

**Tender No. IT/2025-26/01**

**Date: 05/03/2026**

<b>Tender for Endpoint Security &amp; Patch Management License Renewal</b>	
Item Description	: Renewal of WatchGuard EPP & Patch Management License Subscription. Service Period: April 2026 to March 2029
Location details	: The Baroda Central Co-operative Bank Limited [Head Office] Sayajigunj, Vadodara-390 020.
Contract Period	: 03 years from the date of current license expiry.
Last Date & Time of physical submission of the quotation	: [IST] 16 <sup>th</sup> March 2026 (Monday); 3.30 PM
Physical quotation submission Address	: Sealed Covers addressed to C.E.O The Baroda Central Co-Operative Bank Ltd. Head Office, Station Road, Sayajigunj, Baroda
Quotation Evaluation Criteria (Selection Method)	: Tender will be awarded to that bidder who qualifies for the eligibility criteria with respective notes & quoted the lowest pricing (L1). At any stage, The Baroda Central Co-operative Bank Limited reserves it's right to reject any or all received quotations or split the job between more than one bidder OR scrap the entire tender without assigning any reason thereof.  Submission of incorrect / false information, incidents of unprofessional conducts shall be sufficient ground for disqualification of such bid at any stage of the bid evaluation process.  The Baroda Central Co-operative Bank Limited will evaluate and compare the bids determined to be substantially responsive. It is The Baroda Central Co-operative Bank Limited's intent to select the bid that is most advantageous and each bid will be evaluated using the criteria outlined in this RFP document.
Joint venture / consortium / sub-contracts	: Unincorporated Joint venture / consortium / sub-contracts are not allowed.  Work order / work completion certificates of such joint venture / Consortium / sub-contracts will not be considered.

**Brief Scope of Work Renewal of WatchGuard EPP & Patch Management License Subscription.**

The Baroda Central Coop Bank Limited requires the renewal of WatchGuard End Point Protection. The solution shall include renewal of WatchGuard EPP and Patch Management License Subscription.

**Quotation Commercial Format**

Sr. No.	Description	Qty.	Unit Price [Without Taxes]	Total Amount [Without Taxes]	GST in %	TAX AMT	TOTAL AMT [With Taxes]
	[A]	[B]	[C]	[D]=[B]x[C]	[E]	[F]=[D]x[E]/100	[G]=[D]+[F]
01.	Renewal of WatchGuard EPP & Patch Management License Subscription. Service Period: April 2026 to March 2029	276					
<b>Total Amount (Inclusion of Taxes)</b>							
- Payment Terms & Condition: 01. On Submission of Proforma Invoice, 50% advanced payment will be released to the bidder. 02. On Submission of Tax Invoice & Renewal License Activation, 50% payment will be released to the bidder.							

### **Scope of Work, Terms and Conditions:**

1. Successful Bidder must Supply as per above BOQ.
2. The Bidder should have no record of being blacklisted by any Government/ Public Sector/ Multinational/ National companies.
3. Bidder must extend the subscription/license as per the features/license available in centralized management portal. To renew the subscription/license reinstallation of agent in any client/server machine is not allowed.
4. Bidder shall be Authorized Partner of OEM (MAF) for renewal of WatchGuard EPP & Patch Management License Subscription. Bidder should have back-to-back support includes next business day remote session to resolve the technical issues of the renewed product.
5. Bidder shall have technically qualified/experienced Engineers who have expertise to support and manage configuration and troubleshooting of WatchGuard EPP & Patch Management.
6. The scope also covers technical supports Onsite/Telephonic/Chat/Email/Remote at no additional cost till end of the contract. Bidder must perform required configuration changes whenever required by IT department at free of cost during the contract period. Telephonic support with call logging mechanism should be provided on 24x7 basis. The bidder shall provide comprehensive technical support for the entire contract period. The successful bidder shall be solely responsible for all coordination with the OEM for the duration of the contract period/support period.

### **Bidder Support Includes**

- The bidder has to track & submit report of IT Executive's change request. The bidder must proactively update windows & third-party software patches on monthly / weekly bases. Approval from IT Executive is required before installation of patches.
- Qualified / Experienced Technical Support Executive to configure & maintain End Point Protection for Detection of code injection in running processes, Protection against known and zero-day ransomware, Protection against known and zero- day malware, Anti-phishing protection, Protection for multiple attack vectors (web, email, network, devices), Traditional protection with generic and optimized signatures, Queries to cloud-based collective intelligence, Self-learning AI: Context-based behavioural detection, Self-learning AI: Malicious installer blocking (MSI), Self-learning AI: Malicious .NET detection, Centrally Managed Endpoint firewall, Intrusion Detection System / Host Intrusion Prevention System, URL filtering by category (web browsing monitoring), Host Device control, Endpoint risk monitoring, Vulnerability Assessment for Windows & Third-party Patch management centrally, Detection of vulnerable driver, Fully configurable and instant security risk alerts, Ability to roll back and remediate the actions taken by attackers, Centralized quarantine, Automatic analysis and disinfection, Shadow copies, Automatic Signature updates, Automatic discovery of unprotected endpoints, Centralized management UI, Settings inheritance between groups and endpoints, Ability to configure and apply settings on a group basis, Ability to configure and apply settings on a per-endpoint basis, Real-time deployment of settings from the management UI to endpoints, Security management based on endpoint views and dynamic filters, Ability to schedule and perform tasks on endpoint views, Ability to assign preconfigured roles to operators in the management UI, Ability to customize local alerts, Ability to control restarts for patch and protection updates, On-demand and scheduled reports at different levels and with multiple granularity options.
- 24x7 Technical support by Email, Phone and remote.
- Troubleshooting for any technical Problems/issues.
- Co-Ordination/Escalation with OEMs on major Technical Issues/Bug fixing.