

| Pre-Bid Queries for RFP |          |                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                         |
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| RFP Ref. No.            |          | CPCM-33/2026-27 (GEM Reference No. - GEM/2026/B/7855365)       |                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                         |
| RFP Name                |          | RFP for Renewal of Forcepoint Websense Security Suite Licenses |                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                         |
| Sr. No.                 | Page No. | RFP Clause                                                     | Clause Description                                                                                                                                                                                                                                                                                                                                                                                              | Query                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | StockHolding Remarks                                                                                                                                                                                                                                                                                                                    |
| 1                       | 14 & 15  | 5. Scope of Work                                               | <p>5.4 Bidder shall attend reported issues / queries (per year) during service period. The support window for such incidents would be 8x6 (10:00 to 18:00 IST) basis. For Support Call of Severity 1 (S1/P1) 24 x 7 support window should be available.</p> <p>5.17 : 24*7 Support Bidder availability onsite / remote for Critical / High / Medium / Low Severity incidents or requests whenever required.</p> | Both of these statements conflicts; we assume that 24x7 support is expected for Severity 1 (S1/P1) and remaining severities during business hours. Need confirmation.                                                                                                                                                                                                                                                                                                                            | <p><b>Clarification:</b><br/>Yes. 24x7 support is expected for Severity 1 (S1/P1) and remaining severities during business hours.<br/>For non-Severity 1 (S1/P1) support window for such incidents would be 8x6 (10:00 to 18:00 IST) basis</p> <p>Remote support has to be given as and when stockholding requests for any severity</p> |
| 2                       | 13       | 3. Contract Duration                                           | The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids. The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.                                                                                                                             | <p>Request to change this clause as below due to volatile market conditions.</p> <p>RFP for renewal of Forcepoint Websense Security Suite Licenses for a period of 2 years, extendible by an additional one (1) year subject to satisfactory performance. The extension, if exercised, shall be on mutually agreed terms and pricing, taking into consideration prevailing market conditions, applicable price fluctuations, and other relevant commercial factors at the time of extension.</p> | <p><b>Clarification:</b><br/>No Change. The third year extension shall be at the rates quoted by the bidder in their Financial bid.</p>                                                                                                                                                                                                 |

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| 3 | 13 | 2. Bill of Material | Note – The quantity of licenses is indicative, if Stockholding requires any additional licenses during the contract period then bidder shall supply the licenses at the same rate as per contract.                                                                                                                                                                                                                                                                                                                                          | <p>As the OEM is quoting prices exclusively in USD, and considering the potential fluctuations in the USD exchange rate, we request you to kindly amend the clause as follows:</p> <p>Note – The quantity of licenses is indicative, if Stockholding requires any additional licenses during the contract period then bidder shall supply the licenses at the same rate as per contract, subject to applicable exchange rate fluctuations.</p>                                                                                                                                                                                         | <p><b><u>Clarification:</u></b><br/>No Change</p> |
| 4 | 16 | Penalty Structure   | <p>9.1. Penalty for Incident Resolution</p> <p>Critical (P1) - &lt;=01 Hours - 5% of the Annual PO Amount (license + support) for every call beyond Response Time.</p> <p>High (P2) - &lt;=04 Hours - 4% of the Annual PO Amount (license + support) for every call beyond Response Time.</p> <p>Medium (P3) - &lt;=08 Hours - 3% of the Annual PO Amount (license + support) for every call beyond Response Time.</p> <p>Low (P4) - &lt;=12 Hours - 2% of the Annual PO Amount (license + support) for every call beyond Response Time</p> | <p>Request for Revision of Penalty Clauses to Ensure Project Financial Viability</p> <p>9.1. Penalty for Incident Resolution</p> <p>Critical (P1) - &lt;=01 Hours - 1% of the Annual PO Amount (license + support) for every call beyond Response Time.</p> <p>High (P2) - &lt;=04 Hours - 0.5% of the Annual PO Amount (license + support) for every call beyond Response Time.</p> <p>Medium (P3) - &lt;=08 Hours - 0.3% of the Annual PO Amount (license + support) for every call beyond Response Time.</p> <p>Low (P4) - &lt;=12 Hours - 0.1% of the Annual PO Amount (license + support) for every call beyond Response Time</p> | <p><b><u>Clarification:</u></b><br/>No Change</p> |

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| 5 |    |                                                      | <p>9.2. Penalty for Platform Uptime SLA on Quarterly basis</p> <p>Uptime (%) Less than 99.9% - Penalty @5% of Annual PO Value (license+ support)</p>                                                                                                                                                 | <p>Request for Revision of Penalty Clauses to Ensure Project Financial Viability</p> <p>9.2. Penalty for Platform Uptime SLA on Quarterly basis</p> <p>Uptime (%) Less than 99.9% - Penalty @0.5% of Annual PO Value (license+ support)</p>                                                                                    | <p><b><u>Clarification:</u></b></p> <p>No Change</p>                                                                                         |
| 6 | 24 | ANNEXURE - 3<br>Commercial Price Bid Format          | <p>(a) Price to be quoted is for period of 03 (Three) years for Grand Total Cost (₹) including GST while uploading financial bids on GeM portal.</p>                                                                                                                                                 | <p>As the initial contract period is 02 (Two) years and considering the potential market fluctuations, it is requested that the commercial terms be revised as follows:</p> <p>(a) Price to be quoted is for period of 02 (Two) years for Grand Total Cost (₹) including GST while uploading financial bids on GeM portal.</p> | <p><b><u>Clarification:</u></b></p> <p>No Change. Bidders are to submit their bids as per the price bid format provided on RfP document.</p> |
| 7 |    |                                                      | <p>(e)The contract shall be awarded for an initial term of 2 years based on the rates quoted by the bidder in their financial bids.</p> <p>The contract is extendible by a period of another 1 year after the two-year period at StockHolding's discretion, subject to satisfactory performance.</p> | <p>Request you to kindly consider awarding the Purchase Order on an annual basis, as we are required to place the corresponding order with the OEM annually under upfront payment terms.</p>                                                                                                                                   | <p><b><u>Clarification:</u></b></p> <p>No Change</p>                                                                                         |
| 8 | 25 | ANNEXURE - 4<br>– Integrity Pact                     | ANNEXURE - 4 – Integrity Pact                                                                                                                                                                                                                                                                        | <p>Please confirm can we execute this document on plain paper.</p>                                                                                                                                                                                                                                                             | <p><b><u>Clarification:</u></b></p> <p>Yes</p>                                                                                               |
| 9 | 35 | ANNEXURE – 7<br>– Format of Non-Disclosure Agreement | ANNEXURE – 7 – Format of Non-Disclosure Agreement                                                                                                                                                                                                                                                    | <p>Please confirm. can we execute this document on our company's letterhead.</p>                                                                                                                                                                                                                                               | <p><b><u>Clarification:</u></b></p> <p>To be executed between the successful bidder and StockHolding on stamp paper.</p>                     |

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| 10 | 38 | ANNEXURE – 8<br>– Undertaking<br>cum Indemnity | ANNEXURE – 8 – Undertaking cum Indemnity                                                                                                                                                                                                                                                                                                                                                                                                                                    | Please confirm. can we execute this document on our company's letterhead.                                                                                                                                  | <b><u>Clarification:</u></b><br>Yes                                                                                |
| 11 | 10 | ELIGIBILITY<br>CRITERIA                        | Point 8 - Bidder should have experience in providing similar service for:<br>1 purchase order with annual outlay of Rs 26 lakhs<br>Or<br>2 purchase orders with annual outlay of Rs. 16 lakhs and above<br>Or<br>3 purchase orders with annual outlay of Rs. 13 lakhs and above<br>to any Central Government Authorities / Public Sector Undertakings / State Government / BFSI sector organizations/reputed private sector organizations during the last 03 (three) years. | You are requested to provide the similar service definition                                                                                                                                                | <b><u>Clarification:</u></b><br>Similar service refers to providing Forcepoint Security Suite Licenses             |
| 12 |    |                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | We requested you to accept the parent company PO as bidder and parent company are different entities                                                                                                       | <b><u>Clarification:</u></b><br>PO shall be acceptable if the Buyer and Service Provider are two separate entities |
| 13 |    | GEM<br>Document-<br>MSE<br>Preference          | MSE preference- L1+15% (100 % order quantity will awarded)                                                                                                                                                                                                                                                                                                                                                                                                                  | We requested you to remove the MSE preference clause for better competition                                                                                                                                | <b><u>Clarification:</u></b><br>No Change                                                                          |
| 14 | 15 | 7. Payment<br>Terms                            | Point 1 - License Cost + Support Cost from OEM<br>- 100% Payment on annual basis upon submission of Invoice                                                                                                                                                                                                                                                                                                                                                                 | Request to change payment term if contract would be awarded for 2 years.<br><br>License Cost (for 2 years) + Support Cost from OEM - 100% Payment of licenses cost (of 2 years) upon submission of Invoice | <b><u>Clarification:</u></b><br>No Change                                                                          |