

Sr. No	Section & Clause Ref. No./Annexure No	RFP text	Query	Response to query
1	Eligibility Criteria (For Bidder Company)	Bidder should have minimum 200 Technical staff on the payroll of the company	Is there any potential for adjusting the number of technical staff?	No.
2	Eligibility Criteria (For Bidder Company)	The Bidder must have executed the following: Minimum 03 (Three) Orders for providing of IT Facility Management Services / ITeS/ IT Managed Services with each order of managing minimum 500+ Desktops/Laptops at one building / location (LAN) in the last 3 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India	Kindly modify as: The Bidder must have executed the following: Minimum 02(Two) Orders for providing of IT Facility Management Services / ITeS/ IT Managed Services with each order of managing minimum 500+ Desktops/Laptops at one building / location (LAN) in the last 5 Years in Banks / Financial Institutions / Government Organizations / PSUs / Corporate Enterprises in India.	No Change.
3	Nature of Work of Engineers: (On-site and remote support)	The primary responsibility of resource is to attend calls of users / vendors and to get all the issues resolved timely by taking follow-up with respective application & hardware vendor. All the mentioned IT-computer Hardware i.e. desktops, Laptops, Printers, Scanners, Projector etc., and its related equipment/Peripherals are under Warranty / AMC with the respective vendor who has supplied	i. Any helpdesk team and Ticketing tool available for call logging and MIS reports generation? ii. Any other management tools are available now?	StockHolding IT department has own helpdesk team and Ticketing tool available for call logging
4	Nature of Work of Engineers: (On-site and remote support)	(d) Should be able to lift and shift IT Assets as per requirement and record the movement of IT assets within and out across locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset are not returned back within the stipulated time.	Whether the customer shall bear the cost for shifting the devices between locations?	All IT asstes are located within Mumbai / Navi mumbai region. StockHolding IT department will arrange vehicles for shifting of IT assets. However, the engineer costs will not be beared by StockHolding for rotation of Engineers within Mumbai / Navi mumbai region
5	(9) Expected Timelines for On-boarding Resources	(c) Candidates selected by the Company team will be on boarded to the project. StockHolding will raise the PO and the resource should be on boarded within 1-2 weeks of issuing the PO.	We reuest you to modifi the clause as it will required 4-6 weeks to deploy the resources onsite.	No Change.
6	(11) Bids Preparation and Submission Details- 3. Submission of Bids	(g) All employees engaged by the bidder shall be comprehensively insured for accidents and injuries by the bidder at his/her/their cost	What is minimum insurance amount required?	As per bidder company policy.
7	(5) Payment Terms	One Time Payment of Rs. 4000/- + Taxes as re-imbusement for any new resource (not considered for replacement of resource) deployed in Stock Holding Corporation of India Limited (StockHolding) for background check.	Is there any need of background check if person is from ISL.	Background check is manadatory for any new resource deployment
8	(5) Payment Terms	Monthly on submission of Invoice and based on the number of resources deployed in StockHolding (in that month) from the date of joining (on pro-rate basis) based on attendance details duly certified by StockHolding official(s).	Timelines not given after submission of bills in how many days payment will be done.	Payment will be done as per StockHolding internal process
9	(4) Leaves	One day leave is permissible per month for each of the deployed technical qualified (skilled) resources.	If semiskilled person is deployed then what will be permissible leave.	No semi skilled persons are allwed to deploy
10	(10) Penalty	(a) The empanelled bidder(s) shall make arrangement of standby engineer / help desk personal in case resident engineer / help desk person is not reporting / available continuously for more than 01 working days (Under normal circumstances).	Kindly eleborate normal circumstances as there may be other situations.	This refers other than any crisis situation i.e. Lock-down, flood, war situation etc.
11	14. Dispute Resolution	The final payment will be released only after the bidder complies with above-mentioned clause	Kindly remove this condition	No Change.

Note: Apart from the above mentioned queries response of all other queries raised by the bidders will be "As per RFP".