Response to Pre-Bid Queries for RFP					
RFP Ref. No.		**CPCM-43/2026-27 Dated: 01-Oct-2026 GEM Bid No. - GEM/2026/B/8108062**			
RFP Name		**RFP for AMC of Desktops across PAN India at StockHolding at StockHolding**			
Sr. No.	**Page No.**	**RFP Clause**	**Clause Description**	**Query**	**StockHolding Response**
1	20	ANNEXURE - 2 – Eligibility Criteria	5.The bidder must have experience in managing at least 1800 desktops per contract over the past five years, for a minimum of three enterprise or corporate clients within India.	Since laptops and desktops are both endpoint computing devices, we request you to kindly clarify and consider relevant experience in managing laptops/desktops, instead of restricting the eligibility criterion to desktops only.	Revised Clause: 5.The bidder must have experience in managing at least **1800 desktops and/or laptops** per contract over the past five years, for a minimum of three enterprise or corporate clients within India.
2				To provide wider participation while retaining the required experience level, we request you to consider either (a) at least one Purchase Order from an enterprise/corporate client in India covering 6,000 laptops/desktops executed over a period of three years, or (b) at least three Purchase Orders from enterprise/corporate clients in India, each covering a minimum of 1,500 laptops/desktops, executed over a period of three years.	No change
3	7	Validity of offer	The offer should remain valid for a period of at least 90 days from the date of submission.	Considering the nature and scope of the AMC services, we request you to kindly consider reducing the offer validity period to 30–45 days from the date of submission.	No change
4	13	Scope of Work (SOW) & Service Level Agreement (SLA)	h) Bidder will provide complete resolution within maximum 72 hours from the time of problem reporting including part repair / replacement including cables, connectors, OnOff/reset switches failing which applicable penalty will be levied by Stock Holding Corporation of India Limited. The applicable penalty will be recovered (deducted) from the respective payment(s).	We request you to kindly clarify that cables, connectors, non-OEM external cards, and other components not forming part of the standard OEM desktop configuration shall be excluded from the Comprehensive AMC scope. Further, kindly provide the detailed hardware configuration/model details of the desktops covered under the AMC and share the location-wise/tier-wise deployment details along with PIN codes. Considering part availability and logistics, we also request you to consider a maximum resolution timeline of 5 business days for Tier-1 cities and 7–10 business days for other locations, subject to availability of required parts.	**Clarification:** All parts including Monitor, Keyboard, Mouse, cables, connectors, cards and any other components forming part of the standard OEM desktop configuration will be part of the Comprehensive AMC Scope. All the details and addresses are mentioned in the RFP Document. For detaled address of each location please visit https://www.stockholding.com/branch-locator.php
5			e) Bidder will provide support, service and resolution for each of the awarded AMC of desktops with scope include installation, re-installation, configuration, re configuration, fixing of operating system. StockHolding will be responsible to provide license media for OS.	We request you to clarify that the bidder's responsibility for operating system support shall be limited to reinstallation of the OEM-provided operating system. The required Windows license key/media, wherever applicable, shall be provided by SHCIL. Application installation/configuration and backup/restoration of existing user data shall remain under SHCIL's responsibility.	**Clarification:** Licenses will be provided by StockHolding. OS and all the necessary applications, printers, scanners and other drivers has to be reinstalled as and when required. Backup and Restoration of Data will not be part of this contract.
6			d) Bidder will submit service report for each of the attended problem(s) with the signature of the user and stamp with status i.e. call completed / pending with remarks or dependencies during the AMC period.	For issues resolved remotely, where physical attendance is not required, we request you to kindly allow closure of the service request through email confirmation from the concerned user/SHCIL representative instead of obtaining a physical signature and stamp on the service report.	**Clarification:** The service engineer has to visir the site and get the service request signed by the Branch incharge with ink sign and seal of the branch with time stamp.

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7			g) Bidder will provide response within same or maximum next day from the time of problem reporting.	We request you to kindly consider the response time as the same business day or, at the latest, the next business working day from the time of problem reporting.	**Clarification:** No Change
8			m) In case the terms of the Scope of Work if violated in any manner, StockHolding reserves the right to terminate the AMC agreement immediately.	We request you to kindly provide a reasonable cure period of at least 30 days for rectification of any breach of the Scope of Work before termination of the AMC agreement, except in cases of material breach, fraud, or other circumstances warranting immediate termination under the contract.	**Clarification:** No Change
9			a) All branded desktops specified in this RFP document and/or its Annexures shall be maintained to ensure trouble-free performance throughout the duration of the Comprehensive Onsite Annual pMaintenance Contract (AMC). On-site support for hardware failures (motherboard, HDD, RAM, SMPS, monitor, keyboard, mouse etc.,) with NBD support, Software troubleshooting (OS reinstallation, application errors, driver updates), Replacement of faulty parts (covered under comprehensive AMC) with Provision of standby desktops in case of prolonged downtime.	We request you to kindly clarify that the Comprehensive AMC shall cover defects/failures arising from normal usage and shall exclude damage or failure caused by physical damage, electrical surges/voltage fluctuations, improper handling, pest/rodent infestation, liquid ingress, flooding, fire, smoke, excessive dust, humidity, corrosion, extreme temperatures, or other environmental conditions beyond the equipment's specified operating limits.	**Clarification:** Comprehensive AMC shall cover defects/failures arising from normal usage and shall exclude damage or failure caused by physical damage, electrical surges/voltage fluctuations, improper handling, pest/rodent infestation, liquid ingress, flooding, fire, smoke, excessive dust, humidity, corrosion, extreme temperatures, or other environmental conditions beyond the equipment's specified operating limits.
10	14	Penalty	a) Penalty of minimum of Rs. 100/- per desktop per day subject to maximum of Rs. 500/- per desktop per incidence may be levied for delay in response beyond response time mentioned in this proposal.	Considering the nature of AMC services and the overall contract value, we request you to kindly consider a penalty of Rs. 50/- per desktop per day, subject to a maximum of Rs. 200/- per desktop per incident, for delay beyond the stipulated response time.	**Clarification:** No Change
11			b) The total penalty will be capped at 10% of the overall PO value	We request you to kindly consider capping the aggregate penalty at 5% of the overall Purchase Order value to maintain a reasonable and proportionate liability framework.	No change