



EXPRESSION OF INTEREST

**FOR FACILITY MANAGEMENT SERVICES (FMS) & ANNUAL MAINTENANCE
CONTRACT FOR COMPUTER HARDWARE, SOFTWARE, NETWORKING ITEMS
AND OTHER PERIPHERALS AT BRANCHES AND OFFICES OF SBI IN THE
STATES OF BIHAR & JHARKHAND**

Ref:- SBI/PAT/ITS/AMC/2026/01

Address for communication

Asst. General Manager (ITS)
State Bank of India
ITS Dept., 4th Floor
Local Head Office
West Gandhi Maidan
Patna-800001

EXPRESSION OF INTEREST (EOI)
(TENDER NO.: SBI/PAT/ITS/AMC/2026/01 DATED 02.07.2026)

Empanelment of Third Party AMC Vendors for maintenance of Computer Hardware.

1. Invitation for Bid:

State Bank of India, Local Head Office, Patna invites technical bids for empanelment and short-listing of Third-Party vendors for Annual Maintenance of hardware assets, software & network at its different branches/ offices in the States of Bihar and Jharkhand. Vendors already in the existing panel of AMC vendors for Patna Circle also need to participate in the bidding process as applicable to fresh vendors and the continuation of their empanelment in the Bank will be subject to the outcome of this bidding process.

This is an open Tender. Any vendor fulfilling the eligibility criteria can participate for empanelment and subsequent award of AMC of Clusters. **Vendors offering Franchise/sister/partner concern arrangement will not be entertained.**

2. Broad Scope of Work:

Facility Management Services (FMS) and Annual Maintenance Contract (AMC) of Computer Hardware, Software (including upgradation of OS Version, patches, Anti Virus, ADS Support and Biometrics etc.), Printers, existing LAN setup (Including Network components) beyond SBI Connect Setup and other peripherals etc. installed at all the Branches/Offices under Patna Circle(Bihar & Jharkhand state) including any other activity specified elsewhere in this document. The Circle is at present, divided into 42 clusters(in Bihar & Jharkhand state) (Annexure - A), which may be increased, decreased, altered or amended by the Bank at its discretion for proper administrative control and management, and each cluster includes all the branches/offices falling within the administrative/geographical area of the respective cluster. The new vendor, who will be empanelled for the first time in our circle will be allowed to participate in all Groups but can be awarded maximum of 01 Group (combination of 3 or more clusters as per geographical location) and after attaining this limit (based on L1 method), that vendor will not be allowed for further bidding during financial bid. Each existing vendor, if they are successful in this technical bidding, can be awarded maximum of 02 Groups and after attaining this limit , that vendor will not be allowed for further bidding during financial bid (Tentative List of Cluster is attached as Annexure A) .

3. Eligibility Criteria:

- i) **Turnover:** The Annual Turnover of the bidders for the past two years (2024-25 & 2025-26) towards direct sales in the 'Hardware Maintenance and Support Business' should be minimum Rs. 10 Crores. The Bidder should submit the copy of its audited balance sheet for the past two years duly signed by the Chartered Accountant, along with the technical bid.

- ii) **Financial Standing:** The bidder should be profit making entity during last two financial years (2024-25 & 2025-26).
- iii) **Experience:** Bidder should have a minimum of 3 years experience in providing hardware maintenance and support service to at least 200 branches/ offices of corporate clients, Government offices/ PSUs/ Nationalized Banks in India. Testimonials evidencing the experience have to be submitted along with the technical bids.
- iv) **Support Base:** The bidder should have strong service and support network across various districts of the States of Bihar and Jharkhand, with sufficient number (approximately 4-5 personnel per cluster, detailed information will be given in RFP) of adequately skilled personnel (Diploma in computer applications) to resolve the call within 4-6 hours and at least one Engineer having knowledge of Networking, installation, troubleshooting & configuration of Operating system, software and new computer technologies. The vendor must submit EPF/ESI details along with proof for deduction of EPF/ESI amount of last one year to establish that sufficient engineer base is available in the State of Bihar & Jharkhand. Based on existing pool of engineers of the bidder, Bank may decide the number of cluster(s) which will be available for bidding to the bidder.
- v) **Office /Establishment:** The bidder must have their registered office in the State of Bihar/Jharkhand from at least last two year. The bidder must submit the details of their office either owned by or leased through a valid lease deed in the name of the bidder in the State of Bihar/Jharkhand.
- vi) **Resource criteria :**
 - a) The vendor would be responsible for the genuineness of Technical qualification/ experience and other personal information i.e. K.Y.E of the personnel employed by them for the Support Service to the Bank.
 - b) The vendor has to provide list of Engineers available for service to Branches/Offices/Cell of SBI in Patna Circle which covers states of Bihar and Jharkhand with complete details i.e., Name, address, contact no., PF No, Employee No, ESIC enrolment no, experience and technical qualifications, as applicable. Number of Engineers must be sufficient to provide Support Services to the Branches/Offices of the Bank in the State of Bihar & Jharkhand.
 - c) The vendor will be responsible for the overall technical support to the Branches/Offices of the Groups/Clusters allotted to them.
 - d) **Service Head:** Each vendor has to designate one service head to look after the AMC project of SBI. The Head of support service personnel in each cluster should be B.E. / B Tech degree / diploma holder from a reputed university and should have a minimum of **5 years** experience. The other engineers should be with minimum **2-3 years experience** having the minimum qualification of Diploma in Software/Hardware/Networking field.
 - e) The Bidder will be responsible for paying minimum wages to skilled or highly skilled Engineers as per the Central Labor Act. Details will be advised in RFP.

vii) **Market Reputation:**

The bidder should have a good market reputation. Bidder should not have been blacklisted or debarred from participating in any future tender process by any Organization, Institution or any of its earlier clients. Testimonials from the existing clients and other details evidencing the relationships with major Corporates, preferably, from those in the financial sector, along with a declaration that the bidder has not been blacklisted or debarred by any of its previous or present client(s) or any Organization, Government Department, Institution etc. in the past, have to be submitted along with the technical bids.

Fulfillment of criteria does not necessarily ensure short-listing. Bank may, in its discretion, seek any other information required before finalization of Panel.

4. **Methodology of Empanelment:**

- i) This empanelment process is entirely a technical bid through which the bank intends to empanel and shortlist the third party AMC vendors for maintaining the computer hardware, software, LAN Networks etc. installed at its branches/ offices located in the States of Bihar and Jharkhand.
- ii) The bidder will have to fulfill the minimum eligibility criteria mentioned above.
- iii) The accepted bids will be technically evaluated by the Tender Committee for determining the technically qualified vendors.
- iv) Acceptance of application/ bid for empanelment by the Bank would not guarantee the empanelment of the vendor.
- v) Once the empanelment and short-listing of third party vendors is finalized, Commercial bids will be invited from these empanelled vendors only.
- vi) The empanelment of vendors will be for a period of 3 years subject to annual review as and when deemed necessary.

5. **Certificates/ Confirmations/ Documents required to be submitted along with Technical Bids:**

Following documents need to be deposited along with bid form (Annexure D)

- i) Copies of audited balance sheet for last two financial years duly signed by the Chartered Accountant.
- ii) Testimonials evidencing the experience- **last 3 years** in providing 'hardware maintenance and support services' to **at least 200 Branches / Offices** of minimum (3) Corporate clients, Government offices/ PSUs/ Nationalized Banks in **India running at present.**
- iii) List of engineers stationed in the State of Bihar & Jharkhand, mentioning their name, designation, qualification, experience, period of service with bidder, Provident Fund Index Number/ EPF number, Contribution statement of last one year, ESI number, contact number and local address.
- iv) GST registration certificates for both the States of Bihar and Jharkhand.
- v) Income Tax PAN.

- vi) Copies of quarterly and annual GST return submitted, duly acknowledged by the authorities for last two years.
- vii) A certificate that SBI is absolved of any responsibility/ liability for use of Systems/ Software delivered along with the equipment and of all cases of possible litigation/ claims directly or indirectly arising out of any breach/ claimed breach of patent copyright/ license/ trade secret or other property right of any other person or other entity for the equipment and software(s) sourced either from third parties or from themselves **(in the format given in Annexure – B, to be submitted on official letter head of the bidder)**.
- viii) An authorization Certificate in favour of the person to sign on behalf of the Vendor and the necessary support document delegating this authority.
- ix) A certificate that the Bank will be indemnified for any claim, directly or indirectly, resulting from or arising out of any breach or claimed breach committed by the bidder **(in the format given Annexure – C to be submitted on official letter head of the bidder)**.
- x) The registered rent or lease agreement of the office in Bihar or Jharkhand must be submitted, along with sufficient evidence of active operations for the last 2 years, such as consecutive rent payment receipt, electricity bills, or official bank statements thereof.
- xi) Declaration that the bidder has not been blacklisted or debarred by any of its previous or present client(s) or any Organisation, Government Department, Institution etc. in the past, on official letter head.

6. General terms and conditions for the Technical Bids:

- a. There should be no ambiguous/ extraneous clauses.
- b. The Bank reserves the right to cancel the tender at any time, even after conclusion of technical as well as financial bid, without assigning any reasons thereof.
- c. The Bank may at its discretion review the entire AMC arrangement at any time without assigning any reasons thereof.
- d. The Bank may, at its sole discretion, extend the currency of the panel further or review/ upgrade or shelve the panel during the tenure of the AMC.
- e. The Bank reserves the right to discontinue the panel partially or fully at any time, without assigning any reasons thereof. The Bank's decision in this regard shall be binding and final.
- f. All the pages of Technical Bids along with enclosures should be essentially signed in full and stamped by the vendor.
- g. **Cost of Bidding:** The Bidder shall bear all costs associated with the preparation and submission of its Bid.

7. Schedules:

- a. The Technical Bid should be submitted in one sealed cover, clearly superscribed with words **“Expression of Interest (EOI) for Empanelment of Third-Party AMC Vendor for Computer Hardware. Tender No.: SBI/PAT/ITS/AMC/2026/01 dated 02.07.2026” latest by 2.00 P.M. on 22.07.2026**. The offer should be submitted by hand in the office of Asstt. General Manager (ITS), State Bank of India, Local Head Office, Patna at following address: –
- Assistant General Manager (ITS)
State Bank of India,
4th Floor, Local Head Office,
West Gandhi Maidan,
Patna – 800001
- b. The date of opening the technical bids is tentatively scheduled at 4.00 P.M. on 22.07.2026. However, if there is a change, it would be advised through mobile call and email accordingly. Only one representative of each vendor will be allowed to be present at the time of opening of the tenders, who should carry an authority from his company/ organisation to provide on the spot clarifications, if required. **NO PRICE SHOULD BE QUOTED ANYWHERE IN THE TECHNICAL BID.** It may lead to rejection of the Bid.

Any query/ clarification/ information in this regard will be provided through e-mail only from 02.07.2026 to 07.07.2026. For any kind of information/clarification, the undernoted officials may be contacted:

- (i) Shri Nikesh Nandan
Chief Manager (ITS)
Mob - 8292865262
e-mail ID: agmits.lhopat@sbi.co.in & itshw.lhopat@sbi.co.in
- (ii) Shri Roshan Raj
Manager (ITS)
Mob - 8825105291
e-mail ID: agmits.lhopat@sbi.co.in & itshw.lhopat@sbi.co.in
- (iii) Shri Lakshmeshwar Narayan
Deputy Manager (ITS)
Mob - 9431617653
e-mail ID: agmits.lhopat@sbi.co.in & itshw.lhopat@sbi.co.in

8. Clarification / Amendment of Bidding Document

If deemed necessary, the Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted. The bidder may be asked to give presentation for the purpose of clarification of the bid. Bidder requiring any clarification of the Bidding Document may notify the Bank by e-mail to agmits.lhopat@sbi.co.in & itshw.lhopat@sbi.co.in latest by 20.07.2026

A **pre-bid meeting** of hardware vendors is scheduled to be held with the Tender Committee in ITS Department, LHO, Patna on 07.07.2026 from 3.00 PM to 4.00 PM.

DISCLAIMER

The information contained in this Expression of Interest (EOI) document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of State Bank of India (Bank), is subject to the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided.

This EOI is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids for their empanelment for further participating in Financial Bidding process. The purpose of this EOI is to provide the Bidder(s) with information to assist the formulation of their proposals. This EOI 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 in this EOI and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. No contractual obligation whatsoever shall arise from the EOI process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The Bank, 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 EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way for participation in this Bid Stage.

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 EOI.

The issue of this EOI does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

STATE BANK OF INDIA, LOCAL HEAD OFFICE, PATNA

ANNEXURE A

S NO	CLUSTER	STATE
1	LHO and its department at Patna Main Branch Building (i.e, VRM, Wealth etc.)	BIHAR (26)
2	PATNA MAIN BR building (Patna Main Branch, SCAB, SMECC, LCPC, HLC etc.)	
3	PATNA EAST	
4	PATNA CENTRAL	
5	PATNA WEST	
6	PATNA HYBRID	
7	ARRAH	
8	SAMASTIPUR	
9	BHAGALPUR	
10	MUNGER	
11	PURNEA	
12	KATIHAR	
13	SAHARSA	
14	MADHEPURA	
15	MUZAFFARPUR	
16	MOTIHARI	
17	CHAPRA	
18	SIWAN	
19	BETTIAH	
20	DARBHANGA	
21	MADHUBANI	
22	GAYA	
23	AURANGABAD	
24	SASARAM	
25	NALANDA	
26	BEGUSARAI	
27	RANCHI (AO Ranchi, Ranchi Branch, SME Ranchi, RACPC etc.)	JHARKHAND (16)
28	RANCHI – I	
29	RANCHI RURAL - II	
30	DALTONGANJ	
31	CHAIBASA	
32	JAMSHEDPUR – V	
33	DHANBAD	
34	BOKARO	
35	HAZARIBAG	
36	DHANBAD RURAL	
37	RAMGARH	
38	DEOGHAR	
39	DUMKA	
40	PAKUR	
41	GODDA	
42	GIRIDIH	

ANNEXURE - B

TO BE PRINTED ON BIDDER'S LETTER HEAD

The Assistant General Manager (ITS)
State Bank of India
4th floor, Local Head Office
Patna

Dear Sir,

We certify that SBI is absolved of any responsibility / liability for use of Systems / Software delivered along with the equipment and of all cases of possible litigation / claims directly or indirectly arising out of any breach / claimed breach of patent copyright / license / trade secret or other property right of any other person or other entity for the equipment and software(s) sourced either from third parties or from themselves

Signature of authorized signatory with official seal

Date

ANNEXURE - C

TO BE PRINTED ON BIDDER'S LETTER HEAD

The Assistant General Manager (ITS)
State Bank of India
4th floor, Local Head Office
Patna

Dear Sir,

We certify to indemnify the Bank and keep the Bank indemnified from any claim, damage, loss, injury, etc. directly or indirectly, resulting from or arising out of any commission or omission or any breach or claimed breach committed by us.

Signature of authorized signatory with official seal

Date:

ANNEXURE D**BID FORM (TECHNICAL BID)****Technical Bid: Compliance Letter****To be submitted on the Letter Head of the Vendor**

Date: _____

To:

THE ASSISTANT GENERAL MANAGER (ITS)
STATE BANK OF INDIA
ITS DEPARTMENT,
LOCAL HEAD OFFICE,
PATNA- 800001

Dear Sir,

Ref: EOI No. SBI/PAT/ITS/AMC/2026/01

We have examined the EOI, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications/ revisions, if any, furnished by the Bank. We confirm that all the terms & conditions mentioned in the EOI Documents are acceptable to us.

We submit the following documents along with the Technical bid:-

Sl.	Document	Vendor's Compliance YES/NO
1.	Authorization letter to sign on behalf of the Vendor	
2.	Audited balance sheet for last two financial years	
3.	Testimonials evidencing the experience	
4.	List of service engineers	
5.	GST registration certificates	
6.	Income Tax PAN	
7.	Copies of quarterly and annual Service Tax Return	
8.	Certificate mentioned in point 5 (vii)	
9.	Certificate mentioned in point 5 (ix)	
10.	Declaration mention in point 5 (xi)	
11.	Agreement/Lease papers of Office	
12.	PF/EPF contribution statement	
13.	Certificate mentioned in point 5(xi)	
14.	Any other Certificates (if any, to be specified)	

2. We certify that the information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information/ data/ particulars proving to be incorrect, the Bank will have the right to disqualify us from the bid and in the event of any details submitted turned out to be false during the tenure of AMC, Bank is at its discretion, to forfeit the EMD towards performance security and terminate the AMC.

Dated this..... day of.....2026

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of