

Response to Pre-Bid Queries for RFP																														
RFP Ref. No.		CPCM-22/2025-26 Date: 05th January 2026 GEM Bid No. GEM/2026/B/7074059																												
RFP Name		Request for Proposal (RFP) - ANNUAL MAINTENANCE CONTRACT (AMC) OF NETWORKING DEVICES WITH BACK TO BACK SUPPORT AT STOCKHOLDING																												
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks																									
1	3	RFP Document Details	Interest free Earnest Money Deposit (EMD) [*]	Relaxation in EMD: We are the existing Service Provider for the AMC of devices with respect to ongoing GeM Bid and ePBG is already submitted against existing AMC Purchase Order with the additional time period till validity of your current Gem Bid. Request: We request you to kindly allow Bid security declaration on stamp paper of Rs.100. Justification: It will allow the maximum participations.	As per the RFP terms and conditions, bidder need to submit EMD by way of RTGS/NEFT/BG/FDR to be paid to Stock Holding Corporation of India Limited as Earnest Money Deposit should be submitted separately before submission of online bids on StockHolding's Bank Account No.: 004103000033442 Bank: IDBI Bank (Nariman Point Branch) IFSC: IBKL00000004. Bidders registered under Micro & Small Enterprises (MSE) for specific trade are exempted from EMD. Bidders shall upload the scanned copy of necessary documents as part of eligibility criteria documents.																									
2	8 & 9	ELIGIBILITY CRITERIA (Documents to be Submitted Online)	Point No. 9 The Bidder should have on payroll at least – 5 Expert level certified Engineers i.e. CCIE (Cisco Certified Internetwork Expert), 10 Professional levels certified engineering i.e. CCNP (Cisco Certified Network Professional), and 20+ Associate level engineers i.e. CCNA (Cisco Certified Network Associate) Note: All the above certifications should be current and active.	Request: Kindly allow valid HR Declaration only. Justification: Collection of Individual Certificates may result more time require for participation.	As per RFP for the mentioned eligibility criteria, following documents to be submitted by bidder- <b>"Self-declaration by the bidder on it Letter Head duly signed by the Authorized Signatory"</b>																									
3	General			Serial Number of the devices Request: Kindly share the serial number of existing devices /inventory. Justification: it is essential to take pricing from the OEM	Response: We will share the serial numbers.																									
4	General			Below missing devices to be added to the list which are due to be renewed <table><tr><th>Serial Number / PAK number</th><th>Product ID</th><th>Item Quantity</th><th>Covered Line Start Date</th><th>Covered Line End Date</th></tr><tr><td>JPG214700RK</td><td>DS-C9148S-12PK9</td><td>1</td><td>10/24/2025</td><td>8/25/26</td></tr><tr><td>JPG214700LU</td><td>DS-C9148S-12PK9</td><td>1</td><td>10/24/2025</td><td>8/25/26</td></tr><tr><td>FDO22491NC6</td><td>N9K-C93108TC-EX</td><td>1</td><td>6/3/2025</td><td>12/2/25</td></tr><tr><td>FDO224305KE</td><td>N9K-C93108TC-EX</td><td>1</td><td>6/3/2025</td><td>12/2/25</td></tr></table>	Serial Number / PAK number	Product ID	Item Quantity	Covered Line Start Date	Covered Line End Date	JPG214700RK	DS-C9148S-12PK9	1	10/24/2025	8/25/26	JPG214700LU	DS-C9148S-12PK9	1	10/24/2025	8/25/26	FDO22491NC6	N9K-C93108TC-EX	1	6/3/2025	12/2/25	FDO224305KE	N9K-C93108TC-EX	1	6/3/2025	12/2/25	Response: Not inline with the RFP requirements.
Serial Number / PAK number	Product ID	Item Quantity	Covered Line Start Date	Covered Line End Date																										
JPG214700RK	DS-C9148S-12PK9	1	10/24/2025	8/25/26																										
JPG214700LU	DS-C9148S-12PK9	1	10/24/2025	8/25/26																										
FDO22491NC6	N9K-C93108TC-EX	1	6/3/2025	12/2/25																										
FDO224305KE	N9K-C93108TC-EX	1	6/3/2025	12/2/25																										
5	15	PAYMENT TERMS	Point No. 1 StockHolding will make quarterly payments in advance in accordance with the purchase order provided that the services meet the contractual standards, submission of preventive maintenance reports on half-yearly basis and necessary invoices/bills are provided after deducting any applicable penalties.	Kindly amend the Payment terms to be Advance payment of Full amount for CISCO Back to back support charges	Response: No change																									

6	11	Requirement	Total Number of Switch Models	<p>To ensure we provide a comprehensive proposal backed by Cisco SmartNet (Back-to-Back) support as required by the RFP, we must obtain formal "Back-to-Back" pricing and confirmation from Cisco. As specified in the tender, all networkswitches having back-to-back support should reflect StockHolding's own contract IDs rather than the bidder's.To facilitate this OEM alignment, please provide the Serial Numbers for the following 107 devices currently deployed across Mahape, Bengaluru, Centre Point, and Fort.</p> <table><tr><th>Switch Model</th><th>Total Quantity</th></tr><tr><td>C9200-24P-E</td><td>4</td></tr><tr><td>C9200-24T-E</td><td>10</td></tr><tr><td>C9200-48P-E</td><td>12</td></tr><tr><td>C9200-48T-E</td><td>61</td></tr><tr><td>C9300-48H-A</td><td>2</td></tr><tr><td>C9300L-24T-4G-E</td><td>2</td></tr><tr><td>C9500-24Y4C-A</td><td>2</td></tr><tr><td>N9K-C93108TC-FX3P</td><td>12</td></tr><tr><td>N9K-C9332C</td><td>2</td></tr><tr><td>Total Count</td><td>107</td></tr></table>	Switch Model	Total Quantity	C9200-24P-E	4	C9200-24T-E	10	C9200-48P-E	12	C9200-48T-E	61	C9300-48H-A	2	C9300L-24T-4G-E	2	C9500-24Y4C-A	2	N9K-C93108TC-FX3P	12	N9K-C9332C	2	Total Count	107	Response: We will share the serial numbers.
Switch Model	Total Quantity																										
C9200-24P-E	4																										
C9200-24T-E	10																										
C9200-48P-E	12																										
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C9300-48H-A	2																										
C9300L-24T-4G-E	2																										
C9500-24Y4C-A	2																										
N9K-C93108TC-FX3P	12																										
N9K-C9332C	2																										
Total Count	107																										
7	General			<p>Request to add balance 44 devices and to have a common Co-term End date of 31st Dec 2028(or till LDOS whichever is earlier). This shall ease the contract management and support management with TAC with One Single contract going forward (attached Annexure A)</p>	Response: Not inline with the RFP requirements.																						
Note: List of Serial Numbers are attached below in Annexure-A.																											

## Annexure - A

Sr.No.	Branch Name	Switch Model	Serial Nos
1	Mahape Central Hub	C9200-48T-E	JAE26421TN1
2	Mahape Central Hub	C9300-48H-A	FOC2603YCYD
3	Mahape Central Hub	C9200-48T-E	JAE26421TCY
4	Mahape Central Hub	C9200-48T-E	JAE26421TW9
5	Mahape Central Hub	C9200-48T-E	JAE26421T6J
6	Mahape Central Hub	C9200-48T-E	JAE26421HY1
7	Mahape Central Hub	N9K-C93108TC-FX3P	FDO26470SJ8
8	Mahape Central Hub	N9K-C93108TC-FX3P	FDO26480BXW
9	Mahape Central Hub	N9K-C93108TC-FX3P	FDO264804ZJ
10	Mahape Central Hub	N9K-C93108TC-FX3P	FDO280508QT
11	Mahape Central Hub	C9300-48H-A	FOC2603YCZK
12	Mahape Central Hub	N9K-C9332C	FDO26330712
13	Mahape Central Hub	N9K-C9332C	FDO263306Y9
14	Mahape Central Hub	C9200-48T-E	JAE26421JY5
15	Mahape Central Hub	C9200-48T-E	JAE26421HZ4
16	Mahape Central Hub	C9200-48T-E	JAE26421TGF
17	Mahape Central Hub	C9500-24Y4C-A	FDO28180FL8
18	Mahape Central Hub	C9500-24Y4C-A	FDO28220722
19	Mahape Central Hub	C9300L-24T-4G-E	FOC2629YDW9
20	Mahape Central Hub	C9300L-24T-4G-E	FOC2628YJ2H
21	Mahape Central Hub	N9K-C93108TC-FX3P	FDO26470CDP
22	Mahape Central Hub	N9K-C93108TC-FX3P	FDO26470KEA
23	Mahape Central Hub	C9200-48T-E	JAE26421JUF
24	Mahape Central Hub	C9200-48T-E	JAE26421U5G
25	Mahape Central Hub	C9200-48T-E	JAE26421TXQ
26	Mahape Central Hub	C9200-24T-E	JAE26391GQ1
27	Mahape Central Hub	C9200-24T-E	JAE26391J73
28	Mahape Central Hub	C9200-24T-E	JAE26391HZX
29	Mahape Central Hub	C9200-24T-E	JAE26391HS3
30	Mahape Central Hub	C9200-24P-E	FOC2643064H
31	Mahape Central Hub	C9200-24P-E	FOC264305H9
32	Mahape Central Hub	C9200-24P-E	FOC264306EV
33	Mahape Central Hub	C9200-48T-E	JAE26421JJ5
34	Mahape Central Hub	C9200-48P-E	JAE26490ECX
35	Mahape Central Hub	C9200-48T-E	JAE26421J0Q
36	Mahape Central Hub	C9200-48T-E	JAE26421HJG
37	Mahape Central Hub	C9200-48T-E	JAE26421HK6
38	Mahape Central Hub	C9200-48P-E	JAE26490EQ6
39	Mahape Central Hub	C9200-48T-E	JAE26402U4M
40	Mahape Central Hub	C9200-48T-E	JAE26421HYD
41	Mahape Central Hub	C9200-48T-E	JAE26421J0A
42	Mahape Central Hub	C9200-48T-E	JAE26421J1S
43	Mahape Central Hub	C9200-48T-E	JAE26421J9D
44	Mahape Central Hub	C9200-48T-E	JAE26400Y7L

Sr.No.	Branch Name	Switch Model	Serial Nos
45	Mahape Central Hub	C9200-48T-E	JAE26421JFU
46	Mahape Central Hub	C9200-48T-E	JAE26402TMR
47	Mahape Central Hub	C9200-48T-E	JAE26421HK5
48	Mahape Central Hub	C9200-48P-E	JAE26490ESC
49	Mahape Central Hub	C9200-48T-E	JAE26421HYB
50	Mahape Central Hub	C9200-48P-E	JAE26490FMC
51	Mahape Central Hub	C9200-48T-E	JAE26421HHJ
52	Mahape Central Hub	C9200-48P-E	JAE26490FLX
53	Mahape Central Hub	C9200-48T-E	JAE26421JZL
54	Mahape Central Hub	C9200-48T-E	JAE26421JN7
55	Mahape Central Hub	C9200-48T-E	JAE26421HHB
56	Mahape Central Hub	C9200-48P-E	JAE26490FL3
57	Mahape Central Hub	C9200-48T-E	JAE26421JH8
58	Mahape Central Hub	C9200-48P-E	JAE26490ED2
59	Mahape Central Hub	C9200-48T-E	JAE26421K2F
60	Mahape Central Hub	C9200-48T-E	JAE26421HK4
61	Mahape Central Hub	C9200-48T-E	JAE26421J05
62	Mahape Central Hub	C9200-48T-E	JAE26421JTB
63	Mahape Central Hub	C9200-48P-E	JAE26490FCB
64	Mahape Central Hub	C9200-24P-E	FOC264306EP
65	Mahape Central Hub	C9200-48P-E	JAE26490FFF
66	Mahape Central Hub	C9200-48P-E	JAE26490ERD
67	Mahape Central Hub	C9200-48P-E	JAE26490EX2
68	Mahape Central Hub	C9200-48P-E	JAE26490FAV
69	Mahape Central Hub	N9K-C93108TC-FX3P	FDO2648050K
70	Mahape Central Hub	N9K-C93108TC-FX3P	FDO26470SKQ
71	Fort	C9200-24T-E	JAE26391H4M
72	Mahape Central Hub	C9200-24T-E	JAE26391H08
73	Center Point	C9200-48T-E	JAE26400Y8T
74	Center Point	C9200-48T-E	JAE26421HU0
75	Center Point	C9200-48T-E	JAE26421J71
76	Fort	C9200-48T-E	JAE26421JD7
77	Mahape Central Hub	C9200-48T-E	JAE26421K1W
78	Fort	C9200-48T-E	JAE26421K08
79	Fort	C9200-48T-E	JAE26421JXD
80	Fort	C9200-48T-E	JAE26421SUD
81	Mahape Central Hub	C9200-48T-E	JAE26421SYG
82	Mahape Central Hub	C9200-48T-E	JAE26421TED
83	Center Point	C9200-48T-E	JAE26421TQC
84	Fort	C9200-48T-E	JAE26421TY3
85	Fort	C9200-48T-E	JAE26421U3A
86	Sify Bangalore DR	C9200-24T-E	JAE26391HWN
87	Sify Bangalore DR	C9200-48T-E	JAE26421TRQ
88	Sify Bangalore DR	C9200-48T-E	JAE26421TBU
89	Sify Bangalore DR	C9200-48T-E	JAE26421TZ6
90	Sify Bangalore DR	C9200-48T-E	JAE26421SX4

Sr.No.	Branch Name	Switch Model	Serial Nos
91	Sify Bangalore DR	C9200-48T-E	JAE26421U88
92	Sify Bangalore DR	C9200-48T-E	JAE26421TS6
93	Sify Bangalore DR	C9200-48T-E	JAE26400Z3V
94	Sify Bangalore DR	C9200-48T-E	JAE26421JZD
95	Sify Bangalore DR	C9200-48T-E	JAE26421SL8
96	Sify Bangalore DR	C9200-48T-E	JAE26421SXW
97	Sify Bangalore DR	C9200-48T-E	JAE26421TWF
98	Sify Bangalore DR	N9K-C93108TC-FX3P	FDO26470SJ0
99	Sify Bangalore DR	N9K-C93108TC-FX3P	FDO26470SLH
100	Sify Bangalore DR	C9200-48T-E	JAE26421SY0
101	Sify Bangalore DR	N9K-C93108TC-FX3P	FDO274308TA
102	Sify Bangalore DR	N9K-C93108TC-FX3P	FDO26470FB6
103	Sify Bangalore DR	C9200-48T-E	JAE26421SHX
104	Sify Bangalore DR	C9200-48T-E	JAE26421TXS
105	Sify Bangalore DR	C9200-24T-E	JAE26391J4T
106	Sify Bangalore DR	C9200-24T-E	JAE26391J7Y
107	Sify Bangalore DR	C9200-24T-E	JAE26391HZ0