

Response to Pre-Bid Queries for RFP					
RFP Ref. No.	CPCM-06/2025-26 Date: 30-June-2025 GEM Bid No. GEM/2025/B/6398340				
RFP Name	RFP for Vendor Selection for Outsourced Resources for Data Centre at StockHolding				
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	3	EMD	General Query	How is the EMD has to be submitted- RTGS/NEFT Or in form of BG	Through RTGS/NEFT on Stock Holding's Bank Account
2	12	Timelines for On-boarding resources	The selected company should deploy resources within 02 (two) weeks of issuing the PO	Deployment of Manpower in 2 weeks is very difficult, Requesting to please allow 30 days to the bidder for the deployment of the resources after the selction of the bidder	No Change.
3	13	Service Level Agreement (SLA) and Penalty	Replacement within 7 days in case of existing deployed resource resigns from the duty	Replacement within 7 days is difficult, we request to allow the successful bidder to arrange replacement in 30 days instead of 7 days	No Change.
4	13	Service Level Agreement (SLA) and Penalty	Penalty of ₹1000 per day for each resource shall apply if a replacement is not provided before the resource's exit date	The imposed penalty is very high requesting to reduce it from Rs. 1000 per day to Rs 200 per day and amend the clause as under: Penalty of ₹200 per day for each resource shall apply if replacement is not provided before the resource's exit date	No Change.
5	12	Scope of Work (SOW)	Deputed person should work in 03 (three) shifts (I shift – 7:30 AM to 3 PM, II shift– 3 PM to 10 PM, III shift 10 PM to 7:30 AM). They shall ensure the continuity of work across shifts. Manpower will be deployed equally among the three mentioned shift timings subject to business requirement changes in the near future	We assume there is no overnight shift .Please confirm	All 3 shifts are mentioned which means that the support should run 24x7/365 days a year.
6	7	Eligibility Criteria	Bidder should have experience of providing Computer Operator for- a) 03 (Three) works each costing not less than ₹32 lakhs OR b) 02 (Two) works each costing not less than ₹40 lakhs OR c) 01 (One) work of ₹64 lakhs	Is it possible for computer operators to considered as software consultants?	No Change.

7	7	Eligibility Criteria	The Bidder should have experience of providing minimum 50 Nos. of skilled staff to any Central Government Authorities / Public Sector Undertakings /State Government / BFSI sector / reputed private organizations during last 05 (five) years in India."	Is it acceptable to apply the experience of these 50 professionals to multiple POs and client engagements	Single/Multiple Purchase Orders are allowed
8	7	Eligibility Criteria	Bidder must have the following valid Accreditations / Certifications a. ISO 9001 latest b. ISO 20000 latest	Please provide Wavier for the ISO 20000 latest	No Change.
9	7	Eligibility Criteria	The Bidder should have experience of providing minimum 50 Nos. of skilled staff to any Central Government Authorities / Public Sector Undertakings /State Government / BFSI sector / reputed private organizations during last 05 (five) years in India."	Do you want the experience of providing at least 50 skilled employees at a single client location..? Or whether multilocation calculations will work for this or not. Please specify	Single/Multiple Purchase Orders are allowed
10	7	Eligibility Criteria	Bidder should have experience of providing Computer Operator for- a) 03 (Three) works each costing not less than ₹32 lakhs OR b) 02 (Two) works each costing not less than ₹40 lakhs OR c) 01 (One) work of ₹64 lakhs	The may be changed to the Bidder should have experience in providing IT manpower	IT manpower experience will also be considered.
11	7	Eligibility Criteria	Bidder must have office in Maharashtra state. Details of the bidder's office with valid GST registration of Maharashtra state.	Change this to Bidder Must have office in Maharashtra	No Change.
12	7	Eligibility Criteria	The Bidder should have experience of providing minimum 50 Nos. of skilled staff to any Central Government Authorities / Public Sector Undertakings /State Government / BFSI sector / reputed private organizations during last 05 (five) years in India."	Query, this is required form One single PO or can from multiple POs.	Single/Multiple Purchase Orders are allowed