

Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	11	B. INTRODUCTION	5. Requirement Details:	5.3. The Contract with the selected vendor will be valid from the date of acceptance of purchase order to 28th February 2022. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between the Bank and the Vendor.	Request Bank to Consider as below and Amend the clause: As per Microsofts public info, Year 1 ESU end date for Windows 7 (ESU 2020) is January 12, 2021 and Year 2 ESU end date for Windows 7 (ESU 2021) is January 11 2022. <a href="https://docs.microsoft.com/en-us/lifecycle/faq/extended-security-updates">https://docs.microsoft.com/en-us/lifecycle/faq/extended-security-updates</a> Request bank to change the tender clause for the contract valid till 28th February 2022 to contract valid till January 11 2022. All the security updates made available till January 11 2022 will be made available to the bank by then.	<b>Clause can be amended as</b> "5.3 The Contract with the selected vendor will be valid from the date of acceptance of purchase order to 11th January 2022. The contract will be deemed completed only when all the contracted services by the Bank are provided and accepted by the Bank as per the requirements of the contract executed between the Bank and the Vendor. And the Bidder has to ensure that last security update under the ESU will be made available to the Bank."
2	12 & 29 & 30	B. INTRODUCTION & Annexure-17	8. Scope of Work: & Annexure 14 Bill of Material Table B & Table D	8.5. The quantity of "WIN7 ESU 2021 along per Device" mentioned in the Bill of Material i.e.15,000 are only indicative. The actual quantity of the same will be intimated to the successful bidder at the beginning of second year and payment will be made accordingly. & Table-B-Price details of Year 2 WINDOWS 7 ESU Licenses for Desktop Operating System for Canara Bank-Quantity (15000) & Table D-Price details of Year 1 WINDOWS 7 ESU Licenses for Desktop Operating System for Regional Rural Banks-Quantity (1100 & 700)	Request Bank to Consider as below: Since the contract will be an Enterprise Agreement only, which requires second year purchase commitment, kindly provide the second year committed quantities. Our recommendation for the ESU QTY for year2 as mentioned in the RFP as committed Qty. Additional quantity required at the beginning of Year2 can be bought at the same price points.	Kindly refer the Amendment-1.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
3	29	Annexure 14	Annexure 14 Bill of Material Table A & Table B	<p><b>Table-A:</b> Win7 ESU 2020 Alng Per Device* (Part Number: AAD-50070) &amp;</p> <p><b>Table-B:</b> Win7 ESU 2021 Alng Per Device** (Part Number: AAD-50076)</p>	<p>Request Bank to Consider and Amend the clause: The part number in the RFP is Windows7 ESU for M365. This SKU is eligible only when purchased with Windows E3. This will be commercially and Technically a better offer than the standalone ESU, hence recommendation is to change the standalone ESU purchase to the following. Year 1 - Windows E3 Qty -50,000 &amp; ESU Qty 33,800. Year 2 - Windows E3 Qty -50,000 &amp; ESU Qty 16,800. The additiional benefits of Windows E3 are appended seperately.</p> <p>The part number in the RFP is Windows7 ESU for M365. This SKU is eligible only when purchased with Windows E3. Incase if the bank does not procure Windows E3 as requested in the earlier query, request the bank to change the part number AAD -50070 to AAD-50078 and AAD - 50076 to AAD-50079. These new part numbers are for standalone ESU purchase in Enterprise agreement without Windows E3</p> <p>As per the terms and conditions of the Enterprise agreement,the contract will commence after the receipt of the po from Canara bank and the two RRBs. Enterprise agreement will be signed by Canara Bank.</p>	Kindly refer the Amendment-1.
4	15	C. DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	5. Software, Drivers and Manuals:	5.1. The 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.	Request bank to clarify: Whether bidders has to instal the software in individually at every location	<p><b>RFP Clause is amended as below:</b> "5.1. The bidder shall supply and install the solution/Licenses centrally at HO without any additional cost."</p>
5	27	Annexure 7	Technical Requirements for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses for Desktop Operating System.	Bidder should provide the following documentation: Deployment of WINDOWS 7 ESU Licenses for Desktop Operating System	The Scope is supply of the windows7 ESU only. Hence Request Bank to change the clause accordingly.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
6	27	Annexure 7	Technical Requirements for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses for Desktop Operating System.	3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.	The Scope is supply of the windows7 ESU only. Hence Request Bank to remove the this clause. Or Please share details of the existing infrastructure currently in use for Software Update management , Active Directory and Volume Activation Management Tool (VAMT)  Also, need details of Software Update Management for Karnataka & Kerala Gramin Bank, which are sponsored by the Canara Bank.	Will be shared with the successful bidder.
7	27	Annexure 7	Technical Requirements for Procurement of Microsoft WINDOWS-7 Extended Security Updates (ESU) Licenses for Desktop Operating System.	4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.	Need information on existing tool/software used for software update management.	Will be shared with the successful bidder.
8	12	B. INTRODUCTION	8. Scope of Work:	8.5. The quantity of "WIN7 ESU 2021 along per Device" mentioned in the Bill of Material i.e.15,000 are only indicative. The actual quantity of the same will be intimated to the successful bidder at the beginning of second year and payment will be made accordingly.	Please share details of the systems if they are part of Domain or not	All the systems are part of the Domain.
9	12	B. INTRODUCTION	8. Scope of Work:	8.6. The Bidder has to also provide ESU Licenses for Regional Rural Banks (RRB), which includes Karnataka & Kerala Gramin Bank, which are sponsored by the Canara Bank.	Bank to confirm SCCM availability for Rural banks. Please share the detailed architecture diagram. Network connectivity to the the Banks datacenter and DR Site	Both RRBs will be installing windows patches through WSUS Server.
10	13	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	1. Delivery of Licenses:	1.2. Project Schedule are as follows: 1. Acceptance of Purchase Order - Within 7 days from the date of Purchase Order. 2. Delivery of the Licenses - Within 15 days from the date of acceptance of Purchase Order or 21 days from the date of Purchase Order.	Bank to note and change the clause accordingly. The delivery will be within 15 days post the acceptance of the Enterprise Agreement by bank	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
11	13	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	1. Delivery of Licenses:	1.3. Any deliverable that has not been implemented or not operational on account of which the implementation is delayed, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. Or Please share details of the existing infrastructure currently in use for Software Update management , Active Directory and Volume Activation Management Tool (VAMT). Does all the systems have internet access for license activation? Do you have Volume Activation Management Tool (VAMT) in place for activation of non internet system	Will be shared with the successful bidder.
12	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.1. The Bidder has to provide complete support and support will be required for end to end installation, implementation and maintenance of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. Or Please clarify if installation and support is required for license activation or for deploying software updates released through ESU	<b>RFP Clause is amended as below:</b> "4.1. The Bidder has to provide complete support centrally at HO and support will be required for end to end installation and implementation of the proposed solution during contract period and Bidder will be responsible for resolving the issues on 24*7*365 centrally at HO."
13	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.2. Support should include advising & helping the Bank in implementing controls for the risk advised by regulators/Govt. of India.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	This RFP Clause stand deleted
14	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.3. The Support should be for an unlimited number of incidents reported to them and provides a practical solution to resolve the issue. The support should be provided over phone, E mail web based, in person, if required. All escalations will be attended / responded-promptly within same business day.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. Or Please clarify if installation and support is required for license activation or for deploying software updates released through ESU	This RFP Clause stand deleted
15	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.4. The Bidder is responsible for providing Incident Management for offered solution. Bidder is responsible for providing practical solution for resolution of the issues and implementation of the same to resolve the issue. If the Issue requires CSPs/OEMs technical person's/ product developer etc. intervention, Bidder has to take up suitability with the appropriate level at CSP/OEM and obtain the solution and implement it for resolution of the issue. If the analysis of the issue requires LOG submission, Bidder will submit the same for further analysis in consultation with the Bank.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. Or Please clarify if installation and support is required for license activation or for deploying software updates released through ESU	This RFP Clause stand deleted



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
16	14	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	4. Support	4.5. The Bidder should help Bank in resolving any security observations as per the IS policy of the Bank.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. Or Please clarify if this is for missing security updates	Bidder has to comply with RFP Terms.
17	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	During the period of contract up to completion of Warranty and also during annual maintenance (if contracted), the bidder shall do the following:	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	During the period of contract, the bidder shall do the following:
18	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	6.1. During Contract period, Bidder should inform Bank about all release/version change/patches/ upgrades/ updates of software/ OS/ middleware etc. as and when released by the selected bidder/OEM.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. Or Please share details of tool/software used for MS software update management	Bidder has to comply with RFP Terms.
19	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	6.2. If any software, License and updates provided by the OSD as free of cost, it should be provided by the selected bidder at free of cost to the Bank during contract period.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	Bidder has to comply with RFP Terms.
20	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	6.3. Any corruption in the software/License shall be rectified during the full period of the contract, at no extra cost to the Bank.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause. or Please clarify software referred here	Bidder has to comply with RFP Terms.
21	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	6.4. The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll-free no, on line portal, web, etc.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause or Please clarify if ticketing tool with reporting is mandatory	Bidder has to comply with RFP Terms.
22	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	6.5. The Escalation Matrix should be provided for support, technical, Project, etc.		Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
23	15	SECTION C - DELIVERABLES & SERVICE LEVEL AGREEMENTS (SLAS)	6. Scope Involved During Warranty and AMC/ATS (if contracted)	6.6. Bidder should keep the Bank explicitly informed about the end of support dates on related products/ hardware and should ensure support during warranty period.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	RFP Clause is modified as under: "6.6. Bidder should keep the Bank explicitly informed about the end of support dates on related products and should ensure support during contract period."
24	21	G. GENERAL CONDITIONS:	5. Responsibility for completeness	5.1. The bidder shall ensure that the Solution provided [Hardware/Software etc] meets all the technical and functional requirements as envisaged in the scope of the RFP.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	Bidder has to comply with RFP Terms.
25	21	G. GENERAL CONDITIONS:	5. Responsibility for completeness	5.2. The bidder shall deliver, install the equipment and port the software, 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.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	This RFP Clause stand deleted
26	21	G. GENERAL CONDITIONS:	10. Insurance	The Hardware to be supplied will be insured by the bidder against all risks of loss or damages from the date of shipment till such time, the same is delivered and installed at site and handed over to the Bank/Office. The Bidder has to obtain transit insurance cover for the items to be delivered from their factory/godown to the location and such insurance cover should be available till installation of the Solution. If there is any delay in the installation which could be attributed to Bank, in such an event the insurance must be available for minimum 30 days from the date of delivery of Solution.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	This RFP Clause stand deleted
27	32	APPENDIX - A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	18) Bidder should have central help Desk available on 24x7x365 basis for support and complaint booking. Details of the Help Desk phone no. & email ID has to be provided.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	Bidder has to comply with RFP Terms.
28	32	APPENDIX - A	Instructions to be noted while preparing/submitting Part A- Conformity to Eligibility Criteria	19) Bidder should provide Call Log in procedure for call logging and ticketing.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	Bidder has to comply with RFP Terms.



Sl. No.	Page No.	Section	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
29	33	APPENDIX - B	Instructions to be noted while preparing/submitting Part B- Technical Proposal	11) A detailed list of the other Infrastructure required and any other precautions to be undertaken should be given in detail along with the Technical Proposal.	The Scope is supply of the windows7 ESU only. Hence Request bank to remove the this clause.	Bidder has to comply with RFP Terms.

Date: 01/07/2020  
Place: Bengaluru

  
Deputy General Manager

