

Replies to Pre-Bid Queries for Gem Bid ref no.GEM/2025/B/ 6637007 dated 04/09/25 for Selection of vendor for Supply and Installation of 16000 nos. of Extended Security Update (ESU) Licenses for existing PCs With Windows 10 OS For Period Of One Year Among The Enterprise Agreement Partners Of Microsoft.

S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
1	61	Annexure-8	Scope of work	Selection of vendor for supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS for a period of one year	Is Bank have all the 16000 systems on Windows 10 if yes confirm the device version like Windows 10 version 22H2 Latest Patch updated	All 16,000 PCs are on Windows 10 22H2 version. Additional details will be shared with selected bidder.
2	61	Annexure-8	Scope of work	Selection of vendor for supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS for a period of one year	If latest patched not updated than bidder Responsibility has to update	All 16,000 PCs meet the prerequisite Windows 10 version 22H2
3	61	Annexure-8 Scope of work	Scope of work	Selection of vendor for supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS for a period of one year	is all the devices has the internet access, if pls confirm the bandwidth availability	All PCs are connected to Bank's corporate network only. No direct internet access is available / permitted.
4	61	Annexure-8 Scope of work	Clause no : 5	5.The Bidder will be responsible to install the patches / updates manually if due to any technical reason the patches / updates are not installed automatically via Bank's Patch management system.	Is bank required dedicated resource for 1 year or we have coordinate with bank team remote & get the patches updated	Bidder to comply with RFP terms and conditions.
5	61	Annexure-8 Scope of work	Clause no : 8	8. Bidder should ensure back-to-back support arrangements with the OEM and should be able to raise ticket with the OEM directly for any issues related to the Microsoft ESU licenses implementation, activation, patching etc., for the Windows 10 devices.	is bank referring to unified support	Bidder to comply with RFP terms and conditions.
6	61	Annexure-8 Scope of work	Clause no : 4	4. Bank is presently using Microsoft's System Center Configuration Manager (SCCM). The Bidder to ensure eligible devices are getting continued updates via Microsoft's System Center Configuration Manager (SCCM) post implementation of ESU.	Current complaint device count onboarded to SCCM	All 16,000 systems are managed by SCCM.
7	10	SECTION B - INTRODUCTION	Clause 3.2 1	Scope of Work as per Annexure-8 for Selection of vendor for supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS for a period of one year among the Enterprise Agreement partners of Microsoft	Bidder has to install / assign ESU licences for 16000 machines for existing Pc's with Win 10 OS. Hope our understanding is correct	Bidder to refer to Scope of Work as per Annexure-8 and comply with RFP terms and conditions.
8	10	SECTION B - INTRODUCTION	Clause 3.2 1	Scope of Work as per Annexure-8 for Selection of vendor for supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS for a period of one year among the Enterprise Agreement partners of Microsoft	Bidder wants to enable only licences or need support in patch management for specific period.	Bidder to comply with RFP terms and conditions.
9	13	Section C	Clause no : 1.3	2 weeks from the date of supply/delivery of Microsoft ESU Licenses.	Requesting bank to extend the deployment timeline as 2 weeks is a very short period. Depends on the reachability how many clients can be activated during the provided deployment period.	Bidder to refer to Corrigendum-1
10	10	SECTION B - INTRODUCTION	Clause no : 3.2 1	Scope of Work as per Annexure-8 for Selection of vendor for supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS for a period of one year among the Enterprise Agreement partners of Microsoft.	are all system on Windows 10, version 22H2 with KB5046613? Are all windows update/activation urls open from endpoints where we need to update the license? Are all systems binded in SCCM? do you have any other MDM application?	All 16,000 PCs are on Windows 10 22H2 version and are managed by SCCM. All PCs are connected to Bank's corporate network only. No direct internet access is available / permitted.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
11	16	SECTION C	Clause 5.1	5.1. The selected bidder should inform Bank about all release/version change of patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder/OSD.	Microsoft release the communication mails while they release recent patches let us know mode of communication by which you want communication to done.	Bidder to comply with RFP terms and conditions.
12	16	SECTION C	Clause 5.4	5.4.The selected bidder shall make availability of spare parts/services, components etc., free of cost as and when required, and complete maintenance of the hardware/software/solution during Contract Period.	Activation will be done on existing windows there will not be any pplication hardware or anything involved. Please update on the hardware/software application being referred in the RFP for mentioned point.	Bidder to comply with RFP terms and conditions.
13	16	SECTION C	Clause 5.5	5.5 The support shall be given in person/email/fax/tele/remote access.	Please clarify on in person support.specify the support required for this.	Bidder to comply with RFP terms and conditions.
14	16	SECTION C	Clause 5.7	5.7 The selected bidder shall provide centralized complaint booking/lodging facility to the bank and the dash board shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	Please clarify the support requirement.	Bidder to comply with RFP terms and conditions.
15	16	SECTION C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Mean Time Between Failures (MTBF)	6.Mean Time Between Failures (MTBF) If during the contract period, any software/hardware items fail on three or more occasions in a quarter, such items shall be replaced by equivalent / superior new software/hardware items by the bidder at no additional cost to the Bank.	Once the licences are activated, Canara Bank has to take ot from functional prospectove from OEM/ Operational support team. Support team who is managing the existing operational support, licenace provider doesn't play any role in the support part.	Bidder to comply with RFP terms and conditions.
16	32	SECTION G - GENERAL CONDITIONS	Clause 5.2	5.2.The selected bidder shall deliver, install, configure the supplied Solution/service as per Technical specification and Scope of Work described elsewhere in the RFP and arrange for user level demo at bidder's cost as per accepted time schedules. The bidder is liable for penalties levied by Bank for any deviation in this regard. The bidder shall provide for all drivers/software required to install, customize and test the system without any further charge, expense and cost to Bank.	Its not windows installation it is license activation, as this point is not applicable for software driver/ upgradation .	RFP Cluase is self explanatory. Bidder to comply with RFP terms and conditions.
17	32	SECTION G - GENERAL CONDITIONS	Clause 5.3	5.3.The selected bidder shall be responsible for any discrepancies, errors and omissions or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission other information as mentioned above within the time schedule and without extra cost to the bank.	please clarify if the Error addressing would be for during implementation or the tenure of one years.	RFP Cluase is self explanatory. Bidder to comply with RFP terms and conditions.
18	36	SECTION G - GENERAL CONDITIONS	Clause 13.1.1	13.1.Bidder / Vendor/ Service Provider shall provide necessary knowledge transfer and transition support to the satisfaction of the Bank. The deliverables as indicated below but not limited to: 13.1.1.Entire back-up History but not limited to archive policies, retention policies, restore policies, schedules, target storage, backup history.	Please clarify	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
19	37	SECTION G - GENERAL CONDITIONS	Clause 13.5	13.5.Bidder/ Vendor/ Service Provider shall hold technical knowledge transfer sessions with designated technical team of Business and/or any replacement Service Provider in at least last three (3) months of the project duration or as decided by Bank.	Please clarify	Bidder to comply with RFP terms and conditions.
20	60	Annexure-7	Office Details	Sl. No.Name of the OfficeAddress and Telephone No'sE-mail ID of officeNumber of employees under the jurisdiction 1.Bengaluru 2.Mumbai 3.Others (specify)	Please confirm on mumbai Location included in Office details	RFP Cluase is self explanatory. Bidder to comply with RFP terms and conditions.
21	61	Scope of Work	Clause no : 1	1.The Bidder to ensure continued security updates for Windows 10 devices proposed to be used in the bank beyond the end-of-support date declared by the OEM M/s Microsoft by supplying and implementing the required Extended Security Updates (ESU) licenses for a period of one year from the end-of-support date.	Security updates are totally dependent on OEM's, based on the vulnerability and updates	Bidder to comply with RFP terms and conditions.
22	61	Scope of Work	Clause no : 2	2.The Bidder to validate device eligibility and prerequisites of the existing Windows 10 devices and coordinate with the Bank / existing service provider/s for implementing necessary measures and ensure all the Windows 10 devices proposed to be used in the bank are eligible / compatible with ESU.	Bank has to verify besfore proceeding with the RFP on the compatiibty part as only 14 days of period given for an implementation. Kindly refer the below link <a href="http://learn.microsoft.com/en-us/windows/whats-new/enable-extended-security-updates">http://learn.microsoft.com/en-us/windows/whats-new/enable-extended-security-updates</a>	Bidder to comply with RFP terms and conditions.
23	61	Scope of Work	Clause no : 5	5.The Bidder will be responsible to install the patches / updates manually if due to any technical reason the patches / updates are not installed automatically via Bank's Patch management system.	These are not updates/ patches its just and windows actvation. And we understand if cannot be done remotely this needs to be done manually. What is the existing SCCM reachability on this 16000 systems. Also share location based list of system inventor. Hope all systemd are in domain and updated. If systems are not reachbale over the network they cannot be covered for the activity.	Bidder to comply with RFP terms and conditions.
24	61	Scope of Work	Clause no : 7	7.Bidder should ensure that all the security patches released by Microsoft for Windows 10 operating system post end of support date of Windows 10 are made available for endpoints of the Bank during the contract period.	Could the Bank clarify how it expects the Bidder to provide support in this area, as verifying patches in the proposed manner may not be practically feasible? Additionally, please specify the level of expertise the Bank is seeking and the exact locations involved. In cases where SCCM cannot reach a machine, manual installation would be required, which may impact resource planning and factoring."	Bidder to comply with RFP terms and conditions.
25	61	Scope of Work	Clause no : 8	8.Bidder should ensure back-to-back support arrangements with the OEM and should be able to raise ticket with the OEM directly for any issues related to the Microsoft ESU licenses implementation, activation, patching etc., for the Windows 10 devices.	Does Bank already posses Premium /unified support, kindly clarify.	Bidder to comply with RFP terms and conditions.
26	61	Scope of Work	Scope of Work	Total Cost of Ownership for One Year of Contract Period [Sum of row 1 to 2 of the Table-C]	Kindly confirm if 1 years support is required to be provided by Bidder. Please provide support structure	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
27	1	Payment Terms	Payment Terms	90% after license delivery and 10% after 1 year completion	We request Bank to release 100% payment for license, as OEM don't provide any exception on payment terms	Bidder to comply with RFP terms and conditions.
28	56	Annexure-2	Clause no :11	The bidder should have support office in Bengaluru.	The bidder should have support offices in India. The successful bidder shall establish a fully functional support office in Bengaluru within 30 days from the date of award of contract. This change is proposed to promote broader participation and ensure fair competition.	Bidder to comply with RFP terms and conditions.
29	11	Section-B	Clause No : 7	The bidder who has successfully supplied the proposed procurement in at least one of the previous three procurements in Canara Bank, may be granted an exemption from other pre-qualification criteria subject to satisfactory performance duly considering their proven credentials at the sole discretion of the Bank.	In order to promote fair competition and encourage participation of MSME bidders, it is kindly requested that exemption from the prior experience criteria be extended to eligible MSMEs, subject to their compliance with the Bank's technical and functional requirements	Bidder to comply with RFP terms and conditions.
30	61	Annexure-8 Scope of Work	Clause No : 1	1.The Bidder to ensure continued security updates for Windows 10 devices proposed to be used in the bank beyond the end-of-support date declared by the OEM M/s Microsoft by supplying and implementing the required Extended Security Updates (ESU) licenses for a period of one year from the end-of-support date.	Please confirm the split of Windows 10 editions (Enterprise, Education, IoT, Pro, Home) within the 16,000 devices, since ESU is only applicable for Enterprise/Education/IoT editions.	Details will be shared with the selected bidder.
31	61	Annexure-8 Scope of Work	Clause No : 2	2.The Bidder to validate device eligibility and prerequisites of the existing Windows 10 devices and coordinate with the Bank / existing service provider/s for implementing necessary measures and ensure all the Windows 10 devices proposed to be used in the bank are eligible / compatible with ESU.	Will the bank provide detailed device inventory (OS edition, build version, patch level) to validate ESU eligibility before deployment?	Details will be shared with the selected bidder.
32	61	Annexure-8 Scope of Work	Clause no : 3	3.The Bidder should ensure deployment and activation of all the supplied ESU licenses within the expected timelines.	Does the bank prefer ESU activation via KMS (centralized) or MAK keys (per-device)? If KMS, will the KMS server be provisioned by the bank?	Bidder to comply with RFP terms and conditions.
33	61	Annexure-8 Scope of Work	Clause no : 4	4.Bank is presently using Microsoft's System Center Configuration Manager (SCCM). The Bidder to ensure eligible devices are getting continued updates via Microsoft's System Center Configuration Manager (SCCM) post implementation of ESU.	What is the current SCCM version/build? Is it already ESU-ready, or should bidder include SCCM upgrade in scope?	Bidder to comply with RFP terms and conditions. Additional details if any would be shared with the selected bidder.
34	61	Annexure-8 Scope of Work	Clause no : 5	5.The Bidder will be responsible to install the patches / updates manually if due to any technical reason the patches / updates are not installed automatically via Bank's Patch management system.	Please confirm expected SLA and scope for manual patching responsibility if SCCM fails to deliver ESU updates.	Bidder to comply with RFP terms and conditions. Additional details if any would be shared with the selected bidder.
35	61	Annexure-8 Scope of Work	Clause no : 6	6.The bidder should coordinate with the Bank / existing service provider/s for configuration of update delivery mechanisms for the eligible Windows 10 devices.	Are there any devices managed outside SCCM (e.g., Intune, WSUS, or third-party tools) that bidder needs to configure for ESU delivery?	All 16,000 systems are managed by SCCM.
36	61	Annexure-8 Scope of Work	Clause no : 7	7.Bidder should ensure that all the security patches released by Microsoft for Windows 10 operating system post end of support date of Windows 10 are made available for endpoints of the Bank during the contract period.	Will SCCM/WSUS have internet sync access to Microsoft Update, or should bidder manage offline patch import for isolated networks?	Bidder to comply with RFP terms and conditions.
37	61	Annexure-8 Scope of Work	Clause no : 8	8.Bidder should ensure back-to-back support arrangements with the OEM and should be able to raise ticket with the OEM directly for any issues related to the Microsoft ESU licenses implementation, activation, patching etc., for the Windows 10 devices.	Does the bank already have Microsoft Unified/Premier Support, or should bidder provide back-to-back OEM escalation under our scope?	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
38	61	Annexure-8 Scope of Work	Clause no : 9	9. Bidder should troubleshoot and coordinate with Bank / existing service provider/s for any issues related to ESU licenses implementation, activation, patching etc.	Will first-level troubleshooting be handled by bank's IT team, with bidder supporting escalation, or will bidder handle full ownership?	Bidder to comply with RFP terms and conditions.
39	61	Annexure-8 Scope of Work	Clause no : 10	10. The bidder should ensure proper documentation and reporting of implementation status.	What level of reporting is expected (weekly/monthly dashboards, compliance %, executive summaries)? Should reporting follow bank's template or bidder's format?	Bidder to comply with RFP terms and conditions. Additional details if any would be shared with the selected bidder.
40	62	Annexure-9 Technical and Functional Requirements	Clause no : 1	1. Licenses supplied should be Windows 10 Extended Security Updates Year 1.	Please confirm if the bank intends to restrict procurement only to Year 1 ESU, or should the bidder provide flexibility for Year 2 and Year 3 ESU in case the bank requires extension.	Bidder to comply with RFP terms and conditions.
41	62	Annexure-9 Technical and Functional Requirements	Clause no : 2	2. The ESU Licenses should enable the endpoint systems to receive all the security updates/patches released by Microsoft for Windows 10 Operating system post end of support of Windows 10 for the duration of the contract period.	Will the bank provide connectivity for SCCM/WSUS to sync directly with Microsoft Update for ESU patches, or should bidder plan for offline patch import and distribution for secure/isolated networks?	Bidder to comply with RFP terms and conditions.
42	62	Annexure-9 Technical and Functional Requirements	Clause no : 3	3. The ESU Licenses should be valid for a period of one year post end of support date of Windows 10.	Please confirm the exact contract start date - is it immediately post EOS (14 Oct 2025 to 13 Oct 2026), or based on license activation date per device?	Bidder to comply with RFP terms and conditions.
43	62	Annexure-9 Technical and Functional Requirements	Clause no : 4	4. The ESU Licenses should not cause any technical issues in the endpoint systems where the same is implemented/activated.	Will the bank perform a pilot testing phase with a subset of devices before full-scale deployment to validate stability and avoid technical disruption?	Bidder to comply with RFP terms and conditions. Additional details if any would be shared with the selected bidder.
44	62	Annexure-9 Technical and Functional Requirements	Clause No : 5	5. The ESU licenses must be deployable and activatable on endpoints with Windows 10 operating system centrally using a Microsoft-supported tool.	Since the bank uses SCCM, please confirm: (a) Which SCCM version is currently deployed? (b) Should bidder plan to upgrade SCCM if the existing version is not ESU-supported? (c) Are there any devices managed outside SCCM (e.g., Intune/WSUS) that also require ESU activation?	Bidder to comply with RFP terms and conditions. Additional details if any would be shared with the selected bidder.
45	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	2. Payment Terms	1. Microsoft Windows 10 ESU Licenses Cost - 1 year - 90% of Table A of Annexure-15 - After complete delivery of licenses and on production of relevant documents like proof of delivery duly approved by the Bank officials and after deducting applicable penalties and liquidated damages.	Please consider the relaxation for payment terms as "1. Microsoft Windows 10 ESU Licenses Cost - 1 year - <u>95%</u> of Table A of Annexure-15 - After complete delivery of licenses and on production of relevant documents like proof of delivery duly approved by the Bank officials and after deducting applicable penalties and liquidated damages."	Bidder to comply with RFP terms and conditions.
				2. After completion of one Year - 10% of Table A of Annexure-15 - After Completion of One year and after deducting applicable penalties and liquidated damages Or On Submission of a bank guarantee for equivalent to 10% of the remaining payment	Please consider the relaxation for payment terms as "2. After completion of one Year - <u>5%</u> of Table A of Annexure-15 - After Completion of One year and after deducting applicable penalties and liquidated damages Or On Submission of a bank guarantee for equivalent to <u>5%</u> of the remaining payment"	Bidder to comply with RFP terms and conditions.
				3. Microsoft Windows 10 ESU Licenses implementation/activation cost - 70% of Table B of Annexure-15 - Payment will be released after implementation/activation of the licenses in all the endpoints with Windows 10 Operating System.	Please consider the relaxation for payment terms as "3. Microsoft Windows 10 ESU Licenses implementation/activation cost - <u>85%</u> of Table B of Annexure-15 - Payment will be released after implementation/activation of the licenses in all the endpoints with Windows 10 Operating System"	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
				30% of Table B of Annexure-15 - After the first security patch update post end of support of Windows 10 operating system has been successfully completed in majority of the endpoints with Windows 10 OS	15% of Table B of Annexure-15 - After the first security patch update post end of support of Windows 10 operating system has been successfully completed in majority of the endpoints with Windows 10 OS	Bidder to comply with RFP terms and conditions.
46	14	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	3.Penalties/Liquidated Damages	3.1.1.Non-compliance of supply/delivery mentioned in SI No.1 of clause 1.3 will result in bank imposing penalty of 1% on delay in delivery per week or part thereof, on the total cost mentioned in Table-A of Annexure-15. The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.	Please consider the relaxation for penalty terms as "Non-compliance of supply/delivery mentioned in SI No.1 of clause 1.3 will result in bank imposing penalty of <u>0.25%</u> on delay in delivery per week or part thereof, on the total cost mentioned in Table-A of Annexure-15. The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner"	Bidder to comply with RFP terms and conditions.
				3.1.2.However, the total penalty/LD to be recovered under clause 3.1.1 shall be restricted to 20% on the total cost mentioned in Table-A of Annexure-15	3.1.2.However, the total penalty/LD to be recovered under clause 3.1.1 shall be restricted to <u>10%</u> on the total cost mentioned in Table-A of Annexure-15	Bidder to comply with RFP terms and conditions.
				3.2.1.Non-compliance of implementation/activation of Microsoft ESU Licenses in all the endpoints with Windows 10 Operating System mentioned in line item SI No.2 of clause 1.3 will result in bank imposing penalty of 1% on delay in implementation/activation per week or part thereof on the total cost mentioned in Table-B of Annexure-15. The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner	Please consider the relaxation for penalty terms as "Non-compliance of implementation/activation of Microsoft ESU Licenses in all the endpoints with Windows 10 Operating System mentioned in line item SI No.2 of clause 1.3 will result in bank imposing penalty of <u>0.25%</u> on delay in implementation/activation per week or part thereof on the total cost mentioned in Table-B of Annexure-15. The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner"	Bidder to comply with RFP terms and conditions.
				3.2.2.However, the total penalty/LD to be recovered under clause 3.1.3 shall be restricted to 20% of the total cost mentioned in Table-B of Annexure-15.	3.2.2.However, the total penalty/LD to be recovered under clause 3.1.3 shall be restricted to <u>10%</u> of the total cost mentioned in Table-B of Annexure-15.	Bidder to comply with RFP terms and conditions.
47	13	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	1.Project Timelines	1. Supply/Delivery of 16,000 Microsoft ESU licenses -1 week from the date of acceptance of Purchase Order or 2 weeks from the date of issuance of Purchase Order.	Please consider the relaxation for Project Timeline terms as"Supply/Delivery of 16,000 Microsoft ESU licenses - <u>Within 2 weeks</u> from the date of acceptance of Purchase Order or <u>3 weeks</u> from the date of issuance of Purchase Order"	Bidder to comply with RFP terms and conditions.
				2. Implementation/activation of Microsoft ESU licenses in 16,000 endpoints with Windows 10 Operating System - 2 weeks from the date of supply/delivery of Microsoft ESU Licenses.	Please consider the relaxation for Project Timeline terms as"Implementation/activation of Microsoft ESU licenses in 16,000 endpoints with Windows 10 Operating System - <u>Within 4 weeks</u> from the date of supply/delivery of Microsoft ESU Licenses"	Bidder to refer to Corrigendum-1
48	13	Section C- Payment Terms - Microsoft Windows 10 ESU Licenses Cost - 1 year	90% of Table A of Annexure-15	After complete delivery of licenses and on production of relevant documents like proof of delivery duly approved by the Bank officials and after deducting applicable penalties and liquidated damages.	Kindly request to amend the clause as " 100% payment to be made in the beginning of the year against Delivery and submission of POE and applicable PBG as per the RFP"	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
49	13	Section C- Payment Terms After completion of one Year	10% of Table A of Annexure-15	After Completion of One year and after deducting applicable penalties and liquidated damages Or On Submission of a bank guarantee for equivalent to 10% of the remaining payment	KINDLY NOTE: THE OEM collects 100% payment upfront against license deliveries	
50	14	Section C- Payment Terms Microsoft Windows 10 ESU Licenses implementation /activation cost	70% of Table B of Annexure-15	Payment will be released after implementation/activation of the licenses in all the endpoints with Windows 10 Operating System.	We request bank to make 100 % Payment against implementation/activation of the licenses and not to link 30% payment for patch updates, since bidder has no control on patch updates	Bidder to comply with RFP terms and conditions.
			30% of Table B of Annexure-15	After the first security patch update post end of support of Windows 10 operating system has been successfully completed in majority of the endpoints with Windows 10 OS		
51	10	Requirement Details	5.1	Supply and installation of 16000 numbers of Extended Security Update (ESU) licenses for existing PCs with windows 10 OS	<p>Please confirm if the 16,000 Windows 10 PCs have been identified for ESU updates (either through an AD security group or an AD Organizational Unit).</p> <p>Kindly confirm if these 16,000 endpoints are centrally accessible over the network from the Head Office.</p> <p>Additionally, kindly confirm if these 16,000 endpoints meet the prerequisites, i.e., Windows 10, version 22H2 with KB5046613 installed, with internet connectivity available for activation and client activation endpoints allowed through the proxy.</p>	<p>All 16,000 PCs meet the prerequisite Windows 10 version 22H2.</p> <p>All PCs are connected to Bank's corporate network only. No direct internet access is available / permitted.</p> <p>Additional details if any would be shared with the selected bidder.</p>
52	13	Section C	Project Timelines (1.3)	Implementation/activation of Microsoft ESU licenses in 16,000 endpoints with Windows 10 Operating System. Timeline 2 weeks from the date of supply/delivery of Microsoft ESU Licenses.	<p>Please extend the timeline according to the accessibility of the devices.</p> <p>Scenario 1:</p> <p>Please confirm if the bidder will get unrestricted access to SCCM and confirm SCCM client health status across 16,000 endpoints. In this scenario we request bank to give 4 Weeks from the acceptance of the PO.</p> <p>Scenario 2: In case the device is not accessible centrally, is the bidder expected to travel to each branch/location and manually complete the ESU key installation ? If Yes, please confirm no of devices and location of such devices. Also it should not be time bonded activity,</p>	Bidder to refer to corrigendum-1. Additional details if any would be shared with the selected bidder.
53	13	Section C	Project Timelines (1.5)	Bank shall reserve the right to change the timelines in order to comply with regulatory guidelines or for any other reason without any additional cost.	Need clarity on this point, as the bidder is expected to place an onsite resource during the deployment.	Bidder to refer to Corrigendum-1



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
54	14,15	Section C	Penalties/Liquidated Damages (3.2.1)	Non-compliance of implementation/activation of Microsoft ESU Licenses in all the endpoints with Windows 10 Operating System mentioned in line item SI No.2 of clause 1.3 will result in bank imposing penalty of 1% on delay in implementation/activation per week or part thereof on the total cost mentioned in Table-B of Annexure-15. The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.	Kindly also include the following clause: The Bank will not impose any penalty if the endpoints do not meet the prerequisites, i.e., Windows 10, version 22H2 with KB5046613 installed, network accessibility issues , internet connectivity issues for activation.	All 16,000 PCs meet the prerequisite Windows 10 version 22H2. Bidder to comply to the RFP terms
55	16	Section C	Scope involved during Contract period (5.1)	If any software, license updates provided by the OSD as free of cost, it should be provided and installed & configured by the selected bidder free of cost to the Bank during Contract Period.	Please remove software installation and configuration during the Contract Period, as the deployment of ESU is a one-time activity.	Bidder to comply with RFP terms and conditions.
56	16	Section C	Mean Time Between Failures (MTBF) (6)	If during the contract period, any software/hardware items fail on three or more occasions in a quarter, such items shall be replaced by equivalent / superior new software/hardware items by the bidder at no additional cost to the Bank.	Not applicable, request to remove	Bidder to comply with RFP terms and conditions.
57	16	Section C	Software, Drivers and Manuals (7)	The selected bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.	Not applicable, request to remove	Bidder to comply with RFP terms and conditions.
58	16	Section C	Defect Liability (9)	In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the selected Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFP terms.	Not applicable, request to remove	Bidder to comply with RFP terms and conditions.
59	61	Annexure-8 Scope of Work	Clause No: 2	The Bidder to validate device eligibility and prerequisites of the existing Windows 10 devices and coordinate with the Bank / existing service provider/s for implementing necessary measures and ensure all the Windows 10 devices proposed to be used in the bank are eligible / compatible with ESU.	We expect the Bank to validate device eligibility and prerequisites for the existing Windows 10 devices, as the provided implementation timeline of 2 weeks is too short.	Bidder to comply with RFP terms and conditions.
60	61	Annexure-8 Scope of Work	Clause No: 4	Bank is presently using Microsoft's System Center Configuration Manager (SCCM). The Bidder to ensure eligible devices are getting continued updates via Microsoft's System Center Configuration Manager (SCCM) post implementation of ESU.	This point to be removed, as the defined scope of the bidder is limited solely to supply and installation of extended security update (ESU) licenses	Bidder to comply with RFP terms and conditions.
61	61	Annexure-8 Scope of Work	Clause No: 5	The Bidder will be responsible to install the patches / updates manually if due to any technical reason the patches / updates are not installed automatically via Bank's Patch management system.	This point to be removed, as the defined scope of the bidder is limited solely to supply and installation of extended security update (ESU) licenses	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
62	61	Annexure-8 Scope of Work	Clause No: 6	The bidder should coordinate with the Bank / existing service provider/s for configuration of update delivery mechanisms for the eligible Windows 10 devices.	Please confirm if unrestricted access to SCCM will be provided to the Bidder for ESU deployment activity	Bidder to comply with RFP terms and conditions.
63	61	Annexure-8 Scope of Work	Clause No: 7	Bidder should ensure that all the security patches released by Microsoft for Windows 10 operating system post end of support date of Windows 10 are made available for endpoints of the Bank during the contract period.	This point to be removed, as the defined scope of the bidder is limited solely to supply and installation of extended security update (ESU) licenses	Bidder to comply with RFP terms and conditions.
64	61	Annexure-8 Scope of Work	Clause No: 8	Bidder should ensure back-to-back support arrangements with the OEM and should be able to raise ticket with the OEM directly for any issues related to the Microsoft ESU licenses implementation, activation, patching etc., for the Windows 10 devices.	The Bank should have the required support agreement with Microsoft. The Bidder can only assist in raising a case on behalf of the Bank for Microsoft ESU license implementation and ESU activation during deployment, but not for patching support.	Bidder to comply with RFP terms and conditions.
65	61	Annexure-8 Scope of Work	Clause No: 9	Bidder should troubleshoot and coordinate with Bank / existing service provider/s for any issues related to ESU licenses implementation, activation, patching etc.	The Bidder can help troubleshoot and coordinate with the Bank or existing service providers for issues related to ESU license implementation and activation during deployment, but not for patching.	Bidder to comply with RFP terms and conditions.
66	13	Deliverables & SLA	Clause 1.3 Project Timelines	Supply/Delivery of 16,000 Microsoft ESU licenses- 1 week from the date of acceptance of Purchase Order or 2 weeks from the date of issuance of Purchase Order.	Please modify : Supply/Delivery of 16,000 Microsoft ESU licenses- 4 weeks from the date of acceptance of Purchase Order or 3 weeks from the date of issuance of Purchase Order.	Bidder to comply with RFP terms and conditions.
67	13	Deliverables & SLA	+	Implementation/activation of Microsoft ESU licenses in 16,000 endpoints with Windows 10 Operating System- 2 weeks from the date of supply/delivery of Microsoft ESU Licenses	Please modify : Supply/Delivery of 16,000 Microsoft ESU licenses- 8 weeks from the date of acceptance of Implementation/activation of Microsoft ESU licenses in 16,000 endpoints with Windows 10 Operating System- 4 weeks from the date of supply/delivery of Microsoft ESU Licenses	Bidder to refer to Corrigendum-1
68	13	Payment Terms	Clause 2.1 Payment Terms	Microsoft Windows 10 ESU Licenses Cost - 1 year-90% of Table A of Annexure-15- After complete delivery of licenses and on production of relevant documents like proof of delivery duly approved by the Bank officials and after deducting applicable penalties and liquidated damages. & After completion of one Year- 10% of Table A of Annexure-15- After Completion of One year and after deducting applicable penalties and liquidated damages Or On Submission of a bank guarantee for equivalent to 10% of the remaining payment	Please modify : Microsoft Windows 10 ESU Licenses Cost - 1 year-100% of Table A of Annexure-15- After complete delivery of licenses and on production of relevant documents like proof of delivery duly approved by the Bank officials and after deducting applicable penalties and liquidated damages.	Bidder to comply with RFP terms and conditions.



S No	Page No	Section	RFP Clause/Sub clause	Detailed Clause No	Bidders Query	Bank's Reply
69	14	Payment Terms	Clause 2.1 Payment Terms	Microsoft Windows 10 ESU Licenses implementation/activation cost-70% of Table B of Annexure-15- Payment will be released after implementation/activation of the licenses in all the endpoints with Windows 10 Operating System. & 30% of Table B of Annexure-15- After the first security patch update post end of support of Windows 10 operating system has been successfully completed in majority of the endpoints with Windows 10 OS	Please modify : Microsoft Windows 10 ESU Licenses implementation/activation cost-90% of Table B of Annexure-15- Payment will be released after implementation/activation of the licenses in all the endpoints with Windows 10 Operating System. & 10% of Table B of Annexure-15- After the first security patch update post end of support of Windows 10 operating system has been successfully completed in majority of the endpoints with Windows 10 OS	Bidder to comply with RFP terms and conditions.

Date: 17-09-2025

Place: Bengaluru

Internal

  
Deputy General Manager  
Su

