



Request for Proposal (RFP)

Facility Management Services-Managed Services

SBI Capital Markets Ltd

Ref: RFP no. CO/IT/2509

Date: 12-August-2026

Table of Contents

Fact Sheet	4
1.1 Disclaimer:.....	5
1.2 Definitions	6
1.3 Bidders Eligibility Criteria	7
2 General Terms and Conditions and RFP Process	8
Instruction to Bidders	8
2.1 General	8
2.2 Cost of Bid	8
2.3 Clarification and amendments on RFP/Pre-Bid queries	9
2.4 Contents of Bid	9
2.5 Period of Validity of Bid	10
2.6 Bid Integrity.....	11
2.7 Bidding Process / Opening of Technical Bids: -	11
2.8 Commercial evaluation	11
2.9 Award Criteria	12
2.10 Powers to Vary or Omit Work.....	12
2.11 No Waiver of Company Rights or Successful Bidder's Liability	13
2.12 Contract Amendments	13
2.13 Mandatory Regulatory Compliance	13
2.14 Company's Right to Accept Any Bid and to Reject Any or All Bids	13
2.15 Performance Bank Guarantee	13
2.16 Compliance with IS security	14
2.17 Penalties & SLA	14
2.18 Right to verification.....	14
2.19 Purchase Price	14
2.20 Subcontracting.....	14
2.21 Validity of Agreement	15
2.22 Limitation of liability	15
2.23 Confidentiality	15
2.24 Delay in the Vendor performance	16
2.25 Vendor's obligations.....	16
2.26 Technical Documentation	16
2.27 Liquidated damages:	17
2.28 Conflict of Interest:	17
2.29 Fraud and corrupt practices	18
2.30 Termination by default	19
2.31 Force Majeure.....	20
2.32 Termination for Insolvency:	20
2.33 Termination for Convenience:	20
2.34 Disputes / Arbitration (applicable in case of successful Bidder only):	20

2.35	Governing Language:	21
2.36	Applicable Laws:.....	21
2.37	Taxes and Duties:	21
2.38	Tax deduction at Source.....	21
2.39	Bid Currency	22
2.40	Tender Cancellation	22
2.41	Existing contracts of SBI with OEMs and Empanelled Vendors	22
2.42	Commercial Bid	22
2.43	Delivery and Penalty in case of Delay	22
2.44	Order Cancellation	22
2.45	USE OF CONTRACT DOCUMENTS AND INFORMATION	23
2.46	Scope of Work (SOW)	23
4	Payment Schedule	29
4.1	Deviations	29
4.2	Termination of Services of Support.....	29
4.3	Formats of All Annexures	31
	Annexure- A-Bid Covering Letter	31
	Annexure-B- Service Level Terms & Conditions	34
	Annexure-C- Eligibility Criteria	40
	Annexure-D- Bidders Profile.....	40
	Client Citation	40
	Annexure-E- Pre-Bid Queries with SBICAP response to be submitted with Technical Bid	40
	Annexure-F- Non-Price Bid (W/o Price)	41
	Annexure-G- Exception and Deviations	42
	Annexure-H- Presentation and Timelines.....	42
	Annexure-I- Scoring Pattern -For information	43
	Annexure-J- Commercial Bid.....	44

Fact Sheet

Item	Description
Bid Document Availability including changes/amendments if any to be issued	RFP may be downloaded from Company's website https://www.sbicans.com/index.php/tenders/
Method of Selection	The method of selection is Quality and Cost Base Selection The weights given to the Technical and Financial Proposals are: Technical = 70% and Financial = 30%
Date of RFP issuance	12-August-2026
Last date for Submission of Pre-Bid Queries	19-August-2026 All the queries should be received on or before the prescribed date & time, through email only with subject line "<Bidder's Name> - pre-bid queries – FMS " . The queries should be submitted as per the format prescribed in " Annexure-G - Template for Pre-bid Queries".
Issue of Corrigendum	20-Aug-26 (Tentative)
Last date and time for Bid/Proposal submission (on or before)	31-Aug-26
Commercial Bid	Closed BID
Language	Proposals should be submitted in English only.
Bid Validity	Proposals must remain valid up to 180 (One Hundred and Eighty) days from the actual date of submission of the Bid.
Currency(ies)	Currency in which the Bidders may quote the price and will receive payment is INR only.
Name and Address for Communication, seeking clarifications & submission of Proposal	Email: Procurement@sbicans.com

1. Introduction

SBI Capital Markets Ltd. (SBICAP) is India's largest domestic Investment Bank, offering the entire gamut of investment banking and corporate advisory services. These services encompass Project Advisory and Loan Syndication, Structured Debt Placement, Capital Markets, Mergers & Acquisitions, Private Equity and Stressed Assets Resolution.

We are a complete solutions provider offering diversified financial advisory and investment banking services, innovative ideas and unparalleled execution to our client base across all stages of the business cycle. Our services range from venture capital advisory, project advisory, buy and sell-side advisory, accessing financial markets to raise capital and even restructuring advisory in their turn-around phases.

Founded in August 1986, SBICAP is a wholly owned subsidiary and the Investment Banking arm of State Bank of India (SBI), the largest commercial bank in India.

About the Initiative/Purpose

SBICAP invites proposals from competent and authorized Bidders SBICAP invites proposals from competent and authorized Bidders **for Facility Management Services under the scope of this RFP** for the period of 5 years.

1.1 Disclaimer:

- i. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI Capital Markets Ltd (Company), is subject to the terms and conditions set out in this RFP document.
- ii. This RFP is not an offer by SBI Capital Markets Ltd, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of SBI Capital Markets Ltd with the selected Bidder.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice/clarifications. Company may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. SBICAP, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- v. SBICAP also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

- vi. The issue of this RFP does not imply that the SBICAP is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Company reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- vii. SBICAPS reserves the rights to change the scope of work and resources requirements at its own discretion before receipt of final bids.
- viii. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

1.2 Definitions

In this connection, the following terms shall be interpreted as indicated below:

- i. "The Company/Owner/Client/SBICAPS" means the SBI Capital Markets Ltd.
- ii. "Regional Offices" mean the Ros/ Remote Locations
- iii. "Bidder/Service Provider/System Integrator" means an eligible entity/firm submitting the Bid in response to this RFP.
- iv. "Bid" means the written reply or submission of response to this RFP.
- v. "The Contract" means the agreement entered into between the Company and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- vi. "Vendor/Service Provider" is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as TC1/L1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Company.
- vii. "The Contract Price/Project Cost" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- viii. Successful Bidder: Shall mean qualified & Successful in the bidding process and is given the award of Work
- ix. Project Go-Live - Defines as successful Implementation of the project (all components)
- x. Project Sign-off- Defines as successful completion of project and closure of all the ongoing issues and implementation documents
- xi. FMS-Facility Management Services

1.3 Bidders Eligibility Criteria

Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Criteria	Compliance (Yes/No)	Remarks
1	The Bidder should be in a business of Facility Management Services for end users' machines comprises of Windows 11 at least since last 5 years. Bidder should have minimum 3 ongoing FMS engagements in Banks/NBFCs/Insurance/Capital Market entities with minimum 400-500 users.		Copies of Purchase Orders from Enterprise Clients preferably BFSI.
2	The bidder should have registered Company in India.		Incorporation Certificate
3	The Bidder should have yearly Turnover of 50 Crore for the last three F.Y. 23-24/24-25/25-26 with positive net worth and no accumulated losses and should be profitable in all FY.		Auditors Certificate
4	The Bidder 's Account should not have been declared as a Non-Performing Asset (NPA) in the Books of any bank or financial institution as on 31-Mar-2026.		Certificate from Bank/ Auditor
5	The bidder must submit an undertaking that no Government / undertaking organizations have blacklisted the bidder for any reason. Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Undertaking by Bidder on letter head.
6	The bidder/OEM of the software should have active ISO 27001 & ISO 9001 Certification		Copies of certificate
7	The bidder should have direct presence at Mumbai, New Delhi, Bangalore, Ahmedabad, Hyderabad, Kolkata, Chennai		Office Address

2 General Terms and Conditions and RFP Process Instruction to Bidders

2.1 General

- i. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.
- ii. No binding legal relationship will exist between any of the Bidder and OWNER until execution of a contractual agreement.
- iii. Each Recipient acknowledges and accepts that OWNER may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.
- iv. A Recipient will, by responding to OWNER for RFP, be deemed to have accepted the terms of this Introduction and Disclaimer.
- v. OWNER reserves the right to alter the proposed location/s specified in the tender. OWNER also reserves the right to add/delete one or more location/s from the list specified in the tender.
- vi. Bidder must take into consideration each and every line of this RFP document while preparing technical and commercial proposal for the project. Bidder is requested to get any issue clarified by OWNER before submitting the responses. The bids submitted should be complete in all respect meeting all deliverables under the project. It will be sole responsibility of the selected service provider to deliver each and everything as per the scope of the project during the contracted period. OWNER will not be responsible in case of any requirement is underestimated or any requirement is not interpreted in right direction.
- vii. OWNER reserves the right to extend the dates for submission of responses to this document with intimation on Owner's website.
- viii. If any issue is observed with level of performance during the contract period, bidder will be responsible to resize/upgrade the h/w and s/w at free of cost.
- ix. Although service window has been defined as 9am to 7pm, service provider must provide services on beyond the above time in case of urgent requirement of Owner without any extra cost.
- x. The scope of the proposal shall be on the basis of single point responsibility, completely covering the products and services specified under this RFP, on end-to-end solution basis.
- xi. The Commercial and Technical bids will have to be signed on all pages of the bid by the authorized signatory. Unsigned bids would be treated as incomplete and would be rejected.

2.2 Cost of Bid

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Company, or any other costs incurred in connection with or relating to their Bid. The Company shall not be liable in any manner whatsoever for the same or for any other

costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

2.3 Clarification and amendments on RFP/Pre-Bid queries

- i. Bidder requiring any clarification of the bidding Document may notify the Company in writing strictly as per the format given in **Annexure-G** at the address/by e-mail given in factsheet of this document within the date/time mentioned in the schedule of events.
- ii. The Owner will organize a pre-bid conference, if necessary and will respond to any request for clarification or modification of the bidding documents. The Owner will formally respond to the pre-bid queries after the pre-bid conference. No clarification will be entertained after the pre-bid conference.
- iii. Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by the Owner exclusively through a corrigendum in email and revised RFP will be published on SBI Capital website. However, in case of any such amendment, the bid submission date may be extended at the discretion of the Owner.
- iv. SBICAP reserves the right to amend, or reissue the RFP, at any time prior to the deadline for submission of Bids. The Company, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding Document, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the SBI Capital website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by the Company, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Company will be binding on the participating Bidders. Company will not take any responsibility for any such omissions by the Bidder. SBICAP, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto
- v. Queries received after the scheduled date and time as mentioned in the fact sheet will not be responded / acted upon.
- vi. The Owner reserves the right to alter the requirements specified, evaluation criteria in the RFP for any reasons prior to the last date of submission of RFP. Evaluation criteria published in the RFP shall remain unchanged after bid submission.
- vii. The Owner also reserves the right to delete one or more items from the list of items specified.
- viii. The Owner may revise any part of the RFP, by providing a written addendum to all the short-listed bidders till the award of the contract. The Owner reserves the right to issue revisions to this RFP at any time before the award date

2.4 Contents of Bid

Bidder is required to submit Bids on eTender Platform. The Technical Bid shall not contain any price information, failing to which Bid shall be rejected. Our authorised eTender platform shall call all bidders for registration and necessary process before the Bid submission.

- i. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBICAP has made

considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.

Technical BID Comprises of strictly in below mentioned order: -

S/N	Particulars	Annexure	To be submitted with
1	Bid Covering Letter	Annexure-A	Technical Bid
2	Service Level Terms and Conditions	Annexure-B	Technical Bid
3	Bidders Eligibility Criteria and evidence	Annexure-C	Technical Bid
4	Bidders Profile with evidence & Client References	Annexure-D	Technical Bid
5	Pre-Bid Queries with SBICAP response to be submitted with Technical Bid.	Annexure-E	Technical Bid
6	Non -Price Bid	Annexure-F	Technical Bid
7	Exception and Deviations if any	Annexure-G	Technical Bid
8	Capability Presentation	Annexure-H	Technical Bid
9	Signed Copy of RFP	As per RFP Format	Technical Bid
Annexures for Bidders Information			
1	Scoring Pattern	Annexure-I	For Information
COMMERCIAL BID Comprises of:-			
1	Price Bid -Summary	Annexure J	Commercial Bid

- i. SBICAP reserves the rights to reject the bid in case of not conformity to acceptance of SLA, Scope of work and Terms and Conditions mentioned under this RFP and Compliance

- o **Price Composition:**

- i. The prices quoted should be in Indian rupees only.
- ii. The quoted pricing should consist of the project cost with **5 years Total Cost of Ownership.**
- iii. The prices should be exclusive of taxes, duties, and statutory levies. These may be claimed at the time of invoicing based on the then prevailing rules and regulations.

2.5 Period of Validity of Bid

- i. Bids shall remain valid for 180 days from the date of submission date. A Bid valid for a shorter period is liable to be rejected by the Company as non-responsive.
- ii. In exceptional circumstances, the Company may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.
- iii. The Company reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

2.6 Bid Integrity

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Company may take. All the submissions, including any accompanying documents, will become property of SBICAP. The Bidders shall be deemed to license, and grant all rights to SBICAP, to reproduce the whole or any portion of their product for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

2.7 Bidding Process / Opening of Technical Bids: -

- i. In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only Technically qualified bidders eligible for commercial Bid and further RFP evaluation process.
- ii. The Company will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed and are generally in order. The Company may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iii. If a Bid is not responsive, it will be rejected by the Company and will not subsequently be made responsive by the Bidder by correction of the non-conformity.
- iv. The evaluation will also take into account a per below evaluation criteria not limited to:-
 - a) Services offered by the Bidder to any noticeable BFSI in India. The Bidder should furnish the details.
 - b) Bidder support facilities: Support requirement like support/ email support/ offline support, time period.
 - c) Market Survey / Industry feedback for Bidder and Solution
 - d) Bidder support facilities / proactive support/Profile/ Previous experience
 - e) Bidder Profile and experience in the industry
- v. The Final technical score of the Bidder shall be calculated as follows -

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)

2.8 Commercial evaluation

- i. The Technically Qualified bidder is required to give their Lowest Price in commercial bid.
- ii. SBICAP at its own discretion reserves the rights to conduct a Reverse Auction if the price quoted is unreasonable for any other reason.
- iii. SBICAP shall reserve the rights to negotiate price further with Selected Bidder using after reverse auction
- iv. The bidder selection after reverse auction will be done after weightage of 70% to technical and 30 % weightage to commercial bid.

Normalized Commercial Score of a Bidder = {lowest discounted quote} / Bidders discounted quote} X 100 (adjusted to 2 decimals)

- v. The final score will be Quality and Cost based with the following weightage.
70%: Final Technical Score

30%: Final Commercial score

$\text{Final Score} = (0.7 \times \text{Final Technical Score}) + (0.3 \times \text{Final Commercial Score})$

The bidder with the highest Final score shall be treated as the Successful bidder.

Note: -

- **SBICAP also reserves the rights to remove component from Commercial bid for evaluation purpose**

FINAL EVALUATION: -

- Bidders should note that the lowest commercial bid may not necessarily be declared as L1 Vendor. The Bidder will be selected on the basis of Technical and Commercial weightages specified in RFP.

2.9 Award Criteria

- Company will notify successful Bidder (TC1/L1) in writing by letter or fax/email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Company within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- The notification of award will constitute the formation of the Contract.
- The bidder is required to enter into a final contract as per SBICAPS format with revised T&C as per regulatory guidelines which may be apart from this RFP document.
- The successful Bidder shall be required to enter into a separate contract/ SLA with SBICAP for the period of 5 years, within 30 days of award of the tender or within such extended period as may be decided by the Company as per the SBICAP format.
- Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- Until the execution of a formal contract, the Bid document, together with the Company's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Company and the successful Bidder.
- The contract/ agreement will be based on Bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc.
- The Company reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.
- Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award.

2.10 Powers to Vary or Omit Work

- No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Company. The Company shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the

contract, he shall notify Company thereof in writing with reasons for holding such opinion and Company shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Company confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

- ii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of the Company shall prevail.

2.11 No Waiver of Company Rights or Successful Bidder's Liability

Neither any sign-off, nor any payment by the Company for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by the Company shall affect or prejudice the rights of Company against the finally selected Bidder(s), or relieve the finally selected Bidder(s) of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in the Company to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder(s) for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify the Company nor shall any such certificate nor the acceptance by him of any such amount paid on account or otherwise affect or prejudice the rights of the successful Bidder against Company.

2.12 Contract Amendments

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

2.13 Mandatory Regulatory Compliance

Vendor shall comply with DPDP Act 2023, Applicable SEBI Cyber Security requirements. SBI Group Information Security Standards. The T&C and clauses mentioned in this RFP are tentative and subjected to change as per SEBI governance during the contracted period.

2.14 Company's Right to Accept Any Bid and to Reject Any or All Bids

The Company reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action.

2.15 Performance Bank Guarantee

The successful bidder is required to submit the BG up to 10% of the contract cost of one year

2.16 Compliance with IS security

The Vendor shall have to comply with Company's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality
- ii. Responsibilities on system and software access control and administration
- iii. Custodial responsibilities for data, software and other assets of the Company being managed by or assigned to the Vendor
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of the Company
- viii. Data Encryption/Protection requirements of the Company.
- ix. In general, confidentiality, integrity and availability must be ensured.

2.17 Penalties & SLA

As mentioned in **Annexure-D** of this RFP

2.18 Right to verification

The Company reserves the right to verify any or all of the statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job

2.19 Purchase Price

- i. Price Bid shall be as per the format given in **Annexure J**. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between the Owner and the Bidder.
- ii. Bidders shall quote for the entire scope of contract on a "overall responsibility" basis such that the total bid price covers all the Bidder's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services.
- iii. Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
 - a) Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the rupee value of commercial Bid over the validity period defined in this RFP.
 - b) The order will be placed year on year basis.
 - c) The applicable TDS will be deducted at the time of payment of invoices.
 - d) Terms of payment are given in **Section 4.1** of this RFP document.
 - e) Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.
 - f) The Bidder will pass on to the Company, all fiscal benefits arising out of reductions, if any, in Government levies viz. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

2.20 Subcontracting

Subcontracting is not allowed.

2.21 Validity of Agreement

The Agreement/ SLA will be valid for the period up to contract period. The Company reserves the right to terminate the Agreement as per the terms of RFP.

2.22 Limitation of liability

- i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Company arising under or in connection with this agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Company's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/ Company's related information to the extent of loss so caused.
- ii. The limitations set forth herein shall not apply with respect to:
 - a) claims that are the subject of indemnification pursuant to IPR infringement,
 - b) damage(s) occasioned by the gross negligence, fraud, or wilful misconduct of Service Provider,
 - c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
 - d) When a dispute is settled by the Court of Law in India.
 - e) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Company, provided such guidelines were brought to the notice of Service Provider.

2.23 Confidentiality

- i. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of the Company relating to its business practices and their competitive position in the market place provided to the selected Bidder by the Company in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information ("Confidential Information") and shall not be disclosed to any third party/published without the written approval of the Company.
- ii. The Confidential Information will be safeguarded, and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, Company shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.
- iii. Any document, other than the Contract itself, shall remain the property of the Company and shall be returned (in all copies) to the Company on completion of the Vendor's performance under the Contract, if so required by the Company.
- iv. The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to SBICAP will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the SBICAP in divulging the information by the employees of the VENDOR, the SBICAP shall be indemnified. The VENDOR agrees to maintain the confidentiality of the SBICAP's information after the termination of the agreement also. The VENDOR/SBICAP will treat as confidential all data and information about

the VENDOR/SBICAP/Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.

- v. The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.
- vi. **DPDP**-The obligations of confidentiality under this clause shall survive the expiry or termination of this Agreement and remain in full force for such longer period as may be required by applicable law or regulation. Any breach of this clause shall be deemed a material breach of this Agreement. All personal data processed by the Service Provider in connection with the Outsourced Activities shall be handled strictly in accordance with the Digital Personal Data Protection Act, 2023 ("DPDP Act") and rules framed thereunder, as amended from time to time. The Service Provider shall act as a Data Processor under the DPDP Act and shall: (i) process personal data only on documented instructions from the Company; (ii) not engage any sub-processor without prior written authorisation of the Company; (iii) implement appropriate technical and organisational measures to ensure security and protection of personal data; and (iv) promptly notify the Company of any personal data breach and extend all necessary cooperation to enable the Company to fulfil its obligations as a Data Fiduciary under the DPDP Act.

2.24 Delay in the Vendor performance

If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely performance of Services as proposed and accepted by SBICAP, the Vendor shall promptly notify the Company in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, the Company shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

2.25 Vendor's obligations

- i. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. The Vendor is obliged to work closely with the Company's staff, act within its own authority and abide by directives issued by the Company from time to time and complete implementation activities.
- iii. The Vendor will abide by the job safety measures prevalent in India and will free the Company from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the SBICAP responsible or obligated.
- iv. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanours.
- v. The Vendor shall treat as confidential all data and information about SBICAP, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Company.

2.26 Technical Documentation

- i. The Vendor shall deliver the technical documents and SOPs

- ii. The Vendor shall also provide the MIS reports as per requirements of the Company. Any level/ version changes and/or clarification or corrections or modifications in the above mentioned documentation should be supplied by the Vendor to the Company, free of cost in timely manner.

2.27 Liquidated damages:

- i. The liquidated damages is an estimate of the loss or damage that Owner may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalization, implementation, training, support/services, acceptance, etc., of the solution by the bidder).
- ii. In such delay in performance or non-performance of any or all of the obligations, the bidder shall be liable to pay the owner a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which is specified in **Annexure B**. Without any prejudice to the Owner other rights under the law, the Owner shall recover the liquidated damages, if any, accruing to the Owner, as above, from any amount payable to the bidder either as per the purchase contract, executed between the parties.
- iii. Liquidated Damages is not applicable for reasons attributable to the Owner and Force Majeure. However, it is the responsibility/onus of the bidder to prove that the delay is attributed to the Owner and Force Majeure. The bidder shall submit the proof authenticated by the bidder and the Owner that the delay is attributed to the Owner and Force Majeure along with the bills requesting payment.

2.28 Conflict of Interest:

Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:

- (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a SBICAP, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
 - (i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
 - (ii) Subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-

clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

- (b) A constituent of such Bidder is also a constituent of another Bidder; or Such Bidder, its member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof.
- (d) Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or such Bidder or any of its affiliates thereof has participated as a consultant to the SBICAP in the preparation of any documents, design or technical specifications of the Project

2.29 Fraud and corrupt practices

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Company shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii. Without prejudice to the rights of the Company, if a Bidder is found by the Company to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Company during a period of 2 (two) years from the date if such Bidder is found by the Company to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.
- iii. For the purposes of this Clause , the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Company who is or has been associated in any manner, directly or indirectly with the bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Company, shall be deemed to constitute influencing the actions of a person connected with the bidding Process); or (ii) engaging in any manner whatsoever, whether during the bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Company in relation to any matter concerning the Project;

- (b) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding Process
- (c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding Process.
- (d) **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding Process; or (ii) having a Conflict of Interest; and
- (e) **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the bidding Process.

2.30 Termination by default

The Company, without prejudice to any other remedy for breach of Contract, by a written notice of not less than Ninety (90) days sent to the Vendor, may terminate the Contract in whole or in part:

- a. If the Vendor fails to perform the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Company; or If the vendor fails to perform any other obligation(s) under the contract; or
- b. Shortfall in achieving the Service Level requirement successively in two quarters or any three quarters in a financial year.
- c. Any threat is perceived or observed on the security of Owner’s data / property out of any action by the staff deployed for monitoring / configuration etc., by service provider.
- d. Laxity in adherence to standards laid down by the Company; or
- e. Violations of terms and conditions stipulated in this RFP.
- ii. In the event the Company terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Company may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Vendor shall be liable to the Company for any increase in cost for such similar Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.
- iii. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Company’s data or any other relevant information to the Company in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Company.
- v. The Company’s right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.
- vi. In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Company at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Company shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a ‘New Service Provider’ completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the

new Service Provider within such period prescribed by the Company, at no extra cost to the Company, for ensuring smooth switch over and continuity of services.

2.31 Force Majeure

Notwithstanding anything to the contrary contained in this RFP or the Contract, neither party shall be liable for any delay or failure in performing its obligations under the Contract to the extent such delay or failure results from a Force Majeure Event.

For the purposes of this clause, "**Force Majeure Event**" means any event beyond the reasonable control of the affected party, including but not limited to acts of God, war, invasion, insurrection, revolution, civil disturbance, riots, terrorist acts, natural disasters, fire, flood, epidemic, pandemic, quarantine restrictions, freight embargoes, public or general strikes in relevant industries, hartal, bandh, or actions of government authorities that materially impede performance. Force Majeure shall not include foreseeable events, commercial hardship, lack of funds, or any event arising from the fault, negligence, or wilful misconduct of the party claiming Force Majeure.

The affected party shall:

1. Notify the other party in writing within **48 hours** of becoming aware of the Force Majeure Event and provide reasonable details of its nature and expected impact;
2. Use all reasonable endeavours to mitigate the effects of and overcome the Force Majeure Event;
3. Continue to perform its obligations under the Contract to the extent reasonably practicable and seek reasonable alternative means of performance; and
4. Continue to comply with its obligations relating to **confidentiality and data protection**, which shall not be suspended due to a Force Majeure Event.

The Vendor shall not be liable for forfeiture of its Performance Security, imposition of liquidated damages, or termination for default to the extent that its delay or failure to perform is directly attributable to a Force Majeure Event.

2.32 Termination for Insolvency:

The Company may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Company.

2.33 Termination for Convenience:

The Company, by written notice of not less than 90 (ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

2.34 Disputes / Arbitration (applicable in case of successful Bidder only):

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled

amicably. If however, the parties are not able to solve them amicably, either party (SBICap or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Company or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

2.35 Governing Language:

The governing language shall be English.

2.36 Applicable Laws:

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

2.37 Taxes and Duties:

- a. The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- b. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of Custom duty as also cost of incidental services such as transportation, road permits, insurance etc.
- c. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by the Vendor and the Company shall not be liable for the same. Only specified GST charges in the **Annexure- J** will be payable by the Company on actuals.
- d. The insurance shall be in an amount equal to 110 % of the value of the Products from “Warehouse to final destination” on “All Risks” basis, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by SBICAP
- e. Should any loss or damage occur, the Bidder shall: -
 - initiate and pursue claim till settlement and
 - promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.
- f. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.

2.38 Tax deduction at Source

- i. Price payable to Vendor as stated in the commercial proposal shall be firm and not subject to adjustment during performance of the Contract, irrespective of reason whatsoever, including exchange rate fluctuation or any upward revision in custom duty.

- ii. The bidder shall be liable to pay all Corporate Taxes and income tax shall be levied according to the law and regulations applicable from time to time in India.
- iii. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Company shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Company as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- iv. The Vendor's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

2.39 Bid Currency

All figures mentioned under the commercial bid should be in Indian National Rupee (INR). Commercial proposals in any currency other than INR would be considered non-responsive and hence rejected.

2.40 Tender Cancellation

The owner reserves the right to cancel this tender at any time after publication & before award without assigning any reasons whatsoever & without any financial implication to the Owner.

2.41 Existing contracts of SBI with OEMs and Empanelled Vendors

The Owner (and the parent company of the Owner) has contracts with many OEMs and Empanelled Vendors which could be involved in this project. The bidder must ensure to leverage all the existing contracts and quote for those products/ services accordingly.

2.42 Commercial Bid

The bidder is required to submit their lowest commercial BID. The bidder shall provide price for 5 years comprehensive warranty from OEM and Support from partner as per the scope of work specified in this RFP. The Bidder shall also provide 2 years Comprehensive AMC and Support.

2.43 Delivery and Penalty in case of Delay

- The Bidder shall be responsible for delivery and installation of the ordered item(s) at the site and for making them fully operational at no extra charge within 8 weeks of the date of purchase order.
- In the event any delay in project delivery timelines not being delivered within 8 weeks from date of Purchase Order, a penalty of 0.50% per week of the total contract value for the delay, subject to maximum amount of ten (10) percent of one time cost.

2.44 Order Cancellation

Owner reserves the right to cancel the purchase order in the event of one or more of the following situations:

- Delay in deployment of resources
- SBICAP also reserves the right to cancel the Purchase at its own discretion without assigning any reason to selected vendor. In the event of such cancellation, the Bidder is not entitled to any compensation.

2.45 USE OF CONTRACT DOCUMENTS AND INFORMATION

The supplier shall not, without Owner's prior written consent, make use of any document or information provided by Purchaser in Bid document or otherwise except for purposes of performing contracts.

2.46 Scope of Work (SOW)

The selected bidder shall provide onsite Facility Management Services (FMS) for management, maintenance, and support of the organization's IT infrastructure including desktops, laptops, printers, wireless and network connectivity, peripherals, and Microsoft 365 services. The service provider shall deploy qualified manpower as per RFP criteria for end-user support and ensure smooth IT operations with defined service levels.

SBICAPS Infra details

Particulars	Quantity
Users	350 (Across all Mumbai, New Delhi, Ahmedabad, Kolkata, Hyderabad, Bangalore, Chennai)
Laptops/desktops	Approx. 350
Printers	15
Offices	7 locations
O365 Users	350
WAN	MPLS
OS	Windows 11 Pro
Networking	Cisco
Wireless / NAC	Aruba
IP Telephony	Matrix

Locations	Number of Users
Mumbai	210
New Delhi	80
Kolkata	10
Chennai	8
Bangalore	7
Hyderabad	5
Ahmadabad	2

• **2. Resource Deployment**

The selected bidder shall deploy the following dedicated resources at the Company's premises:

S/N	particulars	Location	Qty	Experience and Qualification	Service Window (Monday to Friday)
1	L2 Desktop Support Engineers	Mumbai	2	Experience- Minimum 4 years. Qualification- Graduate with technical course or Diploma in Information Technology/Computer Science/ Electronics with good communication skills.	9. 00 AM to 9 PM- ONSITE (Three Shift) Shift 1: 9 AM - 6 PM Shift 3: 11 AM - 8 PM
2	Team Leader/Project manager	Mumbai	1	Experience- Minimum 5 years with 2 years Team Lead Experience. Qualification- Graduate with technical course or Diploma in Information Technology/Computer Science/ Electronics with good communication skills.	Shift 2: 10 AM - 7 PM
3	O365 Support engineer -L2	Mumbai	1	Experience- Minimum 4 years. Qualification- Graduate with technical course or Diploma in Information Technology/Computer Science/ Electronics with good communication skills. Preferably - Certified with O365 Email	09. 30 AM to 6.45 PM- ONSITE
4	Service Desk	Mumbai	1	Experience- Minimum 3 years of experience. Qualification- Graduate with good communication skills and hands on knowledge with excel - VLOOKUP and Word	10 AM to 6.45 PM- ONSITE
5	L1 Desktop Support Engineers	New Delhi	2	Experience- Minimum 1 year. Qualification- Graduate with technical course or Diploma in Information Technology/Computer Science/ Electronics with good communication skills.	9.30 AM to 9.00 PM– ONSITE in 2 shifts Shift 1- 9.30 am to 6.30 Shift-2 11.00 am to 8.00 pm
6	L1 Desktop Support Engineers	Chennai	1	Experience- Minimum 1 year. Qualification- Graduate with technical course or Diploma in Information Technology/Computer Science/ Electronics with good communication skills.	09. 30 AM to 6.45 PM- ONSITE
7	L1 Desktop Support Engineers	Kolkata	1	Experience- Minimum 1 year. Qualification- Graduate with technical course or Diploma in Information Technology/Computer Science/ Electronics with good communication skills.	09. 30 AM to 6.45 PM- ONSITE
8	Engineer Support on Call Basis	Hyderabad Ahmedabad Bangalore		On call support- 4-6 hours response time	

• **Resources Profile**

L1, L2 Desktop Support Engineers

Skill Set

- Technical Knowledge of Windows 11, laptops, desktops, printers, networking, and end-user computing,
 - Installation, configuration, and troubleshooting of desktops and laptops.
 - Operating System installation and upgrades.
 - Software installation, configuration, and patch management.
 - User profile management and migration.
 - Hardware diagnostics and fault isolation.
 - Coordination with OEM vendors for warranty support and repairs.
 - Asset movement and relocation support.
 - Video Collaboration Tools, IP Telephony, Video Conferencing (Basic)
 - Office 365 email Outlook configuration, Profiling etc.
 - L1-IP Telephony configurations
 - L1-Aruba Wireless end user onboarding
 - L1 - support for Antivirus
 - L1-Citrix Configuration
 - Inventory management-Physical verification
 - Experience in incident management and troubleshooting.
 - Basic Knowledge of Networking, Switches, routers etc.
 - Daily backup as per SBICAPS SOP
 - Monitoring and preparation of Uptime reports
 - Support for iPad
 - L1 Support for installation and configuration of hardware and software supplied by SBICAPS third party vendors
 - Installation, repair, re-installation of OS, Anti-Virus, endpoint security on user laptops and desktops and printers.
 - FMS services would be extended to items installed at residences of senior executives
 - **Peripheral Support**
 - Configuration and troubleshooting of:
 - MFP Printers
 - Scanners
 - Webcams
 - Docking stations
 - Monitors
 - Keyboard and mouse
 - Other USB peripherals
 - **Printer Management**
- Installation and configuration of network and local printers.
Printer troubleshooting and maintenance.
Driver installation and upgrades.
Coordination with printer vendors for hardware replacement.

Network & Connectivity Support -L1

Wireless Network Support

User connectivity troubleshooting.

Wireless authentication support.

Escalation and coordination with network team/OEM.

LAN Connectivity Support

Preventive Maintenance

- Quarterly health check of desktops and laptops.
- Preventive maintenance of printers and peripherals.
- OS and application patch compliance verification.
- Antivirus compliance checks.
- Performance optimization activities.

Team Leader/Project Manager

The Team Leader acts as the critical bridge between your FMS engineers, SBICAPS internal IT management, and third-party vendors. The FMS Team Leader will oversee the daily operations of the onsite FMS engineering team, ensure strict compliance with SBICAPS Standard Operating Procedures (SOPs), manage service levels (SLAs), and act as the primary point of escalation for all technical and administrative end-user support issues. The Team leader should be Technically sound and should have adequate skill sets mentioned under L1 L2 skill set requirements. Apart from above Team Leder should be responsible for below: -

Core Scope of Work (SoW) for the FMS Team Leader

1. Team Management & Resource Allocation

- **Daily Rostering:** Manage attendance, shift rosters, and backup resources to ensure 100% support availability during business hours.
- **Skill Mapping:** Allocate specific engineers to complex tasks (e.g., Senior Executive residence visits, Citrix configurations, or Aruba wireless onboarding).
- **Performance Monitoring:** Conduct regular review meetings with FMS engineers to address technical gaps and skill deficiencies.

2. Incident & Service Request Management

- **Queue Management:** Monitor the ticketing system daily to ensure tickets are assigned, picked up, and resolved within SLA timelines.
- **VIP & Executive Support:** Personally oversee or handle high-priority L1 escalation requests for senior executives (both onsite and at their residences).
- **Root Cause Analysis (RCA):** Investigate recurring technical issues (e.g., repeated Outlook profile corruption or antivirus failures) and recommend permanent fixes.

Incident and Service Request Management

- Log, track, and update all incidents and service requests.
- Use Company's ITSM/Ticketing tool.
- Categorize and prioritize tickets.
- Ensure closure within agreed SLA.
- Provide root cause analysis (RCA) for recurring incidents.
- Escalate unresolved issues as per escalation matrix.

Reporting Requirements

- Total tickets logged.
- Tickets resolved within SLA.
- SLA breach analysis.
- Open ticket aging analysis.
- Category-wise ticket reports.
- Engineer-wise productivity reports.
- O365 administration activity reports.
- RCA reports for critical incidents.
- Improvement recommendations and action plan.

- Resource attendance.
- SLA compliance.
- Open and closed tickets.
- Asset movement report.
- O365 administration activities.
- Key issues and RCA reports.
- Improvement recommendations.

3. Compliance, Backup & SOP Adherence

- SBICAPS SOP Enforcement: Ensure the engineering team strictly follows SBICAPS procedures for data handling, endpoint security, and user profiling.
- Backup Management: Verify that the daily backup schedules are executed successfully by the team as per SBICAPS SOPs; maintain a verified daily backup log.
- Security & Patch Audits: Audit the team's progress on OS, application patch, and Antivirus updates to achieve 100% endpoint compliance.

4. Asset & Inventory Control

- Physical Verification: Supervise the quarterly/periodic physical inventory verification of IT assets (desktops, laptops, iPads, printers, and peripherals).
- Lifecycle Track: Maintain an updated registry for asset movements, relocations, and old hardware disposal ready for management review.

5. Vendor & OEM Coordination

- Escalation Management: Act as the single point of contact (SPOC) to escalate unresolved hardware issues to OEMs (Dell, HP, Apple, etc.) for warranty repairs.
- Third-Party Support: Coordinate with SBICAPS third-party software and network vendors for hardware/software installations, ensuring seamless delivery.

6. Preventive Maintenance (PM) Management

- PM Scheduling: Draft and execute the quarterly Preventive Maintenance calendar for all desktops, laptops, printers, and docking stations.
- Quality Assurance: Audit PM checklists randomly to ensure engineers are thoroughly optimizing systems and updating antivirus definitions.

7. Reporting & Analytics

- Uptime Reports: Monitor, prepare, and present daily, weekly, and monthly infrastructure uptime and SLA adherence reports.
- Daily Dashboards: Submit reports to SBICAPS IT management detailing ticket volumes, pending issues, aging tickets, and asset statuses.

Microsoft 365 Support Engineer

- User creation, modification, suspension, and deletion backup
- License assignment and management.
- Group and Distribution List management.
- Shared Mailbox management.
- **Exchange Online Administration**
- Mailbox provisioning.
- Mailbox migration support.
- Mail flow troubleshooting.
- Spam and phishing incident handling.
- Mailbox permissions management.
- **Microsoft Teams Support**
- User onboarding.
- Team creation and administration.
- Teams policy management.
- Meeting and collaboration issue resolution.
- **OneDrive & SharePoint Support**
- User provisioning and permissions management.
- Access troubleshooting.
- Data restoration support.
- User guidance and training assistance.
- **Entra ID (Azure AD)**
- User account administration.
- Password reset and unlock support.
- MFA configuration and troubleshooting.
- Group management.
- **Security & Compliance Support**
- Monitoring security alerts.
- Assistance in security investigations.
- Compliance and audit support.
- Policy implementation support as directed by Company IT Team.
- Outlook configuration and troubleshooting support for end users
- Reports monitoring and management on O365 cloud including Power Shell Command
- Local PST file management on end users PC
- Discovery case Management on cloud, management of Anti spoof policies
- Periodic Training to Users on O365 Services including Teams, Sharepoint One drive and Email
- Configuring Archiving policies and assignment of licenses
- Monitor service Health Office 365 cloud
- Create and Manage service request with Microsoft for Service tickets
- Support - user enrolment / configuration for Intune MDM Solution and Conditional access for Windows Machines (Policies are already set for this)
- Support and troubleshooting for MDM user enrolment and management, Email receipt and outgoing issues etc.
- Adherence to SBICAP O365 Management and Monitoring procedures
- Email archiving and user creation and deletion and maintenance as where applicable such as Access management, Office 365, email archival vendor etc
- Office 365 Data Leakage Prevention tools, information security controls, Azure AD and maintenance of Azure AD and related information security controls inside Azure AD

HELPDESK

IT Asset Management

- Maintain asset inventory records.
- Update asset allocation details.
- Reconciliations with Fixed Assets using Vlookup
- Insurance list reconciliation with Admin
- Track hardware movements.
- Support periodic asset audits.
- Maintain software inventory and licensing records.
- Generate monthly asset reports.
- File management, record maintenance, payment processes & tracking software license tracking, gate pass preparation etc
- Generate MIS Reports, OSL reports as and when required by SBICAP
- Maintain and keep track of assets deletion and addition from inventory.
- Any other administrative work related to IT Department

3 SQL Server Database Administration (Backend Support)

- Installation, configuration, and administration of Microsoft SQL Server 2022 and associated components.
- Database creation, migration, upgrade, and reconfiguration as per business requirements.
- Conduct half-yearly database health checks and submit comprehensive health assessment reports with recommendations.
- Implementation and maintenance of SQL Server hardening measures in accordance with industry best practices and organizational security policies.
- User, role, and permission management, including periodic access review.
- Management of SQL Server services, patches, cumulative updates, and version upgrades.
- Support for High Availability (HA), Disaster Recovery (DR), and business continuity requirements, where applicable.
- Implementation of Security Configuration Changes (SCD) as and when communicated by SBI Capital Markets Ltd. during the contract period.
- Closure and remediation of VAPT (Vulnerability Assessment and Penetration Testing) observations related to SQL Server 2022 within agreed timelines.
- Documentation of database configurations, backup schedules, security settings, and operational procedures.
- Support during audits, regulatory reviews, security assessments, and compliance activities.

4 Payment Schedule

Sl. No.	Milestone
1.	Quarterly in Arrears after submission of MIS Reports and Completion of Physical Inventory and reconciliation Report

4.1 Deviations

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. If there is any exception / deviation, same should be mentioned in **Annexure-G Exception and Deviations**. An exception / deviation mentioned elsewhere will not be considered and such terms and conditions will be construed as complied as per the requirements specified in the RFP.

4.2 Termination of Services of Support

In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the SBICAP at its sole

discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the SBICAP shall give prior notice (Sixty days) to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the SBICAP, at no extra cost to the SBICAP, for ensuring smooth switch over and continuity of services. If existing vendor is in breach of this obligation, they shall be liable for paying a penalty of 1% of the contract value on demand to the SBICAP, which may be settled from the payment of invoices for the contracted period.

4.3 Formats of All Annexures

Annexure- A-Bid Covering Letter

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

Dear Sir,

BID FORM (TECHNICAL BID)

[On Company's letter head]

(To be included in Technical Bid Envelope)

Date: _____

To:

SBI Capital Market Ltd,

Unit no. 1501, 15th Floor, Parinee Crescenzo,

Bandra Kurla Complex,

Bandra (East), Mumbai 400 051

Dear Sir,

Ref: RFP No. _____

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by SBICAP and we offer to

_____ detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid on the date advised to us.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.

- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
 - We have quoted for all the Products/Services mentioned in this RFP in our indicative price Bid.
 - The rate quoted in price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
- ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of SBICAP, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- iv. We undertake that we will not resort to canvassing with any official of SBICAP, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, SBICAP will have the right to disqualify us from the RFP.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by SBICAP.
- vii. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement, scope of work and the related annexures/addendums as per template available in this RFP and the rates quoted therein for the orders awarded by the SBICAP up to the period prescribed in the RFP, which shall remain binding upon us.
- viii. On acceptance of our technical bid, we undertake to participate in Commercial Bid. In case of declaration as successful Vendor, we undertake to complete the formalities as specified in this RFP.
- ix. Till execution of a formal contract, the RFP, along with the SBICAP’s notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on SBICAP and us.
- x. We understand that you are not bound to accept the lowest or any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- xi. We hereby certify that our name does not appear in any “Caution” list of RBI / SEBI or any other regulatory body for outsourcing activity.
- xii. We hereby certify that on the date of submission of Bid for this RFP, we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.

xiii. We hereby certify that we are participating in RFP as a Partner of proposed OEM and have a support centre and level 3 escalation located in India.

xiv. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with SBICAP for more than 6 months from the date of issue of purchase order.

xv. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by SBICAP to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

xvi. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by SBICAP in the RFP document.

Dated this day of 2026

(Signature) (Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Seal of the Company

Annexure-B- Service Level Terms & Conditions

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

Service Levels (Indicative)

Severity	Response Time	Resolution Time
Critical (P1)	15 Minutes	4 Hours
High (P2)	30 Minutes	8 Hours
Medium (P3)	1 Hour	1 Business Day
Low (P4)	4 Hours	3 Business Days

Minimum SLA Compliance: 95% per month

6. General Responsibilities of Vendor

- Ensure continuous availability of deployed manpower.
- Arrange suitable replacements during leave, resignation, or absence.
- Maintain confidentiality of Company data.
- Comply with Company's Information Security Policies.
- Provide background-verified personnel.
- Ensure knowledge transfer before resource replacement.
- Maintain documentation, SOPs, and process records.
- The vendor shall be responsible for monitoring ticket SLA compliance through the CRM Service Desk platform and ensuring adherence to agreed service levels.
- Quarterly performance tracking presentations
- Use SBICAPS issues ID card along with Company ID badge
- Not use Personal USB
- Adhere to IT and IS Policies
- Security Training to all deployed officers (once in a year)

SLA Responsibilities

- Continuous monitoring of ticket response and resolution timelines.
- Proactive identification of SLA breach risks.
- Escalation of tickets approaching SLA threshold.
- Daily review of pending and aging tickets.
- Follow-up with internal teams, OEMs, and third parties to ensure timely resolution.
- Maintenance of SLA dashboards and reports.
- Tracking First Response Time (FRT), Resolution Time (RT), Backlog, and Aging Tickets.
- Monthly SLA review meetings with the Company.

For an FMS RFP, SLA penalties should be **simple, measurable, and linked to monthly bill payments**. A common practice is to link penalties to:

1. Resource Availability
2. Ticket SLA Compliance
3. Critical Incident Resolution
4. Reporting & Governance Compliance

SLA and Penalty Framework

• 1. Overall SLA Compliance

The Vendor shall maintain a minimum monthly SLA compliance of **95%** for all incidents and service requests logged through the CRM Service Desk platform.

• Penalty Matrix

Monthly SLA Achievement	Penalty on Monthly FMS Invoice
≥ 95%	No Penalty
90% to <95%	2% of monthly invoice value
85% to <90%	5% of monthly invoice value
80% to <85%	8% of monthly invoice value
Below 80%	10% of monthly invoice value and review for contract termination

• 4. Resource Availability Penalty

The vendor shall ensure deployment of all staff on daily basis. Any absence will be considered as absent. Penalty will be charges as per the per day cost of resource x 2 days.

Additionally

Resource Availability	Penalty
≥ 98%	Nil
95% – 97.99%	2% of monthly bill
Below 95%	5% of monthly bill

• 5. SQL Server Administration SLA

Penalty for missed database activities:

Activity	Penalty
VAPT observation not closed within agreed timeline – High Severity Points should be closed within 24 hours	₹10,000 per observation

VAPT observation not closed within agreed timeline – Medium Severity Points should be closed within 48 hours	₹5,000 per Observation
VAPT observation not closed within agreed timeline – Low Severity Points should be closed within 72 hours	₹1,000 per Observation
Delayed SCD implementation beyond approved schedule – 4 weeks	₹5,000 per occurrence
Database upgrades and Updates and any other change request- 4 weeks	₹5,000 per occurrence

6. Resource Replacement SLA

Activity	SLA
Planned replacement	15 days
Emergency replacement	3 business days
Critical resource replacement	7 days

RACI- with Managed Services

Activity list	Roles	
	Service Provider's	SBICAP
Pre-Production Activities		
Hardware/Software Installation, Setup & Configuration (Prod)	C/I	R/A
Network Configurations End Users	C/I	R/A
TL /L1 / L2 support for IT Infra	R/A	C/I
Preventive Maintenance	R/A	C/I
Checklist and Monitoring	R/A	C/I
Documentation and Technical details	R/A	C/I

Adherence to IS/IT policies	R/A	C/I
O365 Support as per SOW	R/A	C/I
Antivirus Support	C/I	R/A

- ✓ The **RACI Matrix** is a powerful tool to assist in the identification of roles and assigning of cross-functional responsibilities to a project deliverable or activity.
- ✓ **RACI represents:** R - Responsibility, A - Accountable, C - Consulted, and I - Informed
- ✓ **RACI Definitions:**
- ✓ **Responsibility** = person or role responsible for ensuring that the item is completed
- ✓ **Accountable** = person or role responsible for doing or completing the item
- ✓ **Consulted** = person or role whose subject matter expertise is required to complete the item
- ✓ **Informed** = person or role that needs to be kept informed of the status of item completion

Application Enhancements / Customizations

In order to cater to the on-going enhancement and customizations requirements to the applications by the application users and business team at OWNER, BIDDER proposes to perform minor enhancements and customizations to the In-scope application functionalities and reports via “Service Requests”. BIDDER proposes minor enhancements / customizations support for each of the in-scope applications in a Calendar Month as per the effort listed in below table. The bidder shall conduct the change management and maintain the version for roll back purpose.

1 Compliance & Security Observation closure

The owner will conduct SQL database vulnerability audit by third party/agency and accordingly the bidder AMS team should provide the assessment on the findings and fix those vulnerability as per the recommendations by Auditors. The Audit points shall be closed on high priority within 24 hours from the time of reporting.

TERMINATION

In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the SBICAP at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the SBICAP shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a ‘New Service Provider’ completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the SBICAP, at no extra cost to the SBICAP, for ensuring smooth switch over and continuity of services. If existing vendor is in breach of this obligation, they shall be liable for paying a penalty of 1% of the contract value on demand to the SBICAP, which may be settled from the payment of invoices for the contracted period.

Outsourcing activities

The Company shall at all times retain appropriate oversight and control over the Outsourced Activities. The Service Provider shall operate within the policies, procedures, and directions issued by the Company from time to time and shall not take any action, or refrain from taking any action, that would cause the Company to be in violation of any applicable law, regulation, or regulatory guideline. The Company shall have the right to issue instructions to the Service Provider and to intervene directly in the Outsourced Activities at any time, with or without prior notice, where such intervention is necessary to: (i) ensure compliance with any legal or regulatory obligation; (ii) prevent or mitigate harm to customers or the Company; or (iii) respond to any direction from the

Regulator. The Service Provider shall comply immediately with any such instruction or intervention without delay.

IT Security

The Service Provider shall implement and maintain appropriate technical and organisational measures to ensure the security, integrity, and availability of the Company's data and systems, including access controls, encryption, vulnerability management, and security incident response procedures, in accordance with industry best practices and applicable laws. The Service Provider shall notify the Company within [24] hours of becoming aware of any security incident, breach, or suspected breach involving the Company's data or systems.

Business Continuity and Disaster Recovery: The Service Provider shall maintain, test (at minimum annually), and keep available for inspection by the Company a documented Business Continuity Plan ("BCP") and Disaster Recovery Plan ("DRP") covering the Outsourced Activities. The Service Provider shall ensure that recovery time objectives (RTO) and recovery point objectives (RPO) for the Outsourced Activities are agreed with the Company and documented and shall report the results of BCP/DRP tests to the Company.

Data Preservation

The Service Provider shall preserve, maintain, and protect all records, documents, data, and information generated, received, or processed in connection with the Outsourced Activities in a secure and accessible manner for a minimum retention period as prescribed under applicable laws and regulations, and in any event for not less than 5 years from the date of creation or such period as specified by the Regulator or as per the retention policy of the Client. Upon expiry or termination of this Agreement, the Service Provider shall, within [30] days/immediately of such expiry or termination and at the Company's direction: (i) return all such records, documents, and data to the Company in a mutually agreed format; or (ii) permanently and securely destroy all such records, documents, and data and provide the Company with a written certification of destruction. The Service Provider shall not delete, destroy, or dispose of any records, documents, or data without the prior written consent of the Company.

Non-impediment to Regulatory Obligations

Nothing in this Agreement shall prevent, limit, or impede the Company from meeting its statutory, legal, or regulatory obligations, or from complying with any direction, instruction, or requirement of the Regulator or any other competent authority. The Service Provider acknowledges that the Company operates in a regulated environment and agrees that the Company's obligation to comply with applicable laws and regulations shall at all times take precedence over any conflicting provision of this Agreement. The Service Provider further agrees that nothing in this Agreement shall restrict, obstruct, or impede the Regulator or any person authorised by it from exercising its regulatory powers, conducting investigations, or taking any other regulatory action in respect of the Company or the Outsourced Activities. The Service Provider shall cooperate fully with any regulatory authority in connection with any investigation, examination, or enquiry relating to the Outsourced Activities

Right to Inspect, Access Books, Records and Information

The Service Provider shall at all times provide the Company, its internal and external auditors, the Regulator, and any person authorised by the Company or the Regulator (collectively "Authorised Persons"), with unrestricted and timely access to: (i) all books, records, accounts, documents, data, systems, and information related to the Outsourced Activities; (ii) the premises, personnel, and technology systems of the Service Provider used in the provision of the Outsourced Activities; and (iii) any sub-contractor's relevant records and premises, to the extent applicable. Such access shall be provided upon reasonable prior notice, except in the case of regulatory inspections or investigations, for which access shall be provided forthwith without prior

notice. The Service Provider shall provide all reasonable assistance to the Authorised Persons during any inspection or audit and shall not withhold, conceal, or obstruct access to any information or records.

Vendor Audit

The bidder shall cooperate and provide all evidence during Vendor Audit and when conducted by SBICAPS.

Annual Risk Assessment of Service Provider

The Company shall conduct a formal risk assessment of the Service Provider at least once every financial year, evaluating without limitation the Service Provider's: (i) financial stability and viability; (ii) operational resilience and capacity; (iii) compliance with applicable laws, regulations and contractual obligations; (iv) information security practices and incidents; (v) business continuity and disaster recovery capability; and (vi) overall service performance. The Service Provider shall, upon request and within [15] business days, provide all information, documentation and access reasonably required to complete such assessment. The results shall be documented and reviewed by the Company's Risk Management function to inform ongoing management of the outsourcing arrangement. Where material risks or deficiencies are identified, the Service Provider shall prepare and implement a remediation plan within timelines agreed with the Company.

Audit of Operational and Security Controls

The Company reserves the right to audit the Service Provider's operational and security controls (i) prior to commencement of the outsourcing arrangement, and (ii) at any time during the term of this Agreement with not less than [...] business days' prior notice, or without notice in the event of a suspected security breach or regulatory requirement. Such audits shall assess the adequacy of the Service Provider's controls in mitigating risks identified in the Company's Outsourcing Risk Plan and ensuring compliance with applicable regulations and this Agreement. The Service Provider shall extend full cooperation to the Company's audit team or any appointed third-party auditor and shall provide access to all relevant systems, processes, personnel and documentation in connection with the Outsourced Activities. The Service Provider shall address all audit findings and implement agreed corrective actions within the timelines specified by the Company.

Liability of the service provider to the Company for unsatisfactory performance or other breach of contract.

Notwithstanding anything contained anywhere else in this Agreement to the contrary, in the event of unsatisfactory performance of Services or any breach of this Agreement by the Service Provider, the Service Provider shall be liable to the Company for all losses and damages suffered by the Company as a consequence thereof, that liability for reputational damage or loss of assets of the Company occasioned by the acts, omissions, negligence or wilful default of the Service Provider shall be assessed and recoverable on the basis of actual loss as determined at the relevant time.

Encrypted Data Transmission

All electronic data, including personal data and confidential information, transmitted between the parties or with any sub-contractor in connection with the Outsourced Activities shall be encrypted using industry-standard protocols. Where encryption is not technically feasible, data shall be transmitted as password-protected files with the password communicated through a separate secure channel. The Service Provider shall maintain logs of all such transmissions, including date, time, nature and volume of data, and make them available to the Company upon request. Any actual or suspected unauthorised interception or disclosure during transmission shall be reported to the Company immediately

Annexure-C- Eligibility Criteria

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

To:
The Head, Information Technology

Unit no. 1501, 15th Floor, Parinee Crescenzo,

Bandra Kurla Complex,

Bandra (East), Mumbai 400 051

We confirm that we comply with the eligibility criteria mentioned in **Section 1.3** of RFP Document are acceptable to us.

Dated this _____ day of _____ 2026

(Signature)

(Name)

(In the capacity of)

Annexure-D- Bidders Profile

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

As per Annexure- D in Excel File

Client Citation

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

Customer References (at least 2) for proposed similar solution implemented solution in last 3 years for feedback purpose

S/N	Company Name	Client Email ID and Contact	Contact No	Nature of Assignment & completion date
Client References				
1				
2				
3				

Annexure-E- Pre-Bid Queries with SBICAP response to be submitted with Technical Bid

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

S. No.	Page No	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query
1					
2					
3					
4					
5					

Annexure-F- Non-Price Bid (W/o Price)

S/N	particulars	Location	Qty	Year 1	Year 2	Year 3	Year 4	Year 5
1	L2 Desktop Support Engineers	Mumbai	2					
2	Team Leader /Project Manager	Mumbai	1					
3	O365 Support engineer -L2	Mumbai	1					
4	Service Desk	Mumbai	1					
5	L1 Desktop Support Engineers	New Delhi	2					
6	L1 Desktop Support Engineers	Chennai	1					
7	L1 Desktop Support Engineers	Kolkata	1					
8	Back Office Support for SQL Database Administration on demand	Mumbai	1					
9	On demand per call Engineer Support	Hyderabad, Ahmadabad and Bangalore	1					
10=	Total							

Annexure-G- Exception and Deviations

EXCEPTION AND DEVIATION FROM RFP, IF any		
S/N	RFP /Annexure reference	Remark
1		
2		
3		
4		
5		

Annexure-H- Presentation and Timelines

In bidders' format

- **1. Company Overview (5 Minutes)**
Company profile and ownership structure.
Number of years in IT Infrastructure/FMS services.
Presence across India.
Number of support engineers on payroll.
Experience in BFSI sector and similar organizations.
- **2. Relevant Experience and References (5 Minutes)**
Similar FMS engagements executed in the last 5 years.
Experience in supporting:
 - End User Computing (Laptop/Desktop)
 - Microsoft 365
 - SQL Server Administration
 - Service Desk Operations
- Client references and case studies.
- Current active contracts of similar size.
- **3. Proposed Service Delivery Model (5 Minutes)**
Organization structure proposed for SBI Capital Markets.
Reporting hierarchy.
Escalation matrix.
Resource deployment plan.
Knowledge transition methodology.
Business continuity plan in case of resource attrition.
- **4. Resource Competency & Staffing Plan (5 Minutes)**
Profiles of proposed L2 Engineers.
Profile of Microsoft 365 Engineer.
- **5. Ticketing & SLA Management (5 Minutes)**
Ask the bidder to demonstrate:
Experience working on CRM/Service Desk platforms.
SLA monitoring mechanism.
Escalation workflow.
- **7. SQL Server Administration Capability (5 Minutes)**
SQL Server 2022 experience.
HA/DR experience.
Security hardening approach.
VAPT remediation process.
SCD implementation experience.
- **8. Security & Compliance Framework (5 Minutes)**
Employee background verification process includes Police Verification, Address Verification, Employment and Education verification.

NDA and confidentiality controls.
Security awareness training.
Compliance with ISO 27001, SOC, etc.
Incident response process.
IT/US policy at Organisation level

9. Transition & Knowledge Management (5 Minutes)

Onboarding timeline.
Knowledge transfer approach.
Documentation standards.
Resource replacement process.
Attrition management strategy.

Annexure-I- Scoring Pattern -For information

S/N	Criteria	Criteria Description	Weightage %
1	Company Position in the Industry	As per Annexure-D	80%
2	Satisfactory Client References	As per Annexure D	20%

Note- The above scoring criteria is indicative and SBICAP reserves the rights to changes at its own discretion till bid submission. SBICAP shall not be liable to give any justification regarding scoring assigned to various components supplied under this RFP.

Annexure-J- Commercial Bid

Bidders may change the same in their desired format; while uploading on eTender platform

S/N	particulars	Location	Qty	Year 1	Year 2	Year 3	Year 4	Year 5
1	L2 Desktop Support Engineers	Mumbai	2	(a)	(a)	(a)	(a)	(a)
2	Team Leader /Project Manager	Mumbai	1	(b)	(b)	(b)	(b)	(b)
3	O365 Support engineer -L2	Mumbai	1	(c)	(c)	(c)	(c)	(c)
4	Service Desk	Mumbai	1	(d)	(d)	(d)	(d)	(d)
5	L1 Desktop Support Engineers	New Delhi	2	(e)	(e)	(e)	(e)	(e)
6	L1 Desktop Support Engineers	Chennai	1	(f)	(f)	(f)	(f)	(f)
7	L1 Desktop Support Engineers	Kolkata	1	(g)	(g)	(g)	(g)	(g)
8	Back Office Support for SQL Database Administration on demand	Mumbai	1	(h)	(h)	(h)	(h)	(h)
9	On demand per call Engineer Support	Hyderabad, Ahmadabad and Bangalore	1	(i)	(i)	(i)	(i)	(i)
10	Total (Without GST)			(a to i=1)	(a to i=2)	(a to i=3)	(a to i=4)	(a to i=5)
11	Grand Total (Without GST)			(1+2+3+4+5)				

Note-SBICAPS Reserves the rights to add/remove any item from the above resources' requirements

SBICAP shall raise purchase order on year on year basis subjected to renewal and satisfactory performance