राष्ट्रीय
आवास बैंक
**NATIONAL
HOUSING BANK**

**RFP Reference No.: GEM/2025/B/6606848 dated August 25, 2025**

**Request for Proposal (RFP) for**
**Procurement of Mobile Device Management (MDM) Solution at National Housing Bank (NHB)**

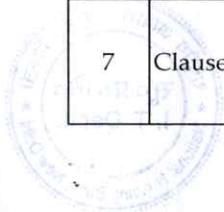**The replies to the pre-bid queries received are placed herewith.**

| Bidder-1 | | | |
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| S. No. | Relevant Clause of the RFP | Query | Bank Response to the Query |
| 1 | **Annexure –V: Minimum Eligibility Criteria** **Minimum Eligibility Criteria** The bidder must have successfully executed at least three (3) projects of similar nature (i.e., MDM ≥ 300 users/devices) within the last five (5) years in India, preferably in PSUs, PSBs, AIFI or Government Institutions. | **You are requested to amend this clause as below:** The bidder must have successfully executed projects of similar nature (i.e., MDM) within the last five (5) financial years  (i.e FY 20-21 - FY 24-25)in India, preferably in PSUs, PSBs, AIFI, or Government Institutions. **Suggestion for Amendment:** We respectfully request the customer to consider revising the requirement related to the number of users in executed projects. Instead of mandating three POs with more than 300 users each, we suggest accepting any one of the following combinations as valid: 1 PO with more than 1000 users 2 POs with more than 750 users each 3 POs with more than 300 users each (as currently specified) **Justification:** The proposed amendment would enable broader participation from capable bidders who have executed large-scale MDM projects under fewer contracts. This would encourage fair and healthy competition, attracting both technically strong (T1) and cost-effective (L1) bidders. Ultimately, it will benefit your organization by ensuring wider participation and the best value in this prestigious project. We kindly request you to consider amending the clause accordingly. | No change in clause, please be guided as per RFP terms and conditions |
| 2 | Payment Terms Clause 10.2 Payment shall be released only after the submission of the Performance Bank Guarantee (PBG) and execution of all applicable agreements including the Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA). All payments will be subject to the submission of valid invoices, statutory compliance, and satisfactory performance, as per the following terms: a. Payment Structure: • 90% payment shall be released to the selected bidder after successful delivery, installation, configuration, rollout, and final acceptance of the MDM solution by the Bank. | Please help with revised payment terms as this impacts our cash flow and costs. Payment shall be released only after the submission of the Performance Bank Guarantee (PBG) and execution of all applicable agreements including the Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA). All payments will be subject to the submission of valid invoices, statutory compliance, and satisfactory performance, as per the following terms: a. Payment Structure: • 100% payment shall be released to the selected bidder after successful delivery, installation, configuration, rollout, and final acceptance of the MDM solution by the Bank. | No change in clause, please be guided as per RFP terms and conditions |

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| 3 | Liquidated Damages Clause 11.21<br>If the vendor fails to deliver and implement the solution within the timelines prescribed under the RFP, Liquidated Damages (LD) shall be levied at the rate of, 1% of the order value for the late installed item for each week's delay or part thereof, subject to maximum of 10% of value of the contract. | We requesting to amend this clause<br>Liquidated Damages<br>If the vendor fails to deliver and implement the solution within the timelines prescribed under the RFP, Liquidated Damages (LD) shall be levied at the rate of, 0.5% of the order value for the late installed item for each week's delay or part thereof, subject to maximum of 5% of value of the contract. | No change in clause, please be guided as per RFP terms and conditions | |

| | **Bidder-2** | | |
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| 1 | Clause 5.1 – Supply & Licensing | Please confirm whether the 300 licenses are to be provisioned upfront or in a phased manner. Is there any expected scalability beyond 300 devices during the contract period? | 300 licenses are required upfront and for scalability beyound 300 is considered in the future pricing of the commercial bid |
| 2 | Clause 5.2 – Installation & Configuration | Kindly clarify the integration requirements with any existing security tools (e.g., EDR, XDR, SIEM). | Integration may be required with EDR/XDR-sophos, SIEM - Elastic |
| 3 | Clause 5.4 – Reporting & Alerts | Please specify - Are there any regulatory compliance standards (e.g., RBI, CERT-In) that reports must adhere to? | Mobile Device Management (MDM) solutions, must adhere to regulatory compliance standards from bodies like the Reserve Bank of India (RBI) and the Indian Computer Emergency Response Team (CERT-In). If any specific report, will share the details with the successful bidder. |
| 4 | Clause 6.3 – Policy Configuration | Are there any specific compliance frameworks (e.g., ISO 27001, RBI guidelines) that the policies must align with? | Industry and security-focused frameworks which often focus on data protection, access control, and incident response to be followed. eg., National Institute of Standards and Technology (NIST) / Center for Internet Security (CIS) Benchmarks / OEMs etc. |
| 5 | Clause 6.6 – Reports and Dashboards | Will NHB provide email IDs for automated report delivery or should the solution support integration with NHB's email gateway? | NHB will provide the e-mail id for automated reports delivery. |
| 6 | Clause 5.5 – Training & Documentation | How many IT administrators and Helpdesk staff are expected to be trained?<br>Will NHB require refresher training sessions during the contract period? | Approx 5 members are expected to be trained. No refresher training sessions is required |
| 7 | Clause 5.6 – Support & Maintenance | Is there a requirement for onsite support or will remote support suffice? | Remote support will suffice and onsite support, if any to be provided based on requirement or if any issue not resolved remotely. |

| 8 | Clause 7 – Period of Contract | Please confirm if the extension of 2 years will be on the same commercial terms or subject to renegotiation. (w.r.t to current global tarriff War) Will NHB allow price revision during the contract period due to changes in statutory taxes or duties? | Extension of 2 years if any at the discretion of the Bank may be extended on the same commercial terms of the RFP. |
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| 9 | Annexure XIX – Technical Specifications | Should the solution support integration with NHB's existing asset management or ticketing systems? If yes, requested to share details. | Current ITSM / Asset Management tool is Manage Engine |
| 10 | Annexure XIX – Patch Management | IWe like to seek clarity with NHB team is there a requirement for integration with WSUS or other patch management tools currently in use at NHB? | Current Patch Management tool is Manage Engine |
| 11 | Clause 11.21 – Liquidated Damages | Will NHB allow grace period for installation delays due to dependencies on NHB infrastructure? | Yes, grace period will be allowed due to dependencies on NHB infrastructure, if any |
| 12 | Allow to customize the message displayed in a pop-up message box to all users before the installation of any patch. | It will be a default patches installation message for all the users and that can take care of pre-notification. | Please be guided as per RFP terms and conditions |
| 13 | All hardware asset information shall be recorded in the management server and some of the basic information shall include but not limited to: CPU speed and type Hard disk space Computer name Computer model IP address Operating System Attached peripherals | What all attached peripherals we are talking about. | Details of the peripherals connected on USB ports, external HDD etc. |
| 14 | It shall provide flexibility with respect to the type and capability of the remote-control session like: (a) Full control of the remote device over the Web. (b) Monitor-only-mode. (c) It shall support locking of keyboard and mouse of the remote device . (d) It shall support interactive chat facility and should log the chat session. (e) It shall support file transfers. | Please share clairty on the term - Lock Keyboard and Mouse is Possible with remote control without that how someone can lock the peripherals without taking the control. | Both are same. It is self explanatory |
| Bidder-3 | | | |
| 1 | RFP GeM - Page no. 01, Exemption for Turnover however Experience exemption for MSME is not mentioned | As per GeM guidelines for MSMEs, Requesting Exemptions for MSMEs for experiences, Govt. of India promoting MSMEs in every sectors and MSMEs have technical capability to deliver the goods,services as per prescribed technical & quality specifications, however they may not be able to meet the quaiification criterion relating to prior experience. Therfore we request for MSME experience exemption for this GeM RFP so that MSMEs can also participate for this opportunity. | Exemption for Turnover and Experience allowed for MSME and startup. Please refer clause 8.40 of RFP: Exemption for EMD, Turnover and Experience Criteria |

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| **Bidder-4** | | | |
| 1 | Page NO. 90- technical compliances:- Section 4, (vii) point. | Could you please clarify what is meant by "Advanced Wi-Fi configuration" and "Custom configuration"? we would like to understand the specific use cases for these | "Advanced Wi-Fi configuration for laptops", it usually means the platform can centrally create, push, and enforce complex Wi-Fi network settings on managed laptops, without requiring users to manually configure them. Eg., Predefine Wi-Fi networks SSID, hidden SSID support, Support for WPA2/WPA3 Enterprise, Enforce encryption standards (AES, WPA3), Disable connection to insecure/open networks etc. |
| 2 | Page NO. 90- technical compliances:- Section 5, (ii) point. | Could you explain the use case for "Enforce encrypted backup" | Enforced encrypted backup is a mandatory security control that organizations use to ensure all backup data is unreadable to unauthorized parties, both in transit and at rest. |
| 3 | Page NO. 91- technical compliances:- Section 5, (xii) point. | Could you confirm whether the web content filtering applies only to mobile devices or to laptops as well | laptops as well |
| 4 | Page NO. 91- technical compliances:- Section 7, (vii) point. | What type of enterprise email account is being used? | office 365 |
| 5 | Page no. 8. Point no. 5.2 Installation & Configuration | For integration with antivirus, EDR, and SIEM, could you please share the current vendor details? This will help us understand the visibility and compatibility of the integration | EDR-sophos and SIEM-Elastic |
| **Bidder-5** | | | |
| 1 | Pg No: 39<br>Section: Annexure –V: Minimum Eligibility Criteria Point no.3<br>The bidder must have successfully executed at least three (3) projects of similar nature (i.e., MDM ≥ 300 users/devices) within the last five (5) years in India, preferably in PSUs, PSBs, AIFI or Government Institutions. | We kindly request you to amend the clause as mentioned below.<br>The **bidder/OEM** must have successfully executed at least three (3) projects of similar nature (i.e., MDM ≥ 300 users/devices) within the last five (5) years in India, preferably in PSUs, PSBs, AIFI or Government Institutions. | No change in clause, please be guided as per RFP terms and conditions |