

Response to Pre-Bid Queries for RFP					
RFP Ref. No.	CPCM-21/2025-26 Date: 05th January 2026 GEM Bid No. GEM/2026/B/7073239				
RFP Name	REQUEST FOR PROPOSAL – ANNUAL MAINTENANCE CONTRACT (AMC) OF NETWORKING DEVICES ON PAN INDIA BASIS (Non-Back-to-Back)				
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1		General		There are 32 no. Of devices which are not End of support from CISCO (LDOS coming in 2027). Request if you can consider Back to Back support of these devices.	Response: No Change
2		General		Request you to please provide serial numbers of these 32 devices.	Response: No Change
3		General		<p>Please refer our new Partner program launching on 25th Jan 2026 which is getting away from older partner designations of Gold/Silver/Platinum etc. There are essentially 2 types of partners as below -</p> <p><a href="https://www.cisco.com/c/dam/en_us/partners/cisco-partner-program/cisco-360-partner-program-highlights.pdf">https://www.cisco.com/c/dam/en_us/partners/cisco-partner-program/cisco-360-partner-program-highlights.pdf</a></p>	Noted
4	8	ELIGIBILITY CRITERIA (Documents to be Submitted Online)	Point No. 2 The Bidder should be Tier 1 or Platinum or Gold Partner of CISCO consecutively since last 03 years.	<p>To process and prepare solution as per SOW/ SLA, we need clarity on below points -</p> <p>*To compliance the clause "Bidder should be Tier 1 or Platinum or Gold Partner of CISCO consecutively since last 03 years." please validate attached Cisco certificate.</p>	Bidder to submit CISCO partnership certificate for past 3 years.
5	10	Scope of Work	Vendor's Responsibility	<p>*Scope of Work- Vendor's Responsibility (need more clarity on c, g, h)</p> <p>c. Vendor will raise RMA (Return Material Authorization) and get the equipment replaced, installed, configured and working in StockHolding's network. End to-End support is expected from the vendor. Faulty hardware is owned by vendor.</p> <p>g. Vendor will provide PSRT (Partner Support Service) support (Shared Support) required as per support requirement of Stockholding.</p> <p>h. In case of mismatch of model number / serial number of devices because of RMA those devices should be honoured during the AMC.</p>	<p>Response:</p> <p>c: Stockholding will log a call with the successful bidder, The bidder will get the equipment replaced, installed, configured and working in StockHolding's network as per the SLA terms and conditions. End to-End support is required from the bidder, faulty hardware will be owned by the successful bidder.</p> <p>g. Succesfull bidder will provide support requirement of Stockholding as per SLA terms and conditions.</p> <p>h..In case of mismatch of model number / serial number of devices because of any change of device model number/serial number in the interim period (existing vendor to the successful bidder), those devices should be honoured during the AMC.</p>