

Response to Pre-Bid Queries for RFP																
RFP Ref. No.		CPCM-25/2026-27 Date: 13-Jul-2026 GEM Bid No. - GEM/2026/B/7779971														
RFP Name		REQUEST FOR PROPOSAL – ANNUAL MAINTENANCE CONTRACT (AMC) OF SAN SWITCHES WITH BACK TO BACK SUPPORT AT STOCKHOLDING														
Sr. No.	Page No.	RFP Clause	Clause Description		Query	StockHolding Remarks										
1	9	REQUIREMENT	1. Bill of Material		This is to inform you below yellow marked machines are missing in Renewal RFP list, Pls confirm if below models needs to be discontinued we will update IBM accordingly & share AMC quote for requested machines only. <table border="1"> <tr> <td>9711</td><td>S48</td><td>13LM0Z6</td><td>26-08-25</td><td>25-08-26</td></tr> <tr> <td>9711</td><td>S48</td><td>13LM0ZH</td><td>26-08-25</td><td>25-08-26</td></tr> </table>	9711	S48	13LM0Z6	26-08-25	25-08-26	9711	S48	13LM0ZH	26-08-25	25-08-26	Clarification: Please renew the AMC for the said SAN switches as per BOM mentioned in the RFP
9711	S48	13LM0Z6	26-08-25	25-08-26												
9711	S48	13LM0ZH	26-08-25	25-08-26												
2	9	REQUIREMENT 2. Scope of Work	2) Support will cover following Service Level Agreement: a) 24x7x365 on-site comprehensive warranty and support b) Maximum 6 hours response time from the time of problem reporting by Stockholding. c) 99% average uptime calculated on an annual basis.		OEM/Partner will not provide stand-by equipment of similar configuration or higher in case replacement is delayed with respect to defined SLA.	Clause Change: 2) Support will cover following Service Level Agreement: a) 24x7x365 on-site comprehensive warranty and support b) Maximum 6 hours resolution time from the time of problem reporting by Stockholding. c) 99% average uptime calculated on an annual basis.										
3	10	REQUIREMENT 2. Scope of Work	5. f) All SAN devices having back to back support with IBM should reflect with Stockholding' own contract ids and not with the IBM authorized partner contract ids.		All SAN devices having back to back support with IBM will reflect on IBM Warranty Portal	Clarification: Please note that Firmware above 9.2 are only supported by CISCO Smart License Portal. It is fundamentally needed that these devices are registered under this Portal to get latest firmware support. SI should ensure this is mapped to the Stockholding associated Cisco CCO ID. No change to the existing clause.										
4	11	REQUIREMENT Point No.6 SLA Terms	5) SLA for Severity Incidents		Point No.5 SLA for Severity is not Accepted by OEM/Partner	Clarification: No Change.										
5	12	REQUIREMENT Point No.7 Penalty Structure	3) Penalty for Severity Incidents		Penalty for serverity Incident Not Accepted.	Clarification: No Change.										
6	12	Payment Terms	Sr. No.	Milestone	Activities	Only AMC quote will be provided by IBM not for license. Clause Change: Back to Back AMC Support Cost from OEM										
			1	License Cost + Support Cost from OEM	100% Payment on submission of Invoice											
7	10	REQUIREMENT Point No.6 SLA Terms			3) As per IBM Platform SLA uptime will be 97% Annual Uptime.	Clarification: No Change.										