANT VERMA MARG	
		BILASPUR, CHATTISGARH - 495 001	
19	RAIPUR	OFFICE NO.102, 1ST FLOOR, SKYPARK COMPLEX,	2534212
	0771	OPP. BANTHIA NURSING HOME, RAVI NAGAR,	4034155
		RAIPUR - 492 001	
	<b>GOA:</b>		
20	PANJIM	2ND FLOOR, TAMBA BUILDING	2421496 / 2421497
	0832	DR. ATMARAM BORKAR ROAD PANAJI	
		GOA : 403001	
	<b>GUJARAT:</b>		
21	AHMEDABAD	403, 4TH FLOOR,	26464747 / 26464760
	079	IFCI BHAVAN, NEAR LAL BUNGLOW,	26467032
		C G ROAD, AHMEDABAD - 380 006	
22	AHMEDABAD	OFFICE NO.6, 1ST FLOOR, RATNA COMPLEX,	25462718/25450677
	079	OPP. BANK OF BARODA, MANINAGAR CROSS ROAD,	25462716 / 25462717
		MANINAGAR, AHMEDABAD - 380 008	
23	AHMEDABAD	209, SECOND FLOOR, SHUKAN MALL,	27502790 / 27571390
	079	NEAR VISAT PETROL PUMP, MOTERA,	27701390
		SABARMATI, AHMEDABAD - 380 005	
24	AHMEDABAD	106,SUKHSAGAR COMPLEX,	27556730 / 31/32
	079	NEAR FORTUNE LANDMARK HOTEL, USMANPURA,	
		ASHRAM ROAD, AHMEDABAD - 380 013	
25	AHMEDABAD	FF-5, FIRST FLOOR, JYOTI PLAZA,	26762554/26762558
	079	SHYAMAL CROSS ROAD, SATELLITE,	26762552/26762553
		AHMEDABAD-380015	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

26	ANAND	204, AMBE GOLD, NEAR GOVERNMENT CIRCUIT HOUSE,	266610 / 266611
	02692	AMUL DAIRY ROAD, ANAND - 388 001	266640 / 266641
27	BHARUCH	119/A, FIRST FLOOR	268632/33
	02642	BLUECHIP COMPLEX, SEVASHRAM ROAD, ABOVE CANARA BANK,	
		BHARUCH - 392 001	
28	BHAVNAGAR	G/2, VASUNDHARA COMPLEX, FIRST FLOOR,	2471113/ 14
	0278	OPP. DAKSHINAMURTHY SCHOOL,	2471114 (Telefax)
		WAGHAWADI ROAD, BHAVNAGAR - 364 002	
29	GANDHINAGAR	SECOND FLOOR, PLOT NO. 447,	23248578/79/80/81 /82
	079	ABOVE DR. PRAKASH JOSHI'S HOSPITAL,	
		NEAR NARNARAYAN PETROL PUMP,	23248579 (Telefax)
		GH-5, SECTOR 16, GANDHINAGAR - 382 016	
30	GANDHIDHAM	SHOP NO:05, GROUND FLOOR,	226585 / 86
	02836	OM CORNER, BANKING AREA,	220700 (Telefax)
		GANDHIDHAM, KUTCH-370201	
31	JAMNAGAR	OFFICE NO 6,7 & 8, GROUND FLOOR,	2770125
	0288	MADHAV DARSHAN COMPLEX, OPP. CRICKET BUNGLOW,	2661756/1159/1169
		GURUDWARA ROAD, JAMNAGAR - 361 001	
32	JUNAGADH	34,35, GROUND FLOOR, PLATINUM COMPLEX,	2652748
	0285	JAYASHREE TALKIES ROAD, KALWA CHOWK,	2629748
		JUNAGADH - 362 001	2651027
33	MEHSANA	27,28,29 1st FLOOR, SHETH PUNJIRAM CHAMBERS	232622
	02762	AERODRAM CROSS ROAD, RADHANPUR ROAD	232623

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

		MEHSANA - 384 002	
34	NAVSARI	2288/102, FIRST FLOOR, NANU VISHNU DHAM,	249425
	02637	SWAMI VIVEKANAND ROAD,	249401/403
		KANSARWAD, NAVSARI - 396 445	
35	PORBANDAR	PURUSHARTH, GROUND FLOOR,	2215884 / 30
	0286	B/H. AROON PHOTO STUDIO, M. G. ROAD,	2215831
		PORBANDAR - 360 575	
36	RAJKOT	SHREE SADGURU COMPLEX,	2478004/2478006
	0281	1ST FLOOR, NEAR SWAMINARAYAN TEMPLE,	
		KALAWAD ROAD, RAJKOT - 360 007	
37	SURAT	H-207, MANTHON, NR. GUJARAT GAS CIRCLE,	2788995
	0261	ABOVE CENTRAL BANK OF INDIA,	2788996
		ADAJAN, SURAT- 395 009	
38	SURAT	201, SHREE SHYAM CHAMBERS,	2321281 / 2
	0261	OPP. SUB JAIL,	2321283 (Fax)
		RING ROAD, SURAT - 395 002	
39	SURAT	UG-7, UPPER GROUND FLOOR, ECO FUTURZ,	2260131/32
	0261	OPP. SAMARTH AQUISTIC, NEW CITYLIGHT ROAD,	2260133/34
		SURAT-395007	
40	VADODARA	305-308, PARADISE COMPLEX,	2363516 / 419
	0265	THIRD FLOOR,	
		SAYAJIGUNJ, VADODARA - 390 020	
41	VADODARA	FF-12, FIRST FLOOR, TRIDENT	2353073 / 74 / 75
	0265	RACECOURSE ROAD	
		VADODARA - 390 007	
42	VADODARA	FF-8,9,SHRUSHTI AVENUE,OPP AMRAPALI	2489831
	0265	NR JYOTI PARK,WATER TANK ROAD	2489832/33/34
		KARELIBAG, VADODARA-390018	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

43	VISNAGAR	SHOP NO. 5, FIRST FLOOR, JYOT COMPLEX	227610 / 20 / 30 / 40
	02765	M N COLLEGE ROAD,	
		VISNAGAR - 384 315	
44	MORBI	SHOP NO. 2, FIRST FLOOR	299413/14/15
	02822	YADUNANDAN COMPLEX, NEAR RNSB	
		RAVAPAR ROAD	
		MORBI -363641	
	<b>HARYANA :</b>		
45	AMBALA	5502, 1ST FLOOR, SURYA TOWER,	2645358 / 66 / 67
	0171	OPP. NIGAR CINEMA	
		NICHOLSON ROAD, AMBALA CANTT - 133 001	
46	GURUGRAM	SHOP NO. 251, CENTRAL ARCADE,	2387956 / 59
	0124	FIRST FLOOR, OPP. SAHARA MALL, DLF PHASE II,	4068690
		GURUGRAM - 122 002	
47	KARNAL	SCO : 16, FIRST FLOOR, OPPOSITE MAHILA	2253875/2262734
	0184	ASHRAM COMPLEX, BEHIND OLD BUS STAND,	2251706
		KARNAL - 132 001	
48	PANCHKULA	S.C.O-48, FIRST FLOOR, SECTOR-11,	4635063
	0172	PANCHKULA- 134 112	4639064
	<b>HIMACHAL PRADESH:</b>		
49	SHIMLA	201, P.C. CHAMBERS,	2803737 (Telefax)
	0177	RITZ CINEMA ROAD, NEAR MALL ROAD,	2804747
		SHIMLA - 171 001	
50	SOLAN	PLATINUM MALL, GROUND FLOOR,	225464
	01792	SOUTH ENCLAVE, SAPROON BYE PASS,	225465
		SOLAN - 173 211	
	<b>JAMMU &amp; KASHMIR :</b>		
51	JAMMU	83 A/D EXTN. NEAR POLICE LINES,	2455058. 2455053

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

	0191	GANDHI NAGAR, JAMMU - 180 004	2454473, 2439676 (Fax)
52	SRINAGAR	FIRST FLOOR, PRINCE RESIDENCY,	2466655
	0194	B B CANTT, BROADWAY SONWAR	2466650
		BATWARA, SRINAGAR -190004	2953920
	<b>JHARKHAND:</b>		
53	BOKARO	C1 – 22 C, CITY CENTER, SECTOR IV,	231960
	06542	BOKARO STEEL CITY - 827 004	231950
54	DHANBAD	101, SHANTI BHAWAN,	2300185/
	0326	BANK MORE, DHANBAD - 826 001	2300184 / 2308820
55	HAZARIBAGH	ABOVE CENTRAL BANK OF INDIA,	222674
	06546	MALVIYA MARG, BODOM BAZAR,	222847
		HAZARIBAGH - 825 301	
56	JAMSHEDPUR	SHANTI NIKETAN BUILDING, 2ND FLOOR,	2420437
	0657	1 S.B. SHOP AREA, BISTUPUR,	2420438
		MAIN ROAD, JAMSHEDPUR - 831 001	2422633
57	RANCHI	3RD FLOOR , ARJAN PLACE	2331632,2330938
	0651	5 MAIN ROAD, RANCHI - 834 001	2330013
	<b>KARNATAKA :</b>		
58	BAGALKOT	MELLIGIRI TOWERS	220100 / 03
	08354	SHOP NO. 37 & 38	
		BAGALKOT 587101	
59	BENGALURU	BANGALORE STOCK EXCHANGE LTD.,	2299 5246 / 49
	080	STOCK EXCHANGE TOWERS, 51, 1ST CROSS,	2299 5236
		J.C. ROAD, BENGALURU - 560 027	22995211
60	BENGALURU	AHAD CHAMBERS,No:406,GROUND FLOOR,	2552 9149
	080	7TH BLOCK, OPP RAHEJA ARACDE	2552 9150
		KORAMANGALA,BANGALORE-560095 ,	
61	BENGALURU	SHOP 7, FIRST FLOOR,	22453800
	080	44, 33rd CROSS, 4th T BLOCK,	22453900

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

		JAYANAGAR, BANGALORE- 560 011	
62	BENGALURU	NO-10, 1ST FLOOR, 3RD CROSS LANE,	23461225
	080	NEAR HALLIMANE HOTEL, MALLESHWARAM	23560525
		BENGALURU - 560 003	
63	BENGALURU	ANKAD BUILDING, 1ST FLOOR, NO.960,	28562334
	080	LIG 2ND PHASE, 16TH 'B' CROSS,	28562335
		YELAHANKA NEW TOWN,	
		BANGALORE- 560064	
64	BELGAUM	BASAVAKRUPA 1, CLUB ROAD,	2469817 / 2469818
	0831	OPP. CIVIL HOSPITAL, NEAR HANSRAJ SUPER MARKET,	2432102
		BELGAUM - 590 002	2432101 (Fax)
65	BALLARY	DOOR NO : 342 / 1 A/1,	257660
	08392	CHIRANJIVI NILAYA, SHUBHA MAHAL,	257664
		GANDHI NAGAR, BALLARY - 583 101	
66	DAVANAGERE	FIRST FLOOR, ABOVE MAHALAXMI BOOK DEPOT	236964 / 5
	08192	AKKAMAHADEVIROAD, NEAR AVK COLLEGE	234442
		P J EXTENSION, DAVANGERE - 577 002	
67	DHARWAD	GROUND FLOOR, SRI RANGA TOWER,	2435635 / 2435636
	0836	RAM NAGAR CROSS, NEAR NTTF,	
		P. B ROAD, DHARWAD - 580 001	
68	GULBARGA	G1 & G2, SHRUSHTI ARCADE,	279711
	08472	OPP. St. MARY's CHURCH, COURT ROAD,	279710 (Fax)
		Off S B TEMPLE ROAD GULBARGA - 585 102	
69	HASSAN	DOOR NO: 2324/2115 ,DYUTHI ARCADE,	232117 / 232118
	08172	OPP K.E.B OFFICE ,2ND MAIN,K.R.PURAM,HASSAN-573201,	
70	HUBBALI	FIRST FLOOR, VARSHA COMPLEX,	2212050 / 2253106
	0836	NEXT TO CORPORATION BANK, BEHIND BHAVANI ARCADE,	2253112
		OPP. BASAVA VANA, NEAR OLD BUS STAND, HUBBALI - 580 029	2253113

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

71	KARKALA	SHOP NO. 12, DOOR NO. 127/23,	234650 / 234651
	08258	FIRST FLOOR, SHARADA PALACE, MARKET ROAD,	
		KARKALA - 574 104	
72	KUNDAPUR	DOOR NO. 433/1/5, FIRST FLOOR,	234557 / 234558
	08254	NEAR MANJUNATH NURSING HOME, MASTI KATTE,	
		MAIN ROAD, KUNDAPUR - 576 201	
73	MANGALURU	SHOP NO 6 & 7, SECOND FLOOR, MANASA TOWER,	2494986
	0824	KODIALBAIL, M G ROAD, P V S CIRCLE	2495220 / 24
		MANGALURU - 575 003	
74	MYSURU	LAKSHMAN PLAZA,	2333860
	0821	442/ 3/ 4 , FIRST FLOOR,	2333926
		NEAR RAMASWAMY CIRCLE,	2330243
		CHAMARAJA DOUBLE ROAD, MYSURU - 570 024	
75	RAICHUR	11/2/59/A-1, SHREYANSH TOWER, FIRST FLOOR,	225049
	08532	ABOVE BANK OF MAHARASHTRA, M.G. ROAD,	225050
		RAICHUR - 584 101	
76	SHIMOGA	FIRST FLOOR, SANGAPPA COMPLEX,	227785 / 86
	08182	GARDEN AREA, 3RD CROSS,	
		NEAR STATE BANK OF INDIA	
		OPP GANESH TRADERS, SHIMOGA - 577 201	
77	UDUPI	LAXMI PRASAD BUILDING, Ist FLOOR	2535404 / 2535405
	0820	OPP MESCOM, MARUTI VEETHIKA ROAD	2520275
		UDUPI - 576 101	
	<b>KERALA:</b>		
78	CALICUT	METRO TOWERS, 19/2084 - B/20, FIRST FLOOR,	2300373
	0495	OPP JAYALAKSHMI SILKS, P.V. SWAMY ROAD,	2304473

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

		CHALAPPURAM P.O., CALICUT - 673 002	
79	KANNUR	SECOND FLOOR, K.V.R. TOWER,	2712323
	0497	SOUTH BAZAR,	2712333
		KANNUR - 670 002	
80	KOCHI	SAFEENA MANSION, GROUND FLOOR	2363022 to 25
	0484	RAVIPURAM JN, OPP. KANOOS THEATRE,	2363026
		M G ROAD, ERNAKULAM-682016	
81	KOLLAM	E-2-24/25, SECOND FLOOR, COMMERCIAL COMPLEX,	2768158
	0474	EAST BLOCK, BISHOP JEROME NAGAR,	2768159
		CHINNAKADA, KOLLAM - 691 001	
82	KOTTAYAM	MADAPPALLIL, ROOM NO. 572 F	2303670 / 2303671
	0481	FIRST FLOOR, SHASTRI ROAD	2304394
		KOTTAYAM - 686 001	
83	THIRUVANANTHAPURAM	T.C No. 16/1999(1), GROUND FLOOR	2543032
	0471	SUHA RESIDENCY, POONTHI ROAD	2543133
		KUMARAPURAM, MEDICAL COLLEGE PO	
		THIRUVANANTHAPURAM-695011	
84	THRISSUR	POOMA COMPLEX, THIRD FLOOR,	2445658
	0487	M.G. ROAD, THRISSUR - 680 001	2445657
	<b>MADHYA PRADESH:</b>		
85	BHOPAL	FIRST FLOOR, ALANKAR COMPLEX,	4221321
	0755	PLOT NO. 11, ZONE - II,	4220338
		M P NAGAR, BHOPAL - 462 011	
86	GWALIOR	Stock Holding Corporation of India Limited	4065111
	0751	Orion Tower, Ground Floor,	4077783
		Plot No. 11, City Centre,	
		Gwalior - 474011	
87	INDORE	220-221, D. M. TOWERS,	4900049
	0731	RACE COURSE ROAD,	4900050
		INDORE - 452 003	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

88	JABALPUR	7, ANKITA COMPLEX,	4014944
	0761	2ND FLOOR , OPP PRABHU VANDANA TALKIES,	4007444
		CIVIC CENTRE , JABALPUR - 482 002	
89	UJJAIN	OFFICE NO : 104, 1st FLOOR,	4014174
	0734	SIDDHIVINAYAK TRADE CENTRE,	2515961
		OPPOSITE SHAHEED PARK, FREEGANJ,	
		UJJAIN - 456 010	
	<b>MAHARASHTRA:</b>		
90	AHMEDNAGAR	HOUSE NO. 2440, FIRST FLOOR,	2471443
	0241	ABOVE INDUSIND BANK, TELIKHUNT,	
		AHMEDNAGAR- 414 001	
91	AMRAVATI	BLOCK NO. 82, GULSHAN TOWER,	2568986 / 2560470
	0721	MOFUSSIL PLOTS, NEAR PANCHSHEEL TALKIES,	
		JAISTAMBH CHOWK, AMRAVATI - 444 601	
92	AURANGABAD	RAGBHIR CHAMBERS, 1ST FLOOR,	2992585 / 2992586
	0240	ABOVE IDBI BANK, VIDYA NAGAR, JALNA ROAD,	
		AURANGABAD - 431 005	
93	CHANDRAPUR	2ND FLOOR, RAGHUVANSHI COMPLEX,	274202 / 276460
	07172	NEAR AZAD GARDEN, MAIN ROAD,	
		CHANDRAPUR - 442 402	
94	CHINCHAWAD	OFFICE NO - 40, GROUND FLOOR, TAPASWI PLAZA	66113168 / 70
	020	NEAR KHANDOBA CHOWK,	
		OLD MUMBAI - PUNE HIGHWAY, CHINCHWAD	
		PUNE 411019	
95	ICHALKARANJI	GOMTESH, SHOP No. 2	2421594 / 2421595
	0230	MALTI NIWAS, MURGUNDE BUILDING,	
		SHAHU CORNER ROAD,	
		ICHALKARANJI - 416 115	
96	JALGAON	3&4, OM CHAMBERS, ABOVE ATHARVA DENTAL CLINIC,	2222687/88/90/91

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

	0257	OPP. DISTRICT & SESSION COURT, GANESH COLONY ROAD JALGAON - 425 001	
97	KOLHAPUR	AYODHYA TOWERS, FOURTH FLOOR,	2663123 / 2663124
	0231	511 KH 'E' WARD, NEAR DABHOLKAR CORNER, STN ROAD,	2666180
		KOLHAPUR - 416 001	
98	NAGPUR	3 rd FLOOR, SARAF COURT,	6643460/61/62
	0712	OPP YASHWANT STADIUM, DHANTOLI NAGPUR-440 012	
99	NAGPUR	FIRST FLOOR, VISHNU COMPLEX,	2765406 / 405
	0712	OPP. RAHATE HOSPITAL,	
		C A ROAD, NAGPUR - 440 008	
100	NANDED	SHOP NO 6, 1ST FLOOR, KOTHARI COMPLEX	232962
	02462	SHIVAJI NAGAR, NANDED - 431 602	
101	NASHIK	F-8, FIRST FLOOR, SUYOJIT SANKUL,	2571535
	0253	ADJACENT TO RAJIV GANDHI BHAVAN, (NMC), SHARANPUR ROAD, NASHIK - 422 002	2311058
102	PIMPLE SAUDAGAR	SHOP NO.171, VISION 9 MALL, 1ST FLOOR,	27206494 / 6495
	020	NEAR KUNAL I CON, PIMPLE SAUDAGAR	
		PIMPRI-CHINCHAWAD- 411 027	
103	PUNE	UNIT NO.102, 1ST FLOOR, "KAMAYANI",	25521842 / 43
	020	V.M. JOSHI MARG, OFF J.M. ROAD,	25520418
		PUNE - 411 005	
104	PUNE	5/33, AGARKAR NAGAR, BOAT CLUB ROAD,	26050115 / 116
	020	NEAR ALANKAR THEATRE,	
		PUNE - 411 001	
105	SANGLI	GOMTESH PADMAVATI,	2623251 / 52 / 53
	0233	111/112 MAHAVEER NAGAR,	
		SANGLI - 416 416	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

106	YAWATMAL	SHOP NO.18,19,20,21, FIRST FLOOR,	244884 / 250276
	07232	SUPER BAZAR, SBI SQUARE,	
		YAWATMAL - 445 001	
107	MUMBAI	SHOP No.4 , PARISIAN APARTMENTS,	26230910
	(Andheri)	V.P ROAD , NEXT TO ZOROASTRIAN CO-OP BANK,	26230912
	022	OFF S.V.ROAD, ANDHERI (WEST),	26230909(Fax)
		MUMBAI - 400 058	
108	MUMBAI	SHOP NO.3, TULSI BAUG CHSL, MAYFAIR 14,	28332104 / 28332085
	(Borivali)	BEHIND PRABHODHANKAR THACKERAY NAATYA MANDIR	28334067 (Fax)
	022	RAMDAS SURTALE MARG, OFF. CHANDAVARKAR ROAD,	
		BORIVALI (W), MUMBAI - 400 092	
109	MUMBAI	1ST FLOOR, RAMESH NIWAS, PLOT NO-60/A	25288358 / 25290439
	(Chembur)	ROAD NO-20, NEAR SBI, OPP CORAL CLASSIC	25290542
	022	CHEMBUR EAST, MUMBAI - 400 071	
110	MUMBAI	G-2, GROUND FLOOR, TRISANDHYA,	24151706
	(Dadar)	B WING, DADASAHEB PHALAKE ROAD, DADAR EAST	24151707
	022	MUMBAI 400 014	
111	MUMBAI	SWANAND BUILDING, FIRST FLOOR, ABOVE BANK OF BARODA ATM,	2446986
	(Dombivali)	RAJAJI PATH ROAD, RAMNAGAR,	2446868
	0251	DOMBIVLI (EAST) - 421201	2446878
112	MUMBAI	12/14, UTI BUILDING,	22622677
	(Fort)	BANK STREET, CROSS LANE,	61772200
	022	NEAR OLD CUSTOM HOUSE, FORT,	61772202
		MUMBAI - 400 023	
113	MUMBAI	VISHWA CHS, GR. FLOOR,	21020790 / 21021795
	(Ghatkopar)	JUNCTION OF RB MEHTA ROAD & HINGWALA LANE,	21021800
	022	GHATKOPAR (EAST),	21023822 (Telefax)

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

		MUMBAI - 400 077	
114	MUMBAI (Goregaon)	G-2, UNIQUE TOWERS, GR. FLOOR, OPP. KAMATH CLUB, S V ROAD,	28787336 / 41 28787338
	022	GOREGAON (WEST), MUMBAI - 400 062	
115	MUMBAI (Kalyan)	SHOP NO 1, GROUND FLOOR, GAYATRI SANKUL,OAK BAUG,	2315422/24
	0251	NEAR KALYAN RAILWAY STATION,	
		KALYAN WEST, THANE - 421 301	
116	MUMBAI (Kharghar)	SHOP NO 3, GROUND FLOOR,SHREE AMBICA HERITAGE PLOT NO 1,SECTOR 1, NEAR KHARGHAR STATION	27741333/27741334 27741335/27741336
	022	KHARGHAR NAVI MUMBAI 410210	
117	MUMBAI (Mahalaxmi)	ORBIT HEIGHTS, C WING SHOP NO. 5, GROUND FLOOR	23538221 47491997
	022	JAVJI DADAJI MARG TARDEO ROAD	
		MUMBAI - 400 007	
118	MUMBAI (Mahape)	SHCIL HOUSE, PLOT NO. P-51, T.T.C. INDUSTRIAL AREA, MIDC, MAHAPE,	61778100 /01/ 02/ 03/ 04/ 05/ 06/ 07/ 08/ 09
	022	NAVI MUMBAI- 400 710	
119	MUMBAI (Mulund)	SHOP NO.11, GROUND FLOOR, MANISHA PRIDE, JUNCTION OF J. N. ROAD AND R.H.B. ROAD,	25907618/25907617 25620703/25676339
	022	MULUND WEST MUMBAI - 400 080	
120	MUMBAI (Nariman Point)	RAHEJA CHAMBERS, OFFICE NUMBER 15, GROUND FLOOR, FREE PRESS JOURNAL MARG,	61774202/61774203 61774204
	022	NARIMAN POINT, MUMBAI - 400 021	
121	MUMBAI (Parel)	301, CENTRE POINT, DR. BABASAHEB AMBEDKAR ROAD,	61779400 /01 / 02/ 03/ 04/05/06/07/08/09
	022	PAREL, MUMBAI - 400 012	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

122	MUMBAI (Parel Branch)	SHOP NO. 4, GROUND FLOOR, TIRUPATI CHS, BESIDE UNION BANK OF INDIA AND PUNJAB NATIONAL BANK	24115313 24707289
	022	DR. S. S. RAO ROAD, LALBAUGH, PAREL-400012	
123	MUMBAI (Thane)	Shop No. 8 & 9, Ground Floor, Pride Enclave, Apollo Society, Vishnu Nagar,	45167011 / 45167017 / 45166930 / 45166993.
	022	NAUPADA, THANE WEST – 400 602	
124	MUMBAI (Vasai)	SHOP NO-113, FIRST FLOOR, NORTH LANE BUSINESS CENTRE,	2333417 2303418
	0250	NEXT TO RAILWAY STATION, VARTAK COLLEGE ROAD,	2303419
		VASAI WEST - 401202	
125	MUMBAI (Vashi)	BLOCK NO.2, GROUND FLOOR, TYPE C-1, BUILDING NO.12, SECTOR – 2, NEAR ABHYUDAYA BANK, OPP. SHANTI CENTRE,	27821105/6/7//8
	022	VASHI, NAVI MUMBAI - 400 703	
126	MUMBAI (Vikhroli)	25 HAZARI BAUG, GROUND FLOOR, STATION ROAD,	61774205 / 61774206 61774207
	022	VIKHROLI WEST, MUMBAI - 400 083	
127	MUMBAI (Vileparle)	104, SHYAM KAMAL, A - WING, 1ST FLOOR, OPP. VILE PARLE STATION, VILE PARLE (EAST),	61774209 / 61774210 61774211
	022	MUMBAI - 400 057	
	<b>NEW DELHI:</b>		
128	NEW DELHI 011	IFCI TOWER, 5TH FLOOR, A WING, 61, NEHRU PLACE	26425335 / 37 46527123, 46529123
		NEW DELHI - 110 019	
129	NEW DELHI 011	8A, MILAP BUILDING, GROUND FLOOR, BAHADUR SHAH ZAFAR MARG, ITO	23359517 / 18 / 19 43546864 / 43546863
		NEW DELHI - 110 002	23351550

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

130	NEW DELHI	103, FIRST FLOOR, SUNEJA TOWER - I,	25507316 / 25507326
	011	JANAK PURI DISTRICT CENTRE,	25507314
		JANAK PURI, NEW DELHI - 110 058	
131	NEW DELHI	GROUND FLOOR, SHOP GF- 13,	26193384 / 26193418
	011	BUILDING NO.3, ANSAL CHAMBERS - I,	26193385
		BHIKAJI CAMA PLACE,	47094140
		NEW DELHI - 110 066	
132	NEW DELHI	504, 5 TH FLOOR, ITL TOWERS, Block -C,	27357134 / 41060280
	011	NETAJI SUBHASH PLACE, OPP. WAZIRPUR DEPOT,	
		PITAMPURA, DELHI - 110 034	
133	NEW DELHI	68/2, SECOND FLOOR,	23324909 / 23324901
	011	ABOVE MEHRA SONS JEWELLERS,	
		JANPATH, NEW DELHI - 110 001	
134	NEW DELHI	401, FOURTH FLOOR, ASHISH CORPORATE TOWER,	41094774
	011	KARKARDOOMA COMMUNITY CENTRE, KARKARDOOMA,	46150672
		NEW DELHI - 110 092	
	<b>ODISHA :</b>		
135	BHUBANESWAR	NO.101, 1ST FLOOR, TKR BUSINESS CENTER,	2431107, 2431713
	0674	PLOT NO 2132/4711, ABOVE ICICI BANK LIMITED,	
		VIVEKANAND MARG, P O OLD TOWN,	
		BHUBANESWAR -751 002	
136	CUTTACK	1ST FLOOR, LEFT WING, SUMITRA PLAZA	2321837/ 2328720 /21
	0671	CUTTACK, ODISHA - 753012	
137	ROURKELA	PLOT NO. 307/2050,	2500051/ 56/ 59
	0661	BEHIND PANI MARKET COMPLEX,	
		UDIT NAGAR, ROURKELA - 769 012	

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

138	ANGUL	GROUND FLOOR, OM TOWER	350646
	06764	SHANKAR CINEMA ROAD, ANGUL	
		ODISHA - 759122	
	<b>PUNJAB:</b>		
139	AMRITSAR	SCO-4, 1st FLOOR, DEEP COMPLEX,	2402227
	0183	COURT ROAD, AMRITSAR - 143 001	2210103 (Telefax)
140	BHATINDA	MC 4373, FIRST FLOOR,	2253846
	0164	OPP INDIAN OVERSEAS BANK,	2235846
		KIKAR BAZAR, BHATINDA - 151 005	
141	JALANDHAR	1ST FLOOR, S.C.O 33,	2453076
	0181	MULTANI TOWERS, PUDA COMPLEX,	2243974 (Telefax)
		OPP. TEHSIL COMPLEX, JALANDHAR - 144 001	
142	LUDHIANA	501, 5TH FLOOR,	5018016/ 5022016
	0161	S.C.O 18, OPP. LUDHIANA STOCK EXCHANGE,	2422157
		FEROZE GANDHI MARKET,	
		LUDHIANA - 141 001	
143	MOGA	NIFD CAMPUS,	223896
	01636	531/9, NEW TOWN, OPP. D M COLLEGE,	233296 (Telefax)
		MOGA - 142 001	
144	MOHALI	SCF-33, 1ST FLOOR, PHASE 5,	4655065
	0172	MOHALI - 160 059	2272123 (Telefax)
145	PATHANKOT	MANAV COMPLEX, SCO:S-7/39-40,	2250802
	0186	UPPER GROUND FLOOR, PATEL CHOWK,	2250803
		PATHANKOT, PUNJAB-145001	
146	PATIALA	NO. 6 & 7, LEELA BHAVAN MARKET,	2201890
	0175	PATIALA - 147 001	2304678 (Telefax)
147	PHAGWARA	14-A, OHRI TOWER,	262981
	01824	1ST FLOOR ABOVE IDBI/ICICI BANK, G.T ROAD	262725
		PHAGWARA -144401	
	<b>RAJASTHAN:</b>		

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

148	AJMER	GROUND FLOOR, MUDGAL HEIGHTS,	2431290
	0145	OPP. SWASTIK HP PETROL PUMP, RAJENDRAPURA	2630648
		AGRA GATE, JAIPUR ROAD, AJMER – 305 001	2632086
149	ALWAR	SIDDHIVINAYAK CORPORATE,	2348459
	0144	1st FLOOR, PLOT NO. 6	2348614
		LAJPAT NAGAR, SCHEME NO. 2	2348615
		ALWAR - 301 001	
150	BIKANER	CHUGH MANSION,	2540131 / 2549506
	0151	FIRST FLOOR, OPP. DRM OFFICE,	2546330
		NEAR RAILWAY STADIUM,	
		BIKANER - 334 001	
151	JAIPUR	UNIT NO. 1-C, FIRST FLOOR	4919602-604
	0141	NAWAL TOWER, J.L.N. MARG, OPP. CLARKS AMER,	
		MALVIYA NAGAR, JAIPUR - 302 017	
152	JAIPUR	SANGAM TOWER,	4551404 / 05 / 06
	0141	SECOND FLOOR, OFFICE NO. 213,	
		CHURCH ROAD, JAIPUR - 302 001	
153	JODHPUR	FIRST FLOOR, 54, GULAB BHAWAN,	2636609
	0291	CHOPASNI ROAD,	2636710
		NEAR KANKARIYA BUILDING,	
		JODHPUR - 342 003	
154	KOTA	344, MEWARA PLAZA, FIRST FLOOR,	2360863
	0744	SHOPPING CENTRE, RAWAT BHATA- GUMAN PURA ROAD,	2361356
		KOTA - 324 007	
155	SRIGANGANAGAR	53-B 3RD FLOOR OPP BAKSHI COMPUTER CENTRE	2482202
	0154	NEAR RAVINDRA PATH MAIN ROAD	2483202
		SRIGANGANAGAR-335 001	
156	UDAIPUR	11-12, GROUND FLOOR, ANAND PLAZA,	2429530
	0294	NEAR AYAD BRIDGE,	2429575 / 2429509
		UNIVERSITY ROAD, UDAIPUR – 313 001	2492575

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

<b>TAMILNADU:</b>			
157	CHENNAI	JUSTICE BASHEER AHMED SAYEED BLDG.,	40100200
	044	3RD FLOOR, 45, MOORE STREET,	25340725 / 25340766
		SECOND LINE BEACH,	
		CHENNAI - 600 001	
158	CHENNAI	202, II FLOOR, CHALLA MALL, COMPLEX,	2432 8380
	044	11/11/A, SIR THEAGARAYA ROAD, T. NAGAR,	42051774
		CHENNAI - 600 017	
159	CHENNAI	51/25, 1ST FLOOR, GANDHI NAGAR	24420602
	044	FIRST MAIN ROAD	45504085
		ADYAR, CHENNAI - 600 020	
160	CHENNAI	W 101, 1ST FLOOR,	42051772
	044	II AVENUE , ANNA NAGAR,	26282835
		CHENNAI - 600 040	26280154
161	CHENNAI	SHOP NO.1 B GROUND FLOOR,	24986972
	044	NO. 4/180, TNHB COMPLEX,	43536409
		LUZ CORNER, MYLAPORE ,CHENNAI- 600 004	
162	CHENNAI	SHOP NO 8 & 9, FIRST FLOOR,	22260569
	044	NO 68/22A, KAKKAN STREET,	42034948
		TAMBARAM WEST, CHENNAI – 600 045	
163	CHENNAI	ARUT JOTHI TOWERS, 1ST FLOOR,	22520191
	044	NO. 2&9, SHAKTHI NAGAR, MOUNT POONAMALLEE HIGH ROAD, PORUR,	42014260
		CHENNAI - 600 116	
164	CHENNAI	3 A, FIRST FLOOR, THARAMANI 100 FEET ROAD,	22431016
	044	TANSI NAGAR, VELACHERY,	22431017
		CHENNAI- 600042	
165	CHENNAI	NAVIN ISWARYA, GROUND FLOOR,	24731385
	044	NEW NO.84, OLD NO. 48,	24731386
		BRINDAVAN STREET, WEST MAMBALAM,	43066959

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

		CHENNAI-600033	
166	COIMBATORE	U -101 1ST FLOOR,	2241606 / 2241609
	0422	RAHEJA CENTRE, 1073/74,	2241654
		AVINASHI ROAD,	
		COIMBATORE - 641 018	
167	ERODE	159 A , FIRST FLOOR , ABOVE ADAYAR ANANDA BHAVAN	2213823
	0424	PARIMALAM COMPLEX, METTUR ROAD ,	2214026
		ERODE - 638 011	
168	KARAIKUDI	No.45, 3RD FLOOR, SPK CORPORATE CENTRE	232180
	04565	SHANMUGHARAJA ROAD,	232190
		KARAIKUDI – 630 001	
169	KARUR	128/A, VANITHA TOWERS,	240528
	04324	1ST FLOOR, KOVAI ROAD,	240438
		KARUR - 639 002	240628
170	MADURAI	C-1, 3RD FLOOR,	2350178
	0452	A.R. PLAZA,	2342184
		16-17, NORTH VELI STREET,	2342174
		MADURAI - 625 001	2342178
171	PUDUCHERRY	201 MISSION STREET, 1ST FLOOR,	2331751
	0413	PUDUCHERRY - 605 001	2331755
			2331752
172	SALEM	SHOP NO 5/1, 1ST FLOOR, SRI LAKSHMI COMPLEX,	2418648 / 49 / 50 /58
	0427	No.76, CHERRY ROAD, OPP TO GOVERNMENT	
		ARTS COLLEGE, SALEM – 636 007	
173	TRICHY	RAMANATHAN ARCADE,	2740928
	0431	FIRST FLOOR, NO.16, K C ROAD,	2741927
		THENNUR	2741930
		TRICHY - 620 017	
174	TUTICORIN	ANBUNATHAN MEDICAL COMPLEX, 1st FLOOR,	2327638
	0461	285/8 D, WGC ROAD,	2301497
		TUTICORIN - 628 002	2327639

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

	<b>TELANGANA :</b>		
175	HYDERABAD	G-6 TO G-10, GROUND FLOOR,	69042000/01/02/03 /04
	040	SWARNA JAYANTHI COMMERCIAL COMPLEX,	
		NEAR HUDA MAITRIVANAM,AMEERPET,	
		HYDERABAD - 500 038	
176	HYDERABAD	#16 11 762/1 to 15	29551203
	040	1st FLOOR, LEGEND RINDA CAPITAL, MOOSRAMBAGH	29551197
		DILSUKHNAGAR, HYDERABAD - 500 060	
177	HYDERABAD	3-6-269, G-6 & 7, MYM MONEY CENTRE,	23261526
	040	OPP. TELUGU ACADEMY, HIMAYAT NAGAR,	23261527
		HYDERABAD - 500 029	23261138
178	KUKATPALLY	SHOP NO. 3-3-6, SHOP NO. 5	23063560
	040	SIDDHARTHA TOWERS, OPP PILLAR NO. 789	23163560
		BAGH AMEER, SUMITHRA NAGAR	
		KUKATAPALLY, HYDERABAD - 500 072	
179	NIZAMABAD	BLOCK-E, FIRST FLOOR, KAVITA COMPLEX,	232233
	08462	GODOWN ROAD, NIZAMABAD - 503 001	232255
180	SECUNDERABAD	No.9-1-199/2/55/B	27803394 / 95 / 96
	040	SONA ACCORD, GROUND FLOOR,	27809994 / 95
		ST.MARY'S ROAD, SECUNDERABAD - 500 003	
181	WARANGAL	SHOP No.16, FIRST FLOOR,	2553318
	0870	H.No. 5-9-36/37, MAYURI BVSS COMPLEX,	
		OPP. PUBLIC GARDEN, LASHKAR BAZAR,	
		HANAMKONDA MAIN ROAD, WARANGAL - 506 001	
	<b>TRIPURA :</b>		

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

182	AGARTALA	1ST FLOOR, 88, MOTOR STAND ROAD, OPP.PETROL PUMP,	2300089
	0381	AGARTALA, TRIPURA WEST – 799 001	
<b>UTTAR PRADESH:</b>			
183	AGRA	6, AWAGARH HOUSE,	2524126/2524127/
	0562	M.G ROAD. CIVIL LINES	2520325 / 2520013
		AGRA-282 002	
184	BAREILLY	167- A , FIRST FLOOR, OPPOSITE HOTEL D GRAND	2510168
	0581	CIVIL LINES, STATION ROAD	2510169
		BAREILLY – 243001	
185	JHANSI	HOUSE NO. 968 (OLD NO.372), FIRST FLOOR,	2330233
	0510	SHANTI COMPLEX GWALIOR ROAD CIVIL LINES,	2333233
		JHANSI - 284 001	2331233
186	PRAYAGRAJ (ALLAHABAD)	G-4, L.D.A. CENTRE, GROUND FLOOR,	2560178 / 2560023
	0532	2 SARDAR PATEL MARG,	2560088
		CIVIL LINES, PRAYAGRAJ - 211 001	
187	GHAZIABAD	118/3	2796097
	0120	MODEL TOWN EAST	2796098
		G.T ROAD	2796099
		GHAZIABAD 201 001	4340886
188	GORAKHPUR	OFFICE NO. 16,17,18, III FLOOR,	2341809
	0551	THE MALL' CROSS ROAD, BANK ROAD ,	
		GORAKHPUR - 273 001	
189	GREATER NOIDA	303, THIRD FLOOR,	2396117
	120	KAISON'S SQUARE TOWER,	2396118
		ALPHA 1, COMMERCIAL BELT,	
		GREATER NOIDA - 201308	
190	KANPUR	GROUND FLOOR, KRISHNA TOWERS,	2338296/22306138
	0512	15 / 63 , CIVIL LINES,	2306084
		KANPUR - 208 001	8189000136/ 8189000137

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

191	LUCKNOW	36/15, FIRST FLOOR, 0522 OPP ROHIT BHAWAN, 6 SAPRU MARG, LUCKNOW - 226 001	4011810 / 4044571 7510001989
192	MEERUT	T-306, THIRD FLOOR, GANGA PLAZA, 0121 BEGUM BRIDGE ROAD, MEERUT - 250 002	2656274 / 2649919 2449918/ 2656036
193	MUGHALSARAI	SHOP NO 1, 1ST FLOOR, B.N.COMPLEX, 05412 BESIDE CORPORATION BANK, CIRCUS MOD, G.T.ROAD, MUGHALSARAI CHANDAULI- 232101	257542
194	NOIDA	208, SECOND FLOOR, 0120 P-5, OCEAN PLAZA, SECTOR 18 NOIDA (U.P) - 201301	4217077 / 78 /33 4102444
195	VARANASI	KUBER COMPLEX, FOURTH FLOOR, 0542 D - 58/2, RATH YATRA, VARANASI - 221 010	2226818 / 2226897 2226098
196	VARANASI	S 2/639-18, HASHMI COMPLEX, CLUB ROAD, 0542 KACHAHARI, VARANASI - 221 002	2280302
197	MATHURA	TERA TOWER, 1st FLOOR 0565 BHUTESHWAR ROAD, MATHURA, U.P - 281004	2974920/21
198	MORADABAD	DAS BUILDING, GROUND FLOOR, 0591 RAJ MAHAL ROAD, CIVIL LINES MORADABAD, U.P - 244001	2414700/ 2414701
199	ALIGARH	32-A F Ist FLOOR, MANGALAM COMPLEX 0571 SAMAD ROAD, ALIGARH U.P - 202001	2979400/2979500 2979600
200	SAHARANPUR	F10, THRILL MARKET 0132 FIRST FLOOR, COURT ROAD SAHARANPUR, U.P - 247001	2711455/2711466
	<b>UTTARAKHAND :</b>		

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

201	DEHRADUN	FIRST FLOOR 59/3	2710248/ 2652558
	0135	RAJPUR ROAD, ABOVE IDBI BANK	2710215
		DEHRADUN- 248 001	2740122/ 2740123
202	HARIDWAR	FIRST FLOOR,KUMAR COMPLEX	265941 / 266504
	01334	CHANDRA ACAHARYA CHOWK, RANIPUR MORE,	
		HARIDWAR - 249 407	
203	HALDWANI	U-38 , DURGA CITY CENTER,	282392 / 282393
	05946	BHOTIA PARAO, NAINITAL ROAD,	
		HALDWANI - 263 139	
	<b>WEST BENGAL :</b>		
204	KOLKATA	8, INDIA EXCHANGE PLACE, NIC BUILDING	40250716/ 21/ 22
	033	4th FLOOR KOLKATA -700001	
205	SALT LAKE	MODULE NO. 107, WEBEL TOWER-1 ,	23671600
	033	FIRST FLOOR, BLOCK-BN, PLOT NO. 04,	23671606
		SECTOR -V, SALT LAKE, KOLKATA 700091 .	
206	KALYANI	B -9/21 (CA) NEEMTALA, GROUND FLOOR, CENTRAL PARK (NEAR OLD POLICE STATION)	25823074/ 75/ 76
	033	KALYANI, NADIA DISTRICT	25824448
		WEST BENGAL 741235	
207	HALDIA	AKASH GANGA COMMERCIAL COMPLEX,	272067 / 272166
	03224	UNIT NO. 3/17, THIRD FLOOR, DURGACHAK,	
		HALDIA, DIST - EAST MIDNAPORE -721 602	
208	RASHBEHARI	PURABI APARTMENT, GROUND FLOOR- GA,	46034980 / 81
	033	( NEXT TO FRANK ROSS),28, RASHBEHARI AVANUE,	
		KOLKATA – 700026.	
	<b>CUSTODY BRANCH</b>		

**Request for Proposal (RFP) for AMC of Networking Devices on PAN India basis (Non-back-to-back)**

209	GIFT IFSC GANDHINAGAR	GIFT- IFSC INTERNATIONAL CUSTODIAN UNIT	65212501/02/03/04 /05
079		OFFICE NO. - 308/A, 3RD LEVEL,	
		HIRANANDANI SIGNATURE TOWER	
		GIFT-IFSC, GIFT CITY, DIST. GANDHINAGAR	
		GUJARAT - 382355	

**Note:**

In case there is change of address, addition of new branches, it will be notified to the vendor as when required.

The bidder should have proper presence in terms of providing services at the locations indicated in the enclosed list and should be able to undertake the services for new locations, if required in future.