

Requirement : REQUEST FOR PROPOSAL – ANNUAL MAINTENANCE CONTRACT OF NETWORKING DEVICES ON PAN INDIA BASIS

Sr. No	Section & Clause Ref. No./Annexure No	Page Number	RFP text	Query	Response to query
1	General Queries	NA	NA	As per the details mentioned in RFP out of 247 devices 235 are EOSL. Hence B2B AMC cannot be provided. The same can be validated, if serial numbers are available, thus please share the excel sheet with serial number and Location with Pincode for the validation.	As per RFP 265 routers and 282 number of switches are EOSL. Hence B2B AMC is not required for these switches and routers. Stockholding will share the pdf for location validation.
2	General Queries	NA	NA	Please provide the clarity that Bidder must have presence across PAN India (include presence in East location & support in North East) and no support has been provided by third part support integrator. As locuz Enterprise is CISCO gold partner but we have our offices in Metro, and we provide support through our partner network in locations our presence is not there.	Please refer Ammexure-2, page 19, Serial Number 6: The service provider shall not assign or subcontract the assignment or any part thereof to any other person/firm.
3	Scope Of Work: Network Equipment Uptime	13	Resolution Time (including replacement): 4 Hours	Resolution Time (including replacement) 4 hours is very stringent. Please provide relaxation on the same to same business day resolution	No Changes.
4	General Queries	NA	NA	Asset location details not provided. Please share the asset wise location details	Asset wise location details has been provided in pdf format.
5	Eligibility Criteria	8	The bidders should have in minimum 3 enterprise/corporate customers in India where bidder have an experience of managing 1,000 network equipment's in each year for the past 3 Years	Please consider networking device quantity 500 as this required services is for approx 500 devices only	The bidder should have in minimum 3 enterprise/corporate customers in India where bidder have an experience of managing 1,000 network equipment's in each year for the past 3 Years.
	Technical Bid Evaluation	10	The bidder should have in minimum 3 enterprise/corporate customers in India where bidder have an experience of managing 2,000 network equipment's in each year for the past 3 Years	NA	Modified As: The bidder should have in minimum 3 enterprise/corporate customers in India where bidder have an experience of managing 1,000 network equipment's in each year for the past 3 Years
6	Penalty Clause	15	Penalty-Rs.5,000/- per day till 3 days. Beyond 3 days, penalty of Rs.10,000/- per day per instance of breach	Please amend Penalty Rs. 1000/ per devices per instance breach	No Changes.
7	Annexure 8	32	Back aligned with Cisco SNTC 24x7x4	All the products are End of support hence any clause related to OEM support & OEM SLA need to be removed	As network devices are end of support, hence any clause related to OEM support like IOS upgradation is not applicable for these EOS devices.
8	Addition of new Annexure	NA	Additional of new Annexure	NA	Network equipment details with location

Note: All other clauses/Terms & conditions except above shall remain same as per RFP (RFP Reference Number: IT-05/2022-23)