



**STATE BANK OF INDIA
LOCAL HEAD OFFICE, KOLKATA**

EXPRESSION OF INTEREST (EOI)

EOI FOR EMPANELMENT OF VENDORS FOR “LAN / DATA CABLING WORK & RATE FIXATION OF LAN COMPONENTS FOR THE BRANCHES AND OFFICES OF SBI LOCATED AT ANDAMAN & NICOBAR ISLANDS, SIKKIM AND WEST BENGAL”

EOI NO: EOI/ITS/2025-26/01

DATE: 08.09.2025

Address for Communication

**Assistant General Manager (ITS)
State Bank of India
Local Head Office, Kolkata
ITS Department, 2nd Floor
Technology Block, Samriddhi Bhavan
1, Strand Road, Kolkata-700001**

INDEX

SI No.	PARTICULARS	Page No.
1	SCHEDULE OF EVENTS	2
2	INVITATION TO BID	3
3	DISCLAIMER	4
4	RFP TERMINOLOGY	5
5	SCOPE OF WORK	6
6	ELIGIBILITY & TECHNICAL CRITERIA	7
7	OTHER TERMS AND CONDITIONS	8
8	EMPANELMENT PROCEDURE	9
9	INSTRUCTIONS TO THE APPLICANTS	10
10	CHECKLIST	12
11	ANNEXURE – I	14
12	ANNEXURE – II	15
13	ANNEXURE – III	16
14	ANNEXURE – IV	17
15	E-TENDER RELATED IMPORTANT NOTES	18

1. SCHEDULE OF EVENTS

SI No.	EVENTS	Remarks
1	Date of issue of application and available for download form Bank's Website (www.bank.sbi) OR e-Tender website www.tenderwizard.com/SBIETENDER	08-Sep-2025 to 22-Sep-2025 up to 3:00 PM
2	Raising of written Queries / clarifications on or before	12-Sep-2025
3	Last date of Submission of EOI application and Indicative Price Bid online	On or before 22-Sep-2025 up to 3:00 PM
4	Opening of Technical Bid	23-Sep-2025 at 11:00 AM
5	Opening of Commercial Bid	To be intimated Later
6	Verification of documents by (Original documents must be produced for cross verification, the date of which shall be intimated through mail. In case the same is not produced for verification on the designated date and time, it shall be presumed that the vendor is not interested and shall be removed from consideration	10-Oct-2025

	without assigning any reasons, whatsoever)	
7	For Online e-Tender submission related queries	Service provider: M/s. Antares Systems Limited, Registered Office: 'Honganasu', #137/3, Bangalore Mysore Road, Opp. to Metro Pillar #P-696, Kengeri, Bengaluru – 560 060, India Help Desk: 9073677150/ 151 / 152 / 9674758506 / 9674758723 / 26 / 033 4604 6611 Contact Persons: (On working days 9 AM to 6 PM) Project In-charge: Mr. Kushal Bose, Mob No.: +91 9674758719 e-Mail: kushal.b@antaressystems.com

2. INVITATION TO BID:

State Bank of India, Local Head Office, Kolkata (herein-after referred to as 'SBI / the Bank'), invites Request for Proposal (RFP) from companies/firms (Applicants) wishing to be considered for short listing for participating in bidding process for getting empanelled as LAN vendor for installation, commissioning, and fault rectification of structured data cabling at the Branches/Offices of SBI Kolkata Circle located across A&N islands, Sikkim, and West Bengal.

- i. The vendors will be short listed based on their technical competence, their presence in all areas of operation of SBI Kolkata Circle and fulfilling the eligibility criteria (as laid down subsequently in this RFP).
- ii. This RFP document shall not be transferred, reproduced, or otherwise used for purposes other than for which it is specifically issued.
- iii. Vendor submitting the proposal in response to this RFP shall hereinafter be referred to as Bidder. Vendors offering Franchisee/ Sister/ Partner concern arrangement will not be entertained.
- iv. The Bidding Document may be obtained / downloaded from Bank's Website <https://bank.sbi> or e-Tender website (www.tenderwizard.com/SBIETENDER)

and the Bids should be submitted online at the same e- Tender website, as per timelines given in Schedule of Events.

- v. The dates mentioned anywhere in this RFP document may be changed by the Bank, if so warranted

3. DISCLAIMER

- i. The information contained in this Request for Proposal (RFP), or information provided subsequently to Bidders whether verbally or in documentary form / email by or on behalf of SBI, is subject to the terms and conditions set out in this RFP.
- ii. This RFP is not an offer by State Bank of India, 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 officials of State Bank of India with the selected Bidder.
- iii. The purpose of this RFP is to provide all Bidders 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. Bank may at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information contained in this RFP.
- iv. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations, 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. The Bank 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 Bidder is expected to examine all instructions, forms, terms, and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the selected Bidder and the Bank reserves the right to reject any or all the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award of Contract in this RFP.

4. RFP TERMINOLOGY

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

- i. **"The Bank"** means the State Bank of India, including all branches and offices.
- ii. **"Bidder"** means an eligible entity / firm submitting Bids in response to this RFP.
- iii. **"Bid"** means the written reply or submission of response to this RFP.
- iv. **"The Contract"** means the agreement entered between the Bank and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. **"The Contract Price"** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- vi. **"Vendor/Supplier/Contractor"** 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 L1 and have been empanelled as LAN Vendor by the Bank.
- vii. **"Services"** means all services, scope of work and deliverables to be provided by a Vendor as described in the RFP and includes provision of

technical assistance, training, certifications, auditing, and other obligations of Service Provider covered under this RFP.

- viii. **“The Project Site”** Kolkata LHO and various Branches/Offices of SBI under Kolkata Circle (spread across State of West Bengal & Sikkim and the Union Territory of A&N Islands)

5. SCOPE OF WORK

- i. Structured LAN cabling Job (Copper/Fiber) i.e., Cable laying, Testing, installation of passive components, labelling, rack dressing & tying the cables as per industry standard and testing and documentation.
- ii. Removal of unwanted cables, accessories on refurbishing complete network with all material & accessories wherever defective replacement is required including all node tagging & labelling at site and Rack and support branches/offices by resolving faults and addition/shifting of LAN points as required for the smooth day to day operations of the branches.
- iii. To reuse the existing Patch Cord for connection between switches and patch panels and to categorise old unused Patch Cords based on length and submit to the Bank with proper labelling.
- iv. Maintenance activities on call basis includes, but not limited to tagging and proper dressing at Rack Level of additional cables laid by bank based on requirement.
- v. Coordinate with Bank's identified team to support for Structured LAN cabling, hardware (other than Router & Switch) replacement etc.
- vi. Proper labelling and Proper routing of cables inside the networking rack and on the false ceiling, wall should be done.
- vii. The vendor must provide at least three months of onsite support after implementing the LAN at branches/offices, at their own cost and expense.

- viii. Vendor to ensure adherence to Bank's internal policies as well as NAC (Network Access Control) implemented in Bank's network. Also, the vendor should not supply unmanageable switches or remove/replace existing manageable switches which are already deployed at the branches.
- ix. To provide following entire layout diagram with proper identification and labelling with Switch/Router port details. In both New LAN installations and in part work, the modified LAN diagram of entire floor is to be submitted to the branch.
- x. The cabling must conform to CAT6 standards. For cable lengths exceeding 80 meters, fibre-optic cables should be used to ensure performance and reliability.
- xi. It should be ensured that there is no loose LAN cabling. All LAN cabling done should be structured and done via PVC conduit of proper gauge that provides electrical and thermal isolation and protection against rodent attacks. Labelling at rack side should be consistent with labelling at faceplate side. Any changes in LAN wiring should be marked with updated labelling in both sides.

6. ELIGIBILITY AND TECHNICAL CRITERIA

Sr. No	Eligibility Criteria	Documents to be submitted with this EOI
1	The Bidder must be a firm/ company / organization registered under relevant laws.	Copy of Certificate of Incorporation issued by Registrar of Companies / Certificate of Registration issued by Competent Authority under relevant laws and full address of the registered office (Copy to be uploaded in the e-Tender site)
2	The Bidder should have a minimum of two years of experience in implementation of Network Cabling Solutions & support services to Corporate Clients / Government/ PSUs/ Banks in India as on date of submission of EOI	<p>Proof of Orders issued and completion by Banks/, large Corporate & Public-Sector units / Nationalized Banks during last two years to be submitted.</p> <p>Proof of profiles currently handled also to be given. Two references with following details for each reference to be provided:</p> <ol style="list-style-type: none"> 1. Name of the organization 2. Name of the Authorized Official 3. Contact number of the Official 4. E-Mail ID of Official <p>(Copy to be uploaded in the e-Tender site)</p>
3	The Bidder should have annual turnover of Rs 5 lakhs for the last three financial years.	The Bidder must produce audited balance sheet or Certificate from the Company's Chartered Accountant for the last three

		financial Years i.e., 2021-22, 2022-23 & 2023-24. (Copy to be uploaded in the e-Tender site)
4	The Bidder should not have been declared ineligible for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / or LEAs.	Declaration to be uploaded in the e-Tender site
5	PAN No of the Company / Firm / Organization	(Copy to be uploaded in the e-Tender site)
6	GST No of the Company / Firm / Organization	(Copy to be uploaded in the e-Tender site)
7	The Bidder should have an established office with sufficient experience in the geographical area of West Bengal / Sikkim / Andaman & Nicobar Islands with enough skilled personnel.	Should be able to provide evidence at their registered office (Representative of this office may conduct a physical inspection at their office / workshops)
8	ISO certification (if any)	(Copy to be uploaded in the e-Tender site)
9	ESI Certificate (if any)	(Copy to be uploaded in the e-Tender site)

Please upload documents corresponding to each of the above criteria number-wise together for easy scrutiny and verification with originals.

CARE:

- Failure to provide and upload the documents as necessary proof while submission of RFP proposal shall render the applicant ineligible for empanelment.
- The bidder with unsatisfactory record would not be entertained.
- The bidder should submit undertaking to provide support and services for a minimum period of three years (Copy to be uploaded in the e-Tender site).
- The bidder should submit in writing that they agree to carry out the work anywhere in the Circle at the rates approved by the Bank (Copy to be uploaded in the e-Tender site).

7.OTHER TERMS AND CONDITIONS

- i. Empanelment would be for LAN / Data Cabling work required at the branches / offices of SBI Kolkata Circle spread across the states of West Bengal, Sikkim and in A&N Islands.

- ii. Empanelment will be for three years or till the next tender exercise, from the date of approval of panel & rates. However, during empanelment period, Bank reserves the right to de-panel and empanel fresh vendors as and when required.
- iii. If the service provided by the any empanelled vendor is found to be unsatisfactory or if, at any time, it is found that the information provided for empanelment is false, Bank reserves the right to remove such vendors from the empanelled list without giving any notice to the vendor. Bank's decision will be final in this regard.
- iv. Presently empanelled vendors will also have to apply afresh to be considered.
- v. Based on the rate approved, SBI Offices / Branches will place work order to vendors and make payment to them directly.
- vi. Present empanelment will supersede all earlier empanelment for LAN cabling done by this office.
- vii. Billing will be done for items / quantities consumed which may be more or less than the estimated quantity. No advance will be paid.
- viii. 100% payment will be released within 30 days on receipt of Invoice and Installation & Commissioning Certificate duly signed by the Bank. For reasons of delays in installation and commissioning not attributable to the Bank the liquidated damages will be levied as found suitable.
- ix. Payments will not be released for any part-shipment or part-completion of work order.
- x. PO (Purchase Order) for work order will be released by the respective LHO / ZO / RBO / Branch / Office and payment will be made by PO issuing office directly to the vendor.

8. EMPANELMENT PROCEDURE

The Bidder will be empanelled as per the following process:

- i. Bidders satisfying the eligibility criteria will be short listed and will be empanelled with the Bank after due scrutiny of documents submitted/uploaded by the bidder.

- ii. The panel may be reviewed periodically, and Bank reserves rights to de-panel any Bidder depending on performance. The eligibility criteria may also be revised if so needed. The criteria/format for empanelment will be placed on Bank's website: www.bank.sbi and e-Tender website www.tenderwizard.com/SBIETENDER. Interested and eligible parties can apply online before the last date mentioned on the website regarding empanelment process.
- iii. Bank may seek clarifications from the bidders during evaluation exercise, if required.

9. INSTRUCTIONS TO THE APPLICANTS

- i. The response should be submitted online in a structured format as per the checklist appended with number on every page. Each page of the application should be signed by person(s) on behalf of the organization having necessary Authorization / Power of Attorney to do so, duly affixing the company seal. Applications containing false or inadequate information is liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the application) (Copy to be uploaded in the e-Tender site).
- ii. Any un-authenticated, alterations, erasures, overwriting, blanking out or discrepancies may render the RFP submission invalid.
- iii. **Raising of queries/clarifications on Request for RFP document:** The applicants requiring any clarification on this document should submit their written queries on or before 12 September 2025 to the following officials:

Designation: Assistant General Manager: Mail Id: agmits.lhokol@sbi.co.in.

THE ASSTT. GENERAL MANAGER (ITS)
STATE BANK OF INDIA
LOCAL HEAD OFFICE,
TECHNOLOGY BLOCK, SAMRIDDHI BHAVAN,
1, STRAND ROAD,
KOLKATA – 700001
E-MAIL ID: agmits.lhokol@sbi.co.in

- iv. **Modification of RFP document:** At any time prior to the deadline for submission of RFPs, SBI may modify any part of this document. Such change(s), if any, may be in the form of an addendum/corrigendum and will be

uploaded in Bank's website - www.bank.sbi and e-Tender website www.tenderwizard.com/SBIETENDER. All such change(s) will automatically become part of this Request for RFP and binding on all applicants. Interested applicants are advised to regularly refer the Bank's URLs referred above.

- v. **Extension of date of submission of RFP:** Request for extension of date for submission of RFP will not be entertained. However, the Bank at its discretion may extend the deadline to allow prospective applicants a reasonable time to take the amendment/changes, if any, into account.
- vi. The RFP response along with all required documents should be submitted online as per the details given below.
- vii. The RFP will be processed by the Committee members at State Bank of India, ITS Department, Local Head Office, Kolkata. The response not received in conformity with the above will not be evaluated.
- viii. The short-listed applicants will be notified in due course. Only shortlisted/empanelled applicants will be invited to participate in the e tender. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence in this regard shall be entertained. SBI reserves the right, at any time, to waive any of the requirements of this Request for RFP document if it is deemed in the interest of SBI.
- ix. State Bank of India reserves the right to accept/reject any or all expression of interest(s) received in response to this advertisement without assigning any reasons, whatsoever,
- x. If deemed necessary, the Bank may seek clarifications on any aspect of RFP from the applicant. If a written response is requested, it must be provided within 02 (two) days, beyond which, the response received, if any, will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their RFP document already submitted. Bank may also make enquiries to establish the past performance of the applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- xi. Bank may issue a Request for Proposal (RFP) to shortlisted applicants for inviting technical and indicative commercial bids for next process of procurement. However, please note that short listing of applicants should not be treated as a contract for the proposed work.

- xii. Lodgement of an RFP is evidence of an applicant's consent to comply with the terms and condition of Request for RFP process and subsequent bidding process. If an applicant fails to comply with any of the terms, its RFP may be summarily rejected.
- xiii. Any effort on the part of applicant to influence evaluation process may result in rejection of the RFP.
- xiv. The vendor shall bear all costs associated with submission of RFP, presentation/POC desired by the Bank. Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- xv. Applicants must advise the Bank immediately in writing of any material change to the information contained in the RFP application, including any substantial change in their ownership or their financial or technical capacity. Copies of such relevant documents must be submitted/uploaded with their advice. For successful applicants, this requirement applies until a contract is awarded because of subsequent bidding process.
- xvi. Shortlisted applicants must not advertise or publish the same in any form without the prior written consent of SBI.
- xvii. SBI shall have the right to cancel the RFP process itself at any time, without thereby incurring any liabilities to the affected applicants. Reasons for cancellation, as determined by SBI in its sole discretion include but are not limited to, the following:
 - Services contemplated are no longer required
 - Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - The project is not in the best interest of SBI.
 - Any other reason.

10. CHECKLIST

Interested applicant(s) conforming to the above requirements may respond by furnishing the following. (All documents/testimonials etc. to be uploaded in the designated website link mentioned in this document)

- i. Covering Letter as per Annexure I
- ii. Applicant's Profile - Annexure II
- iii. Write up on the Company's experience / expertise in LAN / Data Cabling work undertaken (max 5 pages).
- iv. Certificate from the Company's Chartered Accountant/ Audited Balance Sheets, as applicable, for the last Three Financial years.
- v. Proof of Orders issued and completion of such orders at SBI, large Corporate & Public Sector units / Nationalized Banks during last two years to be submitted. – Annexure III.
- vi. The registration number of the firm /company along with GST/CIN number/proof of Office address/ POs received at the given address is required to establish the address of the entity.
- vii. Testimonials and details of similar empanelment relationships, if any, with major
a. corporate, especially those in the financial sector may be submitted.
- viii. An affidavit / self-declaration that the company/firm has not been blacklisted in the past by any major corporate house / nationalized banks / other institutions to be submitted.
- ix. Vendors desirous of being empanelled must fill up Annexure-IV and upload the same. All prices quoted should be without GST.
- x. Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the RFP document should be furnished along with the RFP document, if required.
- xi. The documents in support of Eligibility Criteria, wherever required as mentioned in this RFP must be submitted. The applications without any of the documentary proof for any of the eligibility criteria is liable to be rejected.

(Duly signed and stamped copy to be uploaded in the e-Tender site)

Annexure – I
(COVERING LETTER FORMAT)

Offer Reference No:

Date:

Assistant General Manager,
ITS Dept, 2ndFloor,
State Bank of India, Local Head Office,
1, Strand Road, Kolkata -700001

RFP Ref: RFP/ITS/2025-26/01 DT: 08-September-2025

Having examined the EOI document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company/firm for LAN/Data Cabling work in conformity with the said EOI.

If our offer is accepted, we undertake to supply, install, commission and Maintain LAN/Data Cabling to the Bank for the given period.

We agree to abide by and fulfil all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We are uploading a list of client details of similar empanelment relationships with major corporate in India (giving their full addresses) where LAN/Data Cabling work was done by us.

We also confirm that we have not been blacklisted by any Company/PSU in LAN/Data Cabling related work.

GST Registration Number is -----

We accept all the Instructions and Terms and Conditions of the subject EOI Dated ____ this ____ day of _____

Signature

Signature of the Authorized Signatory with date & seal

(Duly signed and stamped copy to be uploaded in the e-Tender site)

Annexure – II
(APPLICANT'S PROFILE)

Sl. No.	Particulars	Details
1	Name of the Applicant	
2	Status of Applicant (firm / company / organization etc.)	
3	Year of Establishment & Details of Registration (attach documentary proof)	
4	Number of years' experience in Data Cabling and LAN Work	
5	Postal Address	
6	Telephone number	
7	Email Address	
8	Website address of the Company if any	
9	Head Office / registered Office	
10	Authorized Official with Name, Designation, Contact Phone No/Mobile No. etc for the RFP	
11	GST Number & PAN Number	
12	Three Years Turnover certificate from Chartered Account. Or Audited Balance Sheet, as applicable, for last three years.	

Wherever applicable, the bidders must submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Signature of the Authorized Signatory with date & seal

(Duly signed and stamped copy to be uploaded in the e-Tender site)

Annexure – III

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 2 YEARS AND REFERENCES

Sl. No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., e-mail	Details of Cabling Jobs Done	Value of Cabling jobs done in last 2 years	Whether reference Letter Enclosed

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal

(Duly signed and stamped copy to be uploaded in the e-Tender site)

**Annexure – IV
COMMERCIAL BID**

Sl. No.	Items	Make Offered	Price in West Bengal	Price in Sikkim	Price in A&N Islands
1	CAT-6 cables (305Mtr) D-Link, Digilink, RMM Etc. (Copper only)				
2	Patch Panel 24 Ports, D-Link, Digilink, RMM etc.				
3	9 U VAL Rack/ D-Link				
4	12 U VAL Rack / D Link				
5	IO BOX (including faceplate, BOX and port) D-Link, Digilink, RMM				
6	Factory Crimped 1 Mtr P/C (D-Link, Digilink, RMM)				
7	Factory Crimped 2 Mtr P/C (D-Link, Digilink, RMM)				
8	Factory Crimped 3 Mtr P/C (D-Link, Digilink, RMM)				
9	6 Core Single mode armoured OFC cable/ Per Mtr				
10	OFC P/C 2 Mtr				
11	OFC Light Interface Unit (LIU), 12 Ports including Coupler				
12	OFC Splicing Charges per Core				
13	OFC laying cost per Mtr				
14	RJ45 Connector (Including Punching Charges)				
15	CAT-6 cable laying with PVC conduit (ISI standard) per Mtr				
16	Floor cutting and Finishing per Mtr				
17	Dressing RACK				
18	Zebronics spike buster 5 sockets				
19	Temporary Laying Charges per Mtr.				

We certify that, if empanelled, we shall provide materials specified as above. In case any discrepancy is found at any location after the work is done, our empanelment shall be cancelled, and we shall be liable to be blacklisted by the bank.

Signature of the Authorized Signatory with date & seal

E-TENDER RELATED IMPORTANT NOTES:

This Tender will follow e-Tendering process [e-bids] as under which will be conducted by Bank's authorized e-Tendering Service Provider M/s Antares Systems Ltd. Through Website <https://www.tenderwizard.com/SBIETENDER>.

Following activities will be conducted online through above website:

- a) Submission of Technical Bid & Commercial Bid by the Vendor
- b) Opening of Technical Bid & Commercial Bid by the Bank
- c) Clarification, if any, sought by the Bank.
- d) On-line evaluation by the Bank.

Representatives of bidders will be online supported for e- Tendering by the Service Provider, M/s Antares Systems Ltd.

Bidders who wish to participate in online tenders will have to register with the website (<https://www.tenderwizard.com/SBIETENDER>) through the "Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.

Following facilities shall be provided to registered bidders/ vendors by the service provider M/s Antares Systems Ltd.

- a) Support to the Bidders for participating in the bids through e-tendering Website.
- b) Call centre support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.
- c) Registration with the e-tendering website.
- d) User Manual / Training Kit to the Bidder.
- e) Any no. of users of Vendor/ Contractor organization can take support on the e-tendering system.
- f) Bidder who wish to participate in this tender need to procure Digital Signature Certificate (for Signing and Encryption) as per Information Technology Act-2000 and CVC guidelines using that they can digitally sign their electronic bids. Bidders can procure the same from any of the CCA approved certifying agencies, or they may contact M/s. Antares Systems Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not to procure the same. In case bidders need any clarification regarding online participation, they can contact.

Help Desk numbers for vendor queries:

Helpdesk nos. 9073677150/ 151 / 152 / 9674758506 / 9674758723 / 26 / 033 4604 6611