

PLATFORM ENGINEERING-I					
Response to Pre-Bid Queries for RFP No. SBI/GITC/Platform Engineering-I/2025/2026/1393 dated 20/09/2025 FOR PROCUREMENT OF EXTENDED SECURITY UPDATES (ESU) FOR WINDOWS 10 (WINDOWS 11 UPGRADE NON-COMPATIBLE) DESKTOPS FOR TWO YEARS					
Sl.No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	59	Scope of Work	Scalability not detailed	Additional licenses be procured mid-term will apply the same price	As per RFP.
2	59	Scope of Work	No mention of patch certification	Is vendor expected to test/certify patches or only provide OEM updates?	Vendor is not expected to test / certify patches.
3	59	Scope of Work	Helpdesk/ticketing marked 'Not Applicable'	any vendor support is expected in case of patch failure?	No vendor support is expected in case of patch failure as the bank is having OEM engagement.
4	60	Scope of Work	2-year ESU duration mentioned	Please confirm if Bank foresees extension beyond 2027.	As per RFP.
5	58-60	Scope of Work	Geographical scope not defined	Please confirm if licenses are required only for domestic branches or also global offices?	License will be applicable for all bank branches including domestic and foreign offices.
6	60	Payment Schedule	Invoices to be paid within 30 days	Can advance or milestone-based payments be considered?	As per Corrigendum dated 07-01-2025 published on SBI https://sbi.bank.in/ and e-Procurement agency portal https://etender.sbi/SBI/
7	45	Taxes & Duties	All duties/taxes except certain ones to be borne by vendor	Please confirm GST applicability and reimbursement of statutory changes.	As per RFP.
8	4	Bank Guarantee	3% of contract value for 2 years 3 months	Request relaxation as this is license-only procurement with minimal risk.	No change in RFP clause.
9	70	Penalties	Penalties for delay/non-performance mentioned	Please clarify definition of 'delay' in case of license delivery or services	As per RFP.
10	60	Payment Schedule	Payment schedule not split	Can invoices be raised separately for Year 1 and Year 2 ESU?	PO will be issued on yearly basis as actuals and invoices to be raised separately for year 1 and year 2.
11	61-62	Price Bid	Price validity terms unclear	same price will not apply for 2nd year so request you to get clarity from OEM	As per RFP.
12	32	SubContracting	Subcontracting not allowed	Please confirm if channel partners can supply ESU on behalf of OEM.	Only Microsoft SSPs are eligible to participate in the RFP.
13	54	Customer reference		this licence will be available from oct-25 , so we can't share any reference	As per Corrigendum dated 07-01-2025 published on SBI https://sbi.bank.in/ and e-Procurement agency portal https://etender.sbi/SBI/
14	70	Penalties		if deployment delays then we will not accept penalty	As per RFP.
15	58-60	Scope of Work		please note that the contract will commence from the effective processing date only.	Contract will commence from 15th October 2025.
16	61-62	Price Bid		Regarding the unit price, the ESU Y1 and Y2 unit price will be set as a fixed one-time price and cannot be prorated.	As per RFP.

17	61-62	Price Bid		As for the quantities, the purchase order (PO) must be issued in accordance with the quantities specified in the RFP.	As per RFP.
18	61-62	Price Bid		When it comes to payment, all payments of 25K or 10K will need to be made in advance upon submission of the invoices, and arrears payments will not be accepted.	As per Corrigendum dated 07-01-2025 published on SBI https://sbi.bank.in/ and e-Procurement agency portal https://etender.sbi/SBI/
19	32	Validity of Agreement		There will be no Service Level Agreement (SLA) provided as Microsoft will be providing only security updates only so partner will not sign any SLA	No change in RFP Terms & Conditions.
20	42	Termination for Default		Termination of the contract cannot be supported.	No change in RFP Terms & Conditions.
21	31	Right To Audit		Audit and inspection services will not be available or applicable for this requirement.	No change in RFP Terms & Conditions.
22	33	Confidentiality		Confidentiality will be applicable as per the signed Master Business Services Agreement (MBSA).	No change in RFP Terms & Conditions.
23	58-60	Scope of Work		Can you please confirm if the contract will commence strictly from the effective processing date?	Contract will commence from 15th October 2025
24	61-62	Price Bid		Is it correct that the ESU Y1 and Y2 unit prices are fixed one-time charges and cannot be prorated?	As per RFP.
25	61-62	Price Bid		Should the purchase order (PO) be issued strictly based on the quantities mentioned in the RFP?	The quantity will be actuals as in hand on the date of PO. The quantity mentioned in RFP is only indicative.
26	61-62	Price Bid		Can you confirm that payments of 25K or 10K must be made in advance upon invoice submission, and arrears payments are not acceptable?	As per Corrigendum dated 07-01-2025 published on SBI https://sbi.bank.in/ and e-Procurement agency portal https://etender.sbi/SBI/
27	32	Validity of Agreement		Is it accurate that no Service Level Agreement (SLA) will be provided, since Microsoft will only be delivering security updates?	No change in RFP Terms & Conditions.
28	42	Termination for Default		Can you clarify whether contract termination is not supported under this arrangement?	No change in RFP Terms & Conditions.
29	31	Right To Audit		Are audit and inspection services excluded from this requirement?	No change in RFP Terms & Conditions.
30	33	Confidentiality		Will confidentiality terms be governed by the signed Master Business Services Agreement (MBSA)?	No change in RFP Terms & Conditions.
31	RFP	General		Are all other terms and conditions governed by the Microsoft Enterprise Agreement and associated	No change in RFP Terms & Conditions.
32	60	3	Payments will be made in arrears on quarterly basis.	Full Payment should be made on 30 days of invoice submission	As per Corrigendum dated 07-01-2025 published on SBI https://sbi.bank.in/ and e-Procurement agency portal https://etender.sbi/SBI/