

Response to Pre-Bid Queries for RFP		Date: 18-Aug-2026
RFP Ref. No.	CPCM-32/2026-27 Date: 30-Jul-2026 GEM Bid No. - GEM/2026/B/7854278	
RFP Name	Request for Proposal for Onsite Resident Engineer (RE) for Oracle PCA and Exadata Management at StockHolding	

Sr. No.	Page No.	Clause No.	Existing Clause	Query / Clarification	Bidder's Suggested Changes	StockHolding Remarks
1	18	Payment Terms	Quarterly payment at the end of the quarter post adjustment of applicable penalties, if any.	We request StockHolding to consider payment at the beginning of each quarter against the submission of the quarterly invoice, as the engagement requires dedicated onsite resources with recurring manpower and operational costs from Day 1. Any applicable SLA penalties may be adjusted in the subsequent quarter's payment.	Quarterly Advance Payment: The bidder shall be permitted to raise the invoice at the start of each quarter , with payment released as per agreed terms. Any SLA penalties, if applicable, may be adjusted in the subsequent quarterly payment.	Clarification: No Change
2		Deployment of Resources	The RFP does not specify the timeline for deployment of onsite Resident Engineers after the issuance of the Purchase Order or execution of the contract.	Kindly clarify the expected timeline for deployment of the onsite Resident Engineers.	We request that the successful bidder be provided 60days from the date of Purchase Order/Letter of Award to deploy the required resources, subject to completion of onboarding and site access formalities.	Additional clause: Post PO issuance bidder has to deploy the resources at Stockholding within 45 days as per the resource deployment plan shared by the bidder in the bid documents. In case of any deviation or delay the following penalty structure shall be levied Penalty Structure: 0.5% of the Contract value per week will be levied beyond 45 days till the maximum cap of 10% of the contract value.
3	17	Clause 4.1.5 & 4.1.6	The onsite Resident Engineer should support from the DR location whenever the business operates from DR, for a maximum of 30 days.	Kindly clarify whether the bidder is required to deploy additional backup resources at the DC during the period when the designated Resident Engineer is stationed at the DR site. If yes, please confirm whether such additional manpower shall be considered within the existing commercial scope or compensated separately.	Kindly clarify that either (a) no additional DC backup resource is required during DR deployment, or (b) if simultaneous DC and DR support is mandatory, the additional resource effort will be treated as a change request or priced separately.	Clarification: The Bidder has to ensure that the DC Site is fully staffed as per RFP requirements irrespective of the staffing at DR Site. During the support period, if there is no support needed at DR Site, the commercials for DR Site shall not be invoiced and paid.
4	18	Clause 4.2 – Penalty Structure	The total penalty shall be subject to a maximum of 10% of the total contract value .	We request StockHolding to reconsider the overall penalty cap. Considering that this is a manpower-based onsite managed service with dedicated resources, a cumulative penalty cap of 10% is commercially onerous and may significantly impact service viability.	We request that the maximum cumulative SLA penalty be capped at 5% of the total contract value , while all other SLA obligations and service commitments remain unchanged.	Clarification: No Change.
5	25	Eligibility Criteria	Bidder must have executed minimum 1 similar onsite managed services engagement in the last 5 years, involving L2/L3 support for Oracle Engineered Systems (Oracle Exadata and/or Oracle PCA) in DC/DR environment	Kindly clarify whether Purchase Orders covering the supply, installation, implementation, and onsite support/managed services of Oracle PCA/Exadata (or similar infrastructure) will be considered as valid references for meeting the eligibility criteria, provided the scope includes onsite support services.	We request that Supply, Installation, Implementation, and Onsite Support/Managed Services Purchase Orders , along with corresponding completion certificates or customer confirmation (where applicable), be accepted as valid proof of similar experience for satisfying the eligibility criteria.	Revised Clause: Bidder must have executed minimum 1 similar onsite managed services engagement in the last 5 years, involving L2/L3 support for Oracle Engineered Systems (Oracle PCA and/or Oracle Exadata) in DC/DR environment. The bidder must demonstrate similar experience, defined as providing a minimum of one (1) year of support. Ongoing contracts shall be considered eligible, provided that the bidder submits a copy of the Purchase Order (PO) along with a self-declaration confirming that the project is currently under execution and that at least one (1) year of support has already been provided by the bidder
6	11	1. Purpose of Engagement	Stock Holding Corporation of India Limited ("StockHolding") invites proposals for onsite Level-2 (L2) operational and technical support services for its on-premise Oracle Private Cloud Appliance (PCA) and Oracle Exadata platforms deployed across the Data Centre (DC) and Disaster Recovery (DR) sites for a period of one (01) year.	Kindly confirm the site address for Data Centre (DC) and Disaster Recovery (DR).		Clarification: DC Site - Mahape, Navi Mumbai DR Site - Electronics City, Bengaluru

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7	17	4.1 Support Period	4.1.1 Support shall be provided on 16x6 (Monday to Saturday) and as per Business needs and Emergencies.	1. We assume that two resources with expertise in the same domain will be required to manage the 16-hour daily support shift. Kindly confirm. 2. Please confirm whether StockHolding will provide any additional allowances or compensation for support rendered outside regular office hours.		Clarification: RFP does not mention the count of resources. Bidder has to decide the team strength based on the RFP Requirements.
8	17	4.1 Support Period	4.1.6 The resources shall be required to operate from the DR location for the duration stipulated by StockHolding, subject to a maximum period of 1 month for the period of 1-year term. For commercial purposes, one month of DR services shall be considered equivalent to 30 calendar days. The bidder shall be responsible for providing the required support services from the DR location whenever such support is invoked by StockHolding on an as-needed basis, for a maximum period of 30 days.	1. Please confirm whether an additional team is required to be deployed at the DR site for the one-month DR support period. 2. Please confirm whether prior notice will be provided to mobilize resources for the DR site.		Clarification: 1. It is upto the Bidder to decide additional resources to be deployed at DR. The Bidder has to ensure that the DC Site is fully staffed as per RFP requirements irrespective of the staffing at DR Site. 2. DR Site support is based on the emergency need of fixing any issues that might crop up during the support period and cannot be solved from DC Site. The Bidder has to coordinate with the deployed Support Team at DC site and ensure that the resources are deployed at DR Site as and when required.
9	18	5. Contract Duration	A. Successful bidder shall enter into contract for the period of 01 (one) year with StockHolding.	We assume that Stock Holding will provide the vendor with a minimum of 45–60 days' advance notice to mobilize and deploy the required resources. Kindly confirm.		Additional clause: Post PO issuance bidder has to deploy the resources at Stockholding within 45 days as per the resource deployment plan shared by the bidder in the bid documents. In case of any deviation or delay the following penalty structure shall be levied Penalty Structure: 0.5% of the Contract value per week will be levied beyond 45 days till the maximum cap of 10% of the contract value.
10	18	5. Contract Duration	B. StockHolding at its sole discretion may extend the contract for further 1 term of one year at the same price, based on the satisfactory performance.	Considering the increasing demand for skilled resources and the need to retain qualified personnel, kindly provide a 10% escalation in the contract value for the second-year renewal.		Clarification: No Change
11			General Query	We assume that StockHolding will provide the necessary monitoring tools and infrastructure required for the on-site support team. Kindly confirm.		Clarification: Yes.
12			General Query	We assume that StockHolding has active support contracts with the respective OEMs to obtain technical assistance, software updates, and security patches. Kindly confirm.		Clarification: Yes.
13		Ambiguity / Conflict- Main Table of Contents, Page 4 vs. actual Annexure numbering (Pages 27-42)	The Table of Contents on Page 4 lists Annexure 3 as 'Commercial Bid Format' (p.29), Annexure 4 as 'Integrity Pact' (p.30), Annexure 5 as 'Compliance Statement' (p.36), Annexure 6 as 'Format of Bank Guarantee' (p.37) and Annexure 7 as 'Format of NDA' (p.39). However, the actual body of the RFP (and the 'Contents of this RFP Document' list on Page 5) shows Annexure 3 = Technical Evaluation Criteria, Annexure 4 = Commercial Bid Format, Annexure 5 = Integrity Pact, Annexure 6 = Compliance Statement, Annexure 7 = Bank Guarantee Format, Annexure 8 = NDA, Annexure 9 = Undertaking cum Indemnity.	Kindly confirm the correct/final Annexure numbering to be followed for bid submission, and issue a corrigendum correcting the Table of Contents (Page 4), which also shows an unresolved cross-reference error ('Evaluation of Bids ... Error! Bookmark not defined.').		Rectified Table of Contents uploaded

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14		Ambiguity / Conflict- Clause 4.2 (Penalty Structure), Note (b), Page 18 vs. 'Termination Clause' Point 1(a), Page 21-22	Note (b) under the Penalty Structure caps the total penalty at a maximum of 10% of the 'total contract value'. Separately, the Termination Clause states that StockHolding may terminate the contract 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'.	Please clarify whether these are two independent thresholds (a quarterly 10% trigger for termination review, and a separate cumulative 10% of total annual contract value as the absolute penalty cap), and confirm the exact base amount (per-quarter invoice value vs. total one-year contract value) against which each 10% is to be computed.		Yes. It constitutes of 2 independent thresholds. For each quarterly invoice raised, the base amount shall be the per-quarter invoice value derived from the total one-year contract value. The relevant clause will apply if the penalty amount exceeds 10% of this base value.
15		Ambiguity / Conflict- Clause 2.2.2 (Team Strength), Page 11 vs. Clause 4.1.6 (SLA - Support Period) & Payment Terms Note (b), Page 17-18	Clause 2.2.2 states DR services shall be performed from the DC site, but if the SP's team needs to 'travel to DR site', all travel/logistics must be arranged by the bidder at no extra cost 'till the time issue is resolved' (open-ended). Separately, Clause 4.1.6 and Payment Terms Note (b) state resources may be required to 'operate from the DR location' for a maximum of 30 cumulative days in the 1-year term, for which DR charges are paid pro-rata.	Please clarify whether ALL bidder travel to the DR site (including short unplanned visits outside the 30-day paid DR deployment) is to be arranged free of cost by the bidder indefinitely, or whether such travel is limited to, and compensated within, the 30-day DR deployment period referenced in Clause 4.1.6.		Clarification: Bidder has to ensure that all costs pertaining to Support at DR Site is factored in the commercials. No additional expenses shall be paid for deployment and support from DR Site. During the support period, if there is no support needed at DR Site, the commercials for DR Site shall not be invoiced and paid.
16		Ambiguity / Conflict-'Non-Disclosure Agreement (NDA)' clause, Page 21	The clause states: '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.'	The phrase 'the support obligations under the agreement will be of OEM' is unclear in the context of an NDA between StockHolding and the bidder. Kindly clarify the intended meaning of this sentence.		NDA clause amended
17		Onerous Clause-'Contract Duration', Page 17 read with Commercial Bid Format Note (c), Page 29	StockHolding may, at its sole discretion, extend the contract for a further one-year term 'at the same price', with no provision for revision on account of statutory minimum wage revisions, EPF/ESI rate changes, or general cost inflation, even though the bidder is separately obligated (Compliance with Statutory Provisions, Page 19) to pay employees not less than the applicable Minimum Wages 'from time to time'.	Since statutory minimum wages and related employer costs are revised periodically by the Government and are outside the bidder's control, kindly consider incorporating a price escalation/reset mechanism (e.g., linked to notified minimum wage revisions) applicable specifically to the extension year.		Clarification: No Change
18		Onerous Clause- Clause 4.2.3 (Penalty Structure), Page 18	A penalty of Rs. 2,000 is levied for any alert response exceeding 15 minutes, with an additional Rs. 2,000 for every subsequent 15-minute delay, with no defined per-incident ceiling (the only ceiling is the overall 10% of contract value cap under Note (b)).	Kindly consider introducing a reasonable per-incident/per-day cap on response-time penalties (independent of the overall 10% cap), and clarify the tool/log via which 'response time' will be objectively measured and disputes (if any) resolved.		Clarification: No Change
19		Onerous Clause-'Sub-Contracting' clause, Page 21	The bidder/SP 'shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required under this project.'	Since the Scope of Work explicitly requires coordination with 'Oracle Support'/OEM for hardware replacement, firmware upgrades and advanced troubleshooting (Clauses 2.3.3, 2.3.18, 3.2.20 etc.), kindly confirm that such OEM/Oracle support escalations already contemplated in the scope will not be construed as impermissible sub-contracting.		Clarification: Yes. Stockholding already has requisite contracts with OEM/Oracle Support and the same arrangement will be made available to the bidder for support related services. OEM/Oracle support escalations already contemplated in the scope will not be construed as impermissible sub-contracting.
20		Onerous Clause- Payment Terms Note (e), Page 19	'First Payment will be released only after signing of Integrity Pact and Non-Disclosure Agreement,' with no defined timeline within which StockHolding will facilitate execution of these documents post-PO.	Kindly specify a defined turnaround time (e.g., within 15 days of PO, aligned with the PBG submission timeline) within which the Integrity Pact and NDA will be executed by StockHolding, to avoid open-ended delay in the bidder's first payment.		Payment terms state that Quarterly payment will be made at the end of the quarter post adjustment of penalties. Three months time period is available for executing Integrity Pact, NDA and agreement.

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21		Onerous Clause- Clause 4.2.1 & 4.2.2 (Penalty Structure), Page 18	Only 1 day of leave per month is permitted for a principal resource without requiring a shadow/backup resource; any leave beyond 1 day, or more than one resource on leave on the same day, attracts a penalty of Rs. 20,000 per person per day, regardless of whether the leave was pre-approved and adequately notified in advance.	Kindly clarify whether pre-approved planned leave (e.g., with 7+ days' advance notice and an approved shadow resource arranged in time) will be exempt from this penalty, and confirm the process for approval/intimation of leave to avoid disputes.		Clarification: No Change. Any leaves planned/unplanned need to fall under the purview of the mentioned RFP requirements. If shadow resource is available, then penalty is not applicable.
22		Missing Information- Clause 4.2 (Penalty Structure) illustrative example, Page 18	The penalty illustration refers to 'Domain 1' and 'Domain 2' resources without defining what constitutes a 'Domain'.	Kindly confirm whether 'Domain 1' and 'Domain 2' refer to Oracle PCA and Oracle Exadata as two distinct resource domains respectively, and whether a minimum of 2 dedicated resources (one per domain) is the baseline requirement referenced in this penalty illustration.		Clarification: Yes.
23		Missing Information- Clause 2.3.6 (General Activities), Page 12	The RFP requires the bidder to 'ensure compliance as per ISMS Policies and Regulators like SEBI RBI etc.' without annexing the applicable ISMS policy documents or listing specific regulatory compliance checklists.	Kindly share the relevant ISMS policy documents / compliance checklist(s) referenced in this clause (or confirm they will be provided post-award) to enable bidders to accurately estimate the compliance effort involved.		Clarification: Details shall be shared with the winning bidder.
24		Missing Information - General - no Insurance clause identified in the RFP	The RFP does not appear to contain any clause requiring the bidder to maintain Professional Indemnity Insurance, Workmen's Compensation Insurance, or any other insurance cover for deployed resources/equipment.	Kindly confirm whether any specific insurance cover is required to be maintained by the bidder for the duration of the contract, and if so, the minimum sum insured.		The bidder shall comply with all relevant labour and compensation laws of India. Accordingly, the bidder to abide by statutory requirements and maintain compliance as stipulated under all applicable legislations.
25		Missing Information- General - no Training/Knowledge Transfer clause identified (distinct from Exit Management)	The RFP's 'Exit Management' clause (Page 21-22) addresses documentation/data handover on termination, but no clause specifies ongoing training or knowledge-transfer obligations of the RE towards StockHolding's internal IT team during the contract term.	Kindly confirm whether any periodic training/knowledge-transfer sessions to StockHolding's internal team are required during the contract term, and if so, the expected frequency and format.		Clarification: Requisite training and documentation session to be conducted as and when transition happens
26		Missing Information- Assets to be Managed table, Page 17	The RFP does not indicate the current OEM support/warranty status (e.g., active Oracle Premier Support, hardware warranty validity) for the listed assets (Oracle PCA X-10, Exadata X10M-2, IBM/Dell/Cisco hardware).	Since the RE's role involves coordinating with OEM/Oracle Support for hardware and software issues, kindly confirm the current OEM support/warranty coverage status of each listed asset, as this affects the RE's escalation path and expected effort.		Clarification: Yes. Stockholding already has requisite contracts with OEM/Oracle Support and the same arrangement will be made available to the bidder for support related services. Details shall be shared with the winning bidder.
27		Commercial Clarification - Payment Terms Note (f), Page 19	'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 verification is done.'	Since payments are released on a quarterly cycle, kindly specify the maximum timeline within which StockHolding will complete BG verification post-submission, to enable the bidder to plan its cash flows for the first quarter of the contract.		Upon submission of the Performance Bank Guarantee (PBG) by the successful bidder, verification is promptly initiated with the issuing authority. Once the issuing authority, through which the PBG was submitted, confirms the authenticity of the Bank Guarantee, the corresponding payments are processed. Normally, if the issuing bank does not delay the confirmation the process is completed within 30 days maximum.
28		Commercial Clarification- Clause 2.2.2 (Team Strength), Page 11	Bidder is required to bear 'all travel and logistics related bookings' for any team travel to the DR site 'without any extra cost to StockHolding till the time issue is resolved.'	Please clarify whether incidental travel to the DR site for planned activities (e.g., DR drills, scheduled calendar activities under Clause 2.3.15) falling outside the 30-day paid DR deployment window (Clause 4.1.6) will also be at bidder's cost, or whether a reasonable per-visit reimbursement mechanism will apply.		Clarification: DR Site deployment and support is not for planned activities. These are only for unplanned activities / incidents.

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29	11	1. Purpose of Engagement	Stock Holding Corporation of India Limited ("StockHolding") invites proposals for onsite Level-2 (L2) operational and technical support services for its on-premise Oracle Private Cloud Appliance (PCA) and Oracle Exadata platforms deployed across the Data Centre (DC) and Disaster Recovery (DR) sites for a period of one (01) year.	Please provide the location of your DR Site.		Clarification: DC Site - Mahape, Navi Mumbai DR Site - Electronics City, Bengaluru
30		General query	DR Site visit charges	If engineer is visiting to DR site then some amount of the cost should be allocated for this visit on per man day basis.		Clarification: Bidder has to ensure that all costs pertaining to Support at DR Site is factored in the commercials. No additional expenses shall be paid for deployment and support from DR Site. During the support period, if there is no support needed at DR Site, the commercials for DR Site shall not be invoiced and paid.
31	25	ANNEXURE - 2 – Eligibility Criteria Sl. No. 2	Experience in Similar Engagements: Bidder must have executed minimum 1 similar onsite managed services engagement in the last 5 years, involving L2/L3 support for Oracle Engineered Systems (Oracle Exadata and/or Oracle PCA) in DC/DR environment	We have experience for supplying and maintainance of oracle spark servers (VM Based solutions), Oracle database and MySQL for more than 2 decades in BFSI like SBI, CBI, UBI, SIDBI, BOB, NHB and PSB. Kindly accept these POs for better participation and price competetiveness.		Clarification: No Change
32	P.3 / Sr.4	RFP Document Details – EMD	EMD of ₹7,00,000 via RTGS/NEFT/BG/FDR; MSE for specific trade exempted.	Please confirm: (a) accepted MSE trade/NIC codes for EMD exemption; (b) whether valid Udyam on bid date is mandatory; (c) latest time by which UTR/BG/FDR proof must reach StockHolding relative to GeM bid submission; (d) email ID and format for sharing UTR.		a) Bidder must be registered under Micro or Small Enterprises b) Valid UDYAM certificate to be submitted c) RTGS/NEFT/BG/FDR to be executed and proof for the same to be attached along with bid submitted. Original copy of BG/FDR to be submitted within 3 days after bid opening. d) Copy to be enclosed along with bid submitted and may also be marked to CPCM@stockholding.com in any format
33	P.3 / P.6	Timeline & Corrigendum	Pre-bid queries by 07-Aug-2026; pre-bid meet 10-Aug-2026; bid due 20-Aug-2026 15:00. Corrigenda on StockHolding website.	Will consolidated pre-bid responses/corrigendum be published on StockHolding website and GeM? Expected date? If replies are delayed, will bid due date be extended?		Bidders are requested to follow StockHolding's corporate website under Tenders section for updates on Pre-bid Responses/Corrigendum.
34	P.5, P.8	Submission of Proposal / GeM packets	Two-bid system on GeM: Eligibility/Technical Bid (PDF) and Commercial Bid (PDF).	Please clarify exact upload structure on GeM: (a) single technical packet vs separate eligibility & technical; (b) where Annexure-3 technical scoring docs go; (c) file naming, max size, number of files allowed.		a) Two-Bid system: Eligibility along with Technical Bid and Commercial Bid Evaluation. All details are to be uploaded as per directions in GeM portal. b) Annexure-3 Technical Scoring is part of Tehcnical Evalaution. Except price details all other details are to be provided only along with technical bid. c) As recommended on GeM portal for upload of files
35	P.4–P.5 vs Annexures	Contents vs Annexure list mismatch	Page 5 'Contents of RFP' maps annexures differently from actual annexure titles (e.g., Commercial / Integrity Pact / NDA numbering).	Please issue corrigendum with correct annexure numbers and list of mandatory signed documents at bid stage vs post-award only.		Rectified Table of Contents uploaded
36	P.6, P.8	Validity of offer	Offer validity at least 90 days from date of submission.	Is validity counted from online bid submission date on GeM? Can StockHolding seek extension; if so, process?		Yes. On the GeM portal, any extension of offer validity requested by the buyer must be accepted by the seller for it to take effect.
37	P.7 Sr.8; Ann.5 & 9	Integrity Pact & Undertaking	Signed Integrity Pact and Undertaking cum Indemnity required; Ann.9 format refers to notary/oath commissioner.	Is Undertaking cum Indemnity required on stamp paper and notarised at bid stage, or plain letterhead? Stamp value? Is Integrity Pact required on stamp paper?		a) Undertaking-cum-Indemnity may initially be submitted on plain letterhead and shall be notarized subsequently by the successful bidder upon receipt of the Purchase Order. B) Integrity Pact to be submitted on plain paper.
38	P.7, P.25	Ann.2 Sr.1 – Entity & 5 years	Company under Companies Act 1956 or Partnership under 1932 with experience in similar services for past 5 years.	Are LLP / Companies Act 2013 companies eligible? Does 'past 5 years' mean continuous similar services since 2021, or any similar work within last 5 years?		Any partnership firms are eligible. Bidder to have similar experience for minimum 1 year Support within the last 5 years

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39	P.7, P.25	Ann.2 Sr.2 – Similar engagement	Minimum 1 similar onsite managed services engagement in last 5 years with L2/L3 for Exadata and/or PCA in DC/DR.	Please confirm: (a) Exadata-only OR PCA-only credentials acceptable; (b) ongoing contracts with client letter acceptable if completion certificate not available; (c) work as subcontractor under prime acceptable if PO/client letter names bidder; (d) BFSI preferred or any enterprise OK?		Clarification: a. PCA is must, Exadata credentials preferable and not mandatory b. Yes, Ongoing contracts shall be considered, provided the bidder submits a copy of the Purchase Order (PO) along with a self-declaration confirming that the project is currently under execution. c. No d. Any Enterprise is OK
40	P.7, P.25	Ann.2 Sr.3–4 – Turnover & Net worth	Avg annual turnover ≥ ₹5.6 Cr for FY 2022-23, 2023-24, 2024-25; positive net worth ≥ ₹70 lakh for each of those 3 years; individual company not group.	Is turnover 'from similar services' or overall company turnover? For net worth, is CA certificate sufficient without full balance sheets? Provisional figures for FY 2024-25 if audit pending?		Overall company turnover will be considered. For Networth, CA certificate/Audited Balance Sheet to be submitted for last 3 financial years i.e. 2022-23, 2023-24 and 2024-25
41	P.7, P.25	Ann.2 Sr.6 – Oracle capability	Proven capability with Oracle Support / SR handling; preferably Oracle Partner.	Is Oracle Partner certificate mandatory or only preferred? What proof is accepted for non-partners (SR screenshots redacted, client letter)?		Clarification: No change, criteria is self- explanatory
42	P.7, P.25	Ann.2 Sr.7 – Resources on payroll	Propose onsite team with 4+ years each; CVs, certs, self-declaration on payroll.	Must named resources be on payroll on bid date or by deployment date? Are fixed-term / on-roll contractual employees acceptable? Minimum number of named CVs at bid stage?		Clarification: Names resources to be on payroll of the bidder. Sub-Contracting is not allowed.
43	P.8–P.10	Stage process	Eligibility → Technical (min 60/100) → Commercial; QCBS 40% tech + 60% commercial.	Is there a presentation/demo/interview of proposed REs in technical evaluation? Any reverse auction on GeM after QCBS?		No presentation/demo/interview of proposed REs in technical evaluation. No reverse auction would be conducted.
44	P.9, P.27	Ann.3 Criterion 1 – Turnover scoring	Turnover slabs 5.6–10 / 10–20 / 20–30 / >30 Cr for marks 15/18/20/25; heading says 'from relevant/similar services'.	Is scoring on overall turnover or only Oracle/managed-services turnover? Boundary values (exactly 10, 20, 30 Cr) – which slab?		The overall turnover shall be assessed based on the threshold values specified in the bid document.
45	P.9, P.27	Ann.3 Criterion 2 vs 3	Crit-2 scores number of similar projects; Crit-3 scores years of experience in similar engagements.	For Crit-3, is 'years' cumulative project duration, years since first similar project, or years of company existence in this line? Can same PO count for both Crit-2 and Crit-3?		1) Under Technical Evaluation Criteria-2, scores will be awarded based on number of similar projects executed by the vendor within the past 5 years. 2) Under Technical Evaluation Criteria-3, scores will be awarded based on the bidder's years of experience in executing similar projects, either within the past five years or exceeding five years.
46	P.9–10, P.27	Ann.3 Criterion 4 – Team size marks	Marks for proposing team size 1–3 / 4–5 / >5 resources with 4+ years.	Is this (a) total bench strength available, (b) CVs submitted, or (c) actual onsite deployment headcount for this contract? Deploying >2 onsite may not be needed—will higher proposed count without deployment commitment still get full marks?		a) No. Team size proposed for the project. b) Relevant documents for qualifications and certifications of resources to be submitted c) Actual onsite deployment of headcount for this contract to be submitted. Bidder to propose independent (Oracle Exadata & Oracle PCA) onsite manpower to deliver the scope and meet SLAs for DC and DR environments
47	P.10	QCBS formula	$B_n = 0.4 * (T_n / \text{Thigh} * 100) + 0.6 * (C_{\min} / C_b * 100)$.	Is Cb total of DC yearly + DR 1-month (ex-GST or incl-GST)? Any loading for optional items? Tie-breaker if Bn equal?		Yes, Cb total is for DC yearly + DR 1-month inclusive of GST. No optional items. In the event of a tie-breaker, the GeM portal's policy shall apply, along with the purchase preference provisions stipulated therein.
48	P.11	Team Strength 2.2	Propose independent (Oracle Exadata & Oracle PCA) onsite manpower for DC and DR; PL/PM may be offshore/remote.	What is the mandatory minimum onsite headcount? Is it minimum 2 REs (1 PCA + 1 Exadata) full time at DC? Can one multi-skilled RE cover both if qualified? Shift timing for 16x6?		Clarification: 1. Bidder is supposed to adequately staff the team as per the RFP Requirements and as per applicable Government rules for shift based rostering. 2. Multi skilled resources are not allowed as per RFP Requirements. 3. Shift 1 - 7 AM to 3 PM, Shift 2 - 2 PM to 10 PM Here, 16x6 means 2 shifts of 8 hours each in a day for 6 days a week. It should not be seen as cumulative 16 hrs for a particular day.

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49	P.17 / 4.1.1	16x6 support	Support on 16x6 (Mon–Sat) and as per business needs and emergencies.	Please define: (a) exact daily hours window; (b) whether 16x6 means single RE 16 hrs or coverage model; (c) Sunday/holiday expectations; (d) after-hours emergency response – onsite or remote call-back?		Clarification: a. Shift 1 - 7 AM to 3 PM, Shift 2 - 2 PM to 10 PM. Here, 16x6 means 2 shifts of 8 hours each in a day for 6 days a week. It should not be seen as cumulative 16 hrs for a particular day. b. 16x6 is the coverage model. As per Shift timings, the resource should be deployed. c. Sunday / Holiday expectations - As and when required based on need and incidents at the discretion of Stockholding. d. Onsite deployment is As and when required based on need and incidents at the discretion of Stockholding.
50	P.17–18 / 4.1–4.2	Shadow / leave	1-day leave allowed without shadow; beyond 1 day shadow required; not more than 1 person on leave same day; penalties ₹20,000/person/day.	Is '1-day leave' per person per month or per absence instance? Does planned leave with prior approval and shadow still attract penalty? Are national holidays excluded from penalty calendar?		Clarification: No Change. Any leaves planned/unplanned need to fall under the purview of the mentioned RFP requirements. If shadow resource is available, then penalty is not applicable.
51	P.11, P.17–19	DR deployment	DR activities from DC; travel to DR at bidder cost; max 30 days DR onsite per year; RE flexible to support from DR.	Please share: (a) DC and DR city/locations; (b) notice period before DR deployment; (c) whether 30 days is continuous or cumulative; (d) if DR invoked >30 days, rate applicability.		Clarification: a. DC Site - Mahape, Navi Mumbai. DR Site - Electronics City, Bengaluru b. DR Site support is based on the emergency need of fixing any issues that might crop up during the support period and cannot be solved from DC Site. The Bidder has to coordinate with the deployed Support Team at DC site and ensure that the resources are deployed at DR Site as and when required. c. 30 days is cumulative d. For Support more than 30 days, prorata basis shall be paid based on the commercials quoted for the DR Site deployment as per Commercial Bid Format.
52	General / Other Terms	Background verification / badges	Statutory compliance, ID cards, employment documents required.	Any mandatory police verification, BFSI background check, medical, or StockHolding access formalities and timelines before joining? Who bears badge/laptop/email costs?		Statutory compliance, ID cards, and employment documents are mandatory as per the bid conditions. Any additional requirements such as police verification, BFSI background checks, medical fitness, or StockHolding access formalities shall be completed by the vendor prior to deployment, within the timelines specified by StockHolding. All associated costs for badges, laptops or other access infrastructure will be borne by the vendor.
53	Scope 2.3–2.9, JD 3.x	Tools & access	OEM, ILOM, monitoring tools, EMS, hypervisor tools referenced.	Will StockHolding provide all monitoring tools, jump hosts, OEM credentials, ticketing tool access, and laptops, or must bidder bring tools/licenses?		Clarification: Yes
54	P.11 / 2.1	In-scope platforms	Exadata X10M and PCA X10; support future additions/upgrades during contract.	Are major version upgrades / appliance replacements included in same commercial, or variation order? Cap on additional nodes/racks without price change?		Clarification: It is mentioned in the RFP "Assets may be relocated or additional assets may be added in the future based on business requirements. However, such changes should not impact or restrict the scope and continuity of onsite Resident Engineer (RE) support." No additional commercials shall be paid for changes in the nodes/racks.
55	P.11–12 / 2.3	General OS / AD-type tasks	Windows/Linux support, DNS, DHCP, AV, print, certificates, group policies, etc.	Is this limited to PCA/Exadata and listed backup/storage assets, or full enterprise Windows/AD estate? Scope appears broader than engineered systems title.		Clarification: It is limited to PCA/Exadata and listed backup/storage assets.
56	P.13 / 2.9.1.9	Storage clause mentions SUD Life	Text refers to preparing business case for 'SUD Life management'.	This appears to be residual text from another RFP. Please confirm correct client entity and delete/replace erroneous references via corrigendum.		Revised Clause / Clarification: This is a typo error. Revised Statement - "This would also involve preparing business case to present to Stockholding management"
57	P.16 / 3.2	DBA vs Infra boundary – Exadata	Exadata JD includes RMAN, Data Guard, FAR SYNC, partitioning, SQL/PLSQL scripts.	Please confirm split: StockHolding DBA vs bidder RE responsibilities for database administration vs engineered systems infra. Is full DBA out of scope?		Clarification: Stockholding DBA's will be handled for all activities within the Database. Exadata Infrastructure related activities to be handled by the bidder.

Sr. No.	Page No.	Clause No.	Existing Clause	Query / Clarification	Bidder's Suggested Changes	StockHolding Remarks
58	P.17	Assets table	PCA, Exadata QR, Dell TSM backup, IBM F55035, Cisco SAN (2), IBM TS4500 at DC/DR; NDR notes.	Please confirm: (a) exact DC/DR addresses; (b) whether SAN/tape/TSM full admin is in scope or coordinate-only; (c) NDR site involvement if any; (d) current OEM AMC status (bidder not responsible for hardware spares cost?).		Clarification: a. DC Site - Mahape, Navi Mumbai. DR Site - Electronics City, Bengaluru b. Yes. It is in scope. c. Yes. NDR Site is involved as mentioned in Page 17 - Assets to be Managed. d. Yes. Stockholding already has requisite contracts with OEM/Oracle Support and the same arrangement will be made available to the bidder for support related services.
59	P.12	Monthly review & reporting	Daily monitoring report; monthly review meeting at StockHolding premises.	Is monthly review only at DC location city? Can hybrid meeting be allowed? Standard report templates to be shared by StockHolding?		Clarification: Monthly review is at Stockholding DC Site. Report Templates to be shared with the winning bidder.
60	P.12 / 2.3.15	DR drills	Participation in DR drills and scheduled calendar activities.	How many DR drills per year are planned? Expected duration and whether they count within 30-day DR commercial cap?		Clarification: 1. 2 DR Drills are conducted every year. Duration of DR Drill - DC to DR and back to DC is completed on the same day. However, there may be instances where we have to stay at DR Site for prolonged period of time. 2. DR Site support is based on the emergency need of fixing any issues that might crop up during the support period and cannot be solved from DC Site. The Bidder has to coordinate with the deployed Support Team at DC site and ensure that the resources are deployed at DR Site as and when required. Regular DR Drills do not require resource deployment at DR Site.
61	P.17-18 / 4.1.2, 4.2.3	Alert response 15 min	Response time for alerts ≤15 min; else ₹2,000 per 15 min block.	What constitutes an 'alert' and 'response' (ack in tool vs login vs onsite)? Which monitoring source is authoritative? Grace for tool outages not attributable to bidder?		Clarification: Any system-generated alert received via email must be acknowledged and responded to within the response timelines stipulated in the RFP. If, in the future, alerts are configured through any monitoring or ticketing tool, the response timelines shall remain unchanged and shall be governed by the RFP.
62	P.18 Note b; Termination	Penalty cap & quarterly	Total penalty max 10% of total contract value; termination if penalty >10% of quarterly invoice for 2 quarters.	Is 10% overall cap aggregate for entire year? Are absence penalties and alert penalties both under same cap? Taxes on penalty – invoice mechanism?		a) Applicable taxes on all the penalty amounts mentioned above shall be payable. b) Applicable penalties shall be levied as per the defined service level agreement (SLA) for the services provided at both DC and DR locations. For all the above cases, the total penalty shall be subject to a maximum of 10% of the total contract value.
63	P.17 / 4.1.3-4.1.4	Resource replacement	Shadow with equivalent skills; knowledge continuity on attrition.	Maximum time allowed to replace absconding/attrited RE with equivalent CV approval? Any approval SLA from StockHolding on proposed replacement?		Clarification: Bidder has to ensure that replaced resource is deployed at Stockholding before the Last Day of the existing team member. Any Gap in replacement will be addressed as per Penalty Clause provisions. It is preferred to have the replacement team member atleast 2 weeks before the end of last day of the existing team member.
64	P.29	Ann.4 price heads	Yearly cost: (1) IMS DC full time (2) IMS DR for 1 month; GST extra.	Should DR line item be quoted as 1-month lump sum for full onsite team? Is DC price inclusive of remote PM? Any format for resource-wise breakup required or only two lines?		Clarification: 1. Yes. 1 month lumpsum however, payment shall be done on the prorata basis for the number of days present in the DR Site. If there is no DR Deployment, then no payment shall be invoiced and paid. 2. No separate commercials shall be charged for Remote PM.
65	P.29 Notes	GeM price vs Ann.4	Price for 1 year including GST while uploading on GeM; also table shows ex-tax + GST.	On GeM, should bidders enter value inclusive of GST or exclusive? Which figure is used for QCBS Cmin/Cb?		The bidder shall upload the price for a one-year period, inclusive of GST, on the GeM portal. This price will be considered for calculation under the QCBS methodology
66	P.18-19	Payment quarterly	DC: quarterly at end of quarter after penalties; DR: invoice for services utilized in quarter; first pay after IP+NDA and BG verification.	Payment timeline in days after invoice submission? Escalation if delayed? Is monthly attendance/MIS mandatory attachment?		Payment will be initiated on submission of required documents with invoice duly certified by StockHolding officials.
67	P.20	PBG 5%	PBG 5% of contract value within 15 days of PO; valid 60 days beyond contract; claim 12 months beyond BG expiry; delay penalty ₹5,000/day.	Is contract value for PBG = DC+DR quoted total ex-GST or incl-GST? Acceptable e-PBG/SFMS format? PBG reduction if contract not extended?		Yes, the Performance Bank Guarantee (PBG) must be submitted at 5% of the total contract value, inclusive of GST, for a one-year period. The format of the PBG is provided in Annexure-7. In the event of any contract extension, a separate PBG shall be submitted corresponding to the revised contract value for that duration.

Sr. No.	Page No.	Clause No.	Existing Clause	Query / Clarification	Bidder's Suggested Changes	StockHolding Remarks
68	P.22	Option clause +25%	Purchaser may increase ordered quantum up to 25%.	Does +25% apply to headcount, duration, or both? Will rates remain same? Order process and notice period?		Yes, the contract shall remain valid for the specified duration with rates remaining same. The successful bidder will be duly intimated through the order accordingly.
69	P.18 / 5.B; Ann.4	Extension year	May extend further 1 year at same price on satisfactory performance.	Will extension require fresh PBG/PO? Any performance scorecard definition for 'satisfactory'?		Yes, a fresh Performance Bank Guarantee (PBG) shall be submitted. The evaluation of satisfactory performance, for this purpose, shall be at the discretion of StockHolding.
70	P.21	Sub-contracting	No subcontracting; only own personnel.	Are payroll employees of 100% subsidiary allowed? Contract-to-hire on bidder payroll?		Clarification: Deployed resources to be on the payroll of contracting entity. Contract to hire is allowed if during the contract period the resource is on Bidder's payroll.
71	P.21–22	Termination convenience / Exit	90 days notice termination for convenience; exit plan within 60 days of PO acceptance.	Any kill fee / notice-period resource charges if terminated for convenience mid-quarter? Knowledge transfer duration expectation?		The vendor shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination. No additional charges will be paid. For knowledge transfer, the vendor shall adhere to the Exit Management provisions outlined in the bid document, to be carried out within the termination period.
72	P.21, P.39–41	NDA Ann.8	Successful bidder shall execute NDA; text says support obligations under agreement will be of OEM (possible drafting error).	Please confirm NDA is between StockHolding and successful bidder (not OEM). Stamp duty bearer already stated as bidder—confirm state and amount practice.		Rectified Table of Contents uploaded
73	P.21	Jurisdiction & dispute	Mumbai jurisdiction; amicable then courts.	Is arbitration deliberately excluded? Any escalation matrix before litigation?		Please follow 'Dispute Resolution' as outlined in the bid document
74	P.21	Indemnity / IP	Indemnify for patent/trademark/copyright infringement for equipment offered.	This is a manpower/services RE tender with no equipment supply—please confirm IP indemnity is limited to bidder deliverables/scripts, not Oracle OEM IP.		This being a manpower/services RE tender with no equipment supply, the Intellectual Property (IP) indemnity shall be limited to the bidder's deliverables, such as scripts, documentation, or other outputs created under the contract.
75	P.19	Labour / CLRA / minimum wages	Comply with CLRA, EPF, ESI, minimum wages, POSH, etc.; proof of filings.	Will engagement be treated as contract labour requiring StockHolding registration as PE? Location-wise minimum wage category applicable (IT skilled)? Frequency of compliance pack submission?		The bidder shall deploy a dedicated team to manage the Oracle Engineered Systems configured at StockHolding. The bidder shall comply with all relevant labour and compensation laws of India for the resources deployed. Accordingly, the bidder to abide by statutory requirements and maintain compliance as stipulated under applicable legislation.
76	P.11–12	Security / ISMS / SEBI RBI	Ensure compliance as per ISMS and regulators like SEBI, RBI.	Will StockHolding share applicable policy set and hardening baselines at onboarding? Any certifications mandatory for bidder org (ISO 27001, etc.) beyond RFP eligibility?		Clarification: Applicable policies if any will be shared with the winning bidder.
77	P.7 Sr.5	Blacklisting declaration	Not blacklisted by Govt/PSU/Bank etc. in last 2 years.	Does mere show-cause or temporary suspension count as blacklisting? Format any specific wording?		Mere issuance of a show-cause notice or temporary suspension shall not be construed as "blacklisting." For the purpose of this clause, blacklisting refers to a formal order of debarment/blacklisting issued by any Government Body, PSU, Bank, Autonomous body and any other entity for any reasons within last 2 years from the RFP date. However any such transgressions that has happened in the past should be brought to the notice of StockHolding.