

Response to Pre-Bid Queries for RFP					
RFP Ref. No.	CPCM-26/2025-26 Date: 06-Feb-2026 GEM Bid No. GEM/2026/B/7202583				
RFP Name	Request for Proposal (RFP) for Annual Maintenance Contract (AMC) of Networking Devices on PAN India Basis (Non-Back-to-Back)				
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	9	Scope of Work Point . a	Vendor will stock necessary spares (Preferably at StockHolding site) to meet the desired SLA's	We request to confirm if the spare need to be placed at each site?	<p>The Vendor shall maintain sufficient regional spares inventory and support presence, to meet the defined SLA timelines. On-site stocking at every StockHolding office is not required.</p> <p>Note: Failure to meet SLA commitments due to non-availability of spares shall not be accepted as a valid justification.</p>
2	9	Scope of Work Point . 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	We request Stockholding to clarify: How bidder will do the necessary health checks at all location?	Device monitoring shall be carried out by StockHolding NOC. The Vendor's responsibility shall commence upon ticket logging and shall include rectification/replacement of hardware components under AMC within defined SLA timelines
3	9	Scope of Work Point . 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.	We request Stockholding to share the complete list of deives with serial number before submission	The Inventory list will be shared with the successful bidder

4	14	Sub-Contracting	The selected service provider/ vender shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project	We request Stockholding to allow subcontracting for field engineers support	No Change
5	10	Service Level Agreement – 1) Network Equipment Uptime 4. Equipment Uptime	The RFP states that the vendor must ensure 96% uptime per branch per device, calculated monthly	Is the 96% uptime requirement to be applied strictly for each individual location/branch (per device), or is it to be evaluated as an aggregate uptime across all sites covered under the contract?	The Network Equipment uptime - 96% calculated monthly for Individual location / branch (per device)