

PLATFORM ENGINEERING-I					
Response to Pre-Bid Queries for RFP No. SBI/GITC/Platform Engineering-I/2025/2026/1402 dated 18/10/2025 FOR PROCUREMENT OF PROCUREMENT OF WINDOWS ENTERPRISE (WINDOWS-E3) SUBSCRIPTION LICENSES COVERING WINDOWS 10 / 11 AND FUTURE UPGRADES OF WINDOWS DESKTOPS OPERATING SYSTEM IN THE BANK					
Sl.No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
1	53-54	Appendix E - Scope of Work	License coverage and user base	Please clarify the exact number of Windows E3 licenses required and whether it covers all SBI group entities or only domestic branches.	Please be guided by the RFP.
2	53-54	Appendix E - Scope of Work	License activation responsibility	Kindly confirm whether license activation and assignment will be done centrally or per-branch basis.	License activation and assignment will be done centrally
3	53-54	Appendix E - Scope of Work	License type	Does SBI require device-based or user-based licensing for Windows E3 subscriptions?	Device based Windows E3 subscriptions are required
4	53-54	Appendix E - Scope of Work	Integration details	Will the Bank provide existing Active Directory / Azure AD tenant details for integration?	Please be guided by the RFP.
5	53-54	Appendix E - Scope of Work	License monitoring	Please confirm if license deployment and monitoring are part of bidder's responsibility or SBI IT team's role.	License deployment is performed by SBI IT team
6	51	Appendix C- Technical Requirements	OEM support confirmation	Please clarify if back-to-back support confirmation is required directly from Microsoft OEM or through CSP partner.	Directly from Microsoft OEM
7	51	Appendix C- Technical Requirements	Included services	Does SBI require Intune, Defender, or Autopilot setup as part of E3 implementation?	Please be guided by the RFP.
8	51	Appendix C- Technical Requirements	Device type inclusion	Are hybrid-joined devices (on-prem + Azure AD) included in license mapping?	Bank does not use Azure AD. All desktops are integrated with on-prem AD only.
9	51	Appendix C- Technical Requirements	Future upgrades	Should the E3 subscription include upgrades to Windows latest version if released during contract period?	Yes
10	63	Appendix-J- Penalty Clause	Applicability of penalties	Since this is a subscription service, how will service delay penalties be computed?	Please refer pg 63, Appendix-J 'Penalties'
11	128	Appendix-K SLA Details	SLA measurement	Kindly confirm the SLA parameters applicable for subscription-based licenses.	Please refer Scope of Work in the RFP
12	6	Appendix-B - Eligibility Criteria	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 3 client references are required)	Request to amend the clause as Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed Software Solution in India. (Start and End Date of the Project to be mentioned) in the past (At least 3 client references are required)	Please be guided by the RFP.
13	63	Appendix-J- Penalty Clause	In case of failure to provision the licenses on 01.02.2026 and subsequent annual renewal on anniversary date, the bidder will be liable to pay a penalty at the rate of Rs.1/- per license per day. (i.e., Maximum Rs.2,70,000/- per day)	Request to amend the clause In case of failure to provision the licenses on 01.02.2026 and subsequent annual renewal on anniversary date, the bidder will be liable to pay a penalty at the rate of Rs.0.50/- per license per day. (i.e., Maximum Rs.1350000/- per day) maximum capping of Penalty @ 2% of the Contract value.	No change in the RFP terms.
14				Kindly mention the renewal date and anniversary date.	Please be guided by the RFP.
15				Kindly mention the eligibility for LSP.	Eligibility Criteria is mentioned under Appendix - B 'Bidder's Eligibility Criteria', pg 48
16				Pls share more details for the Public Procurement laws.	Please be guided by the RFP.

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Sl.No.	RFP Page No	RFP Clause No.	Existing Clause	Query/Suggestions	Bank's Response
17				What kind of support Bank is looking from OEM .	This RFP is only for provisioning of Windows E3 licenses for desktops. Bank has separate engagement with OEM for required support.
18	22	20-Powers to Vary or Omit Work		Pls be more specific and share more details on the Powers to Vary and omit work clause .	Please be guided by the RFP.
19				More clarification is required on renewal process clause.	Please be guided by the RFP.
20				More clarification is required on contract amendment clause/point.	Please be guided by the RFP.
21	25	28 – Penalties	As mentioned in Appendix–J.	Kindly remove the penalty clause.	No change in the RFP terms.
22				Contract start date will be the next day of expiration date and cannot be modified.	Please be guided by the RFP.
23	24	26 – Services (vi)	Bidder shall provide and implement patches/ upgrades/ updates...	Please clarify if Microsoft OEM will directly handle updates under the Bank's tenant, or the selected LSP partner is expected to manage patch deployment advisory.	Please be guided by the RFP.
24	27	33 – Validity of Agreement	Agreement/ SLA will be valid for 3 years and one month starting from 01.02.2026.	Please confirm if renewal of licenses post contract period will be on a coterminous basis or a fresh procurement cycle will be initiated.	This procurement cycle is for a period of 3 years and one month from 01.02.2026 to 28.02.2029. Fresh procurement cycle will be initiated post expiration of contract period.
25	57	Appendix–G: Certificate of Local Content	Bidder to submit Certificate of Local Content as per Government guidelines.	As the product is Microsoft cloud subscription (imported software), kindly confirm if the Local Content Certificate is still mandatory or can be marked as 'Not Applicable'.	Please be guided by the RFP.
26	25	28 – Penalties	As mentioned in Appendix–J.	Please clarify whether penalties apply to software delivery timelines or also to license activation delays post-PO issuance.	Please be guided by the RFP.
27				Renewal of licence is not mentioned.	Please be guided by RFP
28				LSP as eligibility is not mentioned	Please refer page 11, Section 3, ""Bidder/Channel Partner" means an eligible entity/firm submitting the Bid in response to this RFP. Only highest rated channel partners as advised by OEM (Microsoft)."
29				Check what is public procurement laws and if we comply	Please be guided by the RFP.
30				OEM support in India needs to check	Please be guided by the RFP.
31	22	20-Powers to Vary or Omit Work		Get more information on Powers to vary or move it work clause.	Please be guided by the RFP.
32				Seek clarification on Renewal process clause	Please be guided by the RFP.
33				Seek clarification on the contract amendment clause/point	Please be guided by the RFP.
34				Contract start date will be the next day of expiration date and cannot be modified	Please be guided by the RFP.