



**REQUEST FOR EXPRESSION OF INTEREST
FOR PROCUREMENT OF
UNIFIED ENTERPRISE LOG MANAGEMENT AND CONFIGURATION DRIFT
MANAGEMENT SOLUTIONS WITH AIOPS CAPABILITY**

Ref: SBI/GITC/IT-ROC-Process & Control/2026/2027/56 dated:29.10.2026

**IT ROC Process & Control Dept.,
State Bank Global IT Centre,
3rd Floor, A Wing,
Sector 11, CBD Belapur, Navi Mumbai-400614**

Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department	<p>Name: Shri. Dharmendra Kishore Designation: Deputy General Manager Department: IT ROC Process & Control Email ID: dgmit.roc@sbi.co.in Mobile: 9650298184</p> <p>SPOC Details: Name: Shri. Satyendra Singh Designation: Assistant General Manager Email ID: agmit.roc@sbi.co.in Mobile: 9867568381</p> <p>Contact Address: IT ROC Process & Control Dept., State Bank Global IT Centre, 3rd Floor, A Wing, Sector 11, CBD Belapur, Navi Mumbai-400614</p>
2	Bid Document Availability including changes/amendments, if any to be issued	EOI may be downloaded from Bank's website https://sbi.bank.in procurement news and from the e-Procurement Agency portal https://etender.sbi/SBI/ from 29.10.2026 to 20.11.2026
3	Last date for requesting clarification	Up to 17:00 hrs. (time) on 04.11.2026 (date) All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail.
4	Pre - bid Meeting at	In Person meeting, on 06.11.2026 from 15:00 hrs. to 16:00 hrs at State Bank Global IT Centre, Sector-11, CBD Belapur.
5	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On 13.11.2026 (date)
6	Last date and time for Bid submission	20.11.2026 (date) (Up to 17:00 hrs.)
7	Address for submission of Bids	Website: https://etender.sbi/SBI/
8	Date and Time of opening of Technical Bids	On 20.11.2026 (date), 17:30 hrs. (time)

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		Authorized representatives of Bidders may be present online during opening of Technical Bids. However, Technical Bids would be opened even in the absence of any or all Bidders representatives.
9	Tentative Presentation Schedule	Exact date and time slots will be intimated to eligible participants separately.
10	Tender Fee	<p>Rs. 25,000/- Amount shall be deposited in</p> <p>A/c No. 4897932113433 IFSC - SBIN0011343 Account Name: Subsidy Inward Remittance Account Note: Only NEFT, RTGS is allowed in this account</p> <p>Or</p> <p>Ac No. 37608352111 IFSC - SBIN0011343 Account Name: System Suspense Branch Parking A/C Note: Only Intra-bank transfer (SBI to SBI only)</p> <p>a) Tender fee will be non-refundable. b) GST as applicable c) Narration- Tender fee for "EOI Unified Enterprise Log Management and Configuration Drift Management Solutions with AIOps Capability". Please share UTR No, Date and Time with Bank for verification.</p>
11	Contact details of e-Procurement agency appointed for e-procurement	<p>M/s E-Procurement Technologies Ltd, Ahmedabad Website: https://etender.sbi/SBI/ Shri. Deepak Narekar Contact details: 7859800610 Email: deepak@eptl.in; etender.support@sbi.co.in;</p>

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ABBREVIATIONS

ABAC	Attribute-Based Access Control
AI	Artificial Intelligence
AIops	Artificial Intelligence for IT Operations
AMC	Annual Maintenance Contract
APM	Application Performance Monitoring
API	Application Programming Interface
ATS	Annual Technical Support
C&AG	Comptroller and Auditor General of India
CMDB	Configuration Management Database
CVC	Central Vigilance Commission
DC	Data Centre
DPDP Act	Digital Personal Data Protection Act, 2023
DPIIT	Department for Promotion of Industry and Internal Trade
DR	Disaster Recovery
DSC	Digital Signature Certificate
D-SIB	Domestic Systemically Important Bank
EMD	Earnest Money Deposit
EOI	Expression of Interest
EPS	Events Per Second
GB	Gigabyte
GenAI	Generative Artificial Intelligence
GPU	Graphics Processing Unit
GSTIN	Goods and Services Tax Identification Number
HTTPS	Hypertext Transfer Protocol Secure
IDAM	Identity and Access Management
IFSC	Indian Financial System Code
ITSAM	IT Service and Asset Management
KB	Kilobyte
LLM	Large Language Model
LLP	Limited Liability Partnership
MAF	Manufacturer Authorization Form
ML	Machine Learning
MSE	Micro and Small Enterprise
MTTR	Mean Time to Resolve
NEFT	National Electronic Funds Transfer
NSIC	National Small Industries Corporation
OEM	Original Equipment Manufacturer

O.M.	Office Memorandum
OS	Operating System
PAN	Permanent Account Number
PBT	Profit Before Tax
PCI	Payment Card Industry
PII	Personally Identifiable Information
POA	Power of Attorney
POC	Proof of Concept
RBI	Reserve Bank of India
RBAC	Role-Based Access Control
REST	Representational State Transfer
RFP	Request for Proposal
ROC	Resilience Operations Centre
RTGS	Real Time Gross Settlement

1. INVITATION TO BID:

- i. **State Bank of India** (herein after referred to as ‘**SBI/the Bank**’), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Zonal Offices/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as **State Bank Group** or ‘**SBG**’ hereinafter). This Request for EOI is issued by **the Bank** on behalf of **SBG** for procurement of Unified Enterprise Log Management and Configuration Drift Management Solutions with AIOps Capability.
- ii. In order to meet the IT requirements, the Bank proposes to invite online EOI from eligible Bidders wishing to be considered for short listing for participating in bidding process of the proposed procurement.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Appendix-B** of this EOI and willing to provide the product and services required by the Bank through RFP process in pursuant to this EOI. The interested Bidders who agree to all the terms and conditions contained in this EOI may submit their Bids with the information desired in this EOI. Consortium bidding is not permitted under this EOI.
- iv. Address for submission of online Bids, contact details including email address for sending communications are given in Schedule of Events of this EOI.
- v. The objective of this EOI is to identify eligible Bidders who are interested in providing the required product and services and have suitable capacity, capability and experience.
- vi. This EOI document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- vii. Interested Bidders are advised to go through the entire EOI before submission of online Bids to avoid any chance of elimination. The criteria and the actual process of evaluation of the responses to this EOI and subsequent selection of the successful Bidder will be entirely at Bank’s discretion.

2. BACKGROUND:

The State Bank of India (SBI), as the nation's largest public sector bank, manages an expansive and complex digital ecosystem that serves hundreds of millions of customers across critical channels including Mobile Banking, Internet Banking, Digital Payment Gateways and physical infra footprint including but not limited to 23,300+ Branches, 63,580 ATMs and 82,000+ Business Correspondents (Customer Service Points).

The Bank intends to establish a Unified Enterprise Log Management capability with AIOps through centralized log aggregation, event intelligence and AIOps, together with configuration drift management, to provide a consolidated and auditable view of the Bank's technology landscape. The solution shall collect, normalize, enrich, retain, search and analyse operational telemetry and logs, correlate events across technology domains, identify probable root causes, recommend and, where authorized, execute remediation actions and continuously identify configuration drift against Bank-approved configuration baselines. The solution must deliver deep, real-time performance insights by correlating unified metrics, logs, traces, events and security telemetry, backed by AI/ML-driven anomaly detection for automated root cause analysis, End to End observability across all critical and non-critical information systems as defined by Bank.

The initial production deployment shall be on-premises. The proposed architecture shall also be cloud-ready, so that the Bank may extend or transition the capability to private/public cloud or hybrid deployment as part of its future roadmap without requiring a fundamental redesign or replacement of the platform.

To sustain its digital leadership, maintain absolute service uptime, and deliver an exceptional end-to-end customer experience, the Bank requires unparalleled visibility into its technology stack. Consequently, Bank intends to procure an enterprise-grade Unified Enterprise Log Management and Configuration Drift Management Solutions with AIOps Capability.

The proposed solution shall seamlessly orchestrate across bank's distributed architecture- encompassing on-premises data centers, private cloud, and hybrid/multi-cloud environment as well as integration with ITSAM and other internal platforms.

The bank's current Infra landscape is spread across multiple Data Centre (DC / DR) sites, consisting of Prod and Non-Prod environments.

The solution shall deliver actionable insights by aggregating and analyzing logs from diverse sources such as Operating Systems, Containers, Middleware, Microservices, Databases, Applications, Network components, and Security systems and to achieve this, the solution shall support both agent-based and agentless telemetry collection and

instrumentation. The primary objective is to enable proactive issue prevention, minimize mean time to detect (MTTD), mean time to resolve (MTTR), guarantee robust service reliability, and ultimately elevate the end user / customer experience.

Given SBI's role as a Domestic Systemically Important Bank (D-SIB), the platform shall support high-availability deployment architectures, conforming to open standards like Open Telemetry and ensure strict, uncompromised compliance with Regulatory guidelines, the Digital Personal Data Protection (DPDP) Act'2023, data residency mandates and auditability.

The solution provider will be responsible for the end-to-end project lifecycle management including procurement, supply, deployment of the solution along with requisite hardware, migration (wherever applicable), integration and providing 24×7×365 technical, operational support to safeguard the Bank's operational resilience during the contract period.

3. DISCLAIMER:

- i. The information contained in this EOI or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI, is subject to the terms and conditions set out in this EOI.
- ii. This EOI is not an offer by SBI, but an invitation to receive responses from the eligible Bidders.
- iii. The purpose of this EOI is to provide the Bidder(s) with information to assist preparation of their Bid 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 contained 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.
- 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 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 or arising in any way for participation in this EOI.

- 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 EOI.
- vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this EOI. Failure to furnish all information required under this EOI or to submit a Bid not substantially responsive to this EOI in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this EOI does not imply that the Bank is bound to select a Bidder or subsequently to award the contract to the shortlisted Bidder, as the case may be, for the project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason.

4. DEFINITIONS:

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

- i. **"The Bank"** means the State Bank of India (including domestic branches and foreign offices), Subsidiaries and Joint Ventures, where the Bank has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.
- ii. **"Bidder/Channel Partner"** means an eligible entity/firm submitting the Bid in response to this EOI.
- iii. **"Bid"** means the written reply or submission of response to this EOI.
- iv. **"Solution"** means the "Unified Enterprise Log Management and Configuration Drift Management Solutions with AIOps Capability".

5. ELIGIBILITY AND TECHNICAL CRITERIA/SCOPE OF WORK:

- i. Bid is open to all Bidders who meet the eligibility and technical criteria/scope of work as given in **Appendix-B & Appendix-C** respectively of this EOI. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this EOI document.
 - (a) If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under this EOI. Bid submitted with options of multiple OEMs (for the same solution) shall also be considered Bid submitted on behalf of multiple OEMs. However, bidders can participate with multiple OEMs for different capabilities of the proposed solution.

- (b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.

6. COST OF BID DOCUMENT:

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 Bank or any other costs incurred in connection with or relating to their Bid. The Bank 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.

7. CLARIFICATION AND AMENDMENTS ON EOI/PRE-BID MEETING:

- i. Bidder requiring any clarification on EOI may notify the Bank in writing strictly as per the format given in **Appendix-E** at the address/by e-mail within the date/time mentioned in the Schedule of Events.
- ii. All queries to be raised in the pre-bid meeting will relate to the EOI alone and no queries related to detailed analysis of scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.
- iii. A pre-Bid meeting will be held in person or online on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the Bidders interested to respond to this EOI.
- iv. The queries received (without identifying source of query) and response of the Bank thereof will be posted on the Bank's website or conveyed to the Bidders.
- v. The Bank reserves the right to amend, rescind or reissue the EOI, at any time prior to the deadline for submission of Bids. The Bank, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the EOI, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Bank's 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 Bank, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. Bank will not take any responsibility for any such omissions by the Bidder. The Bank, 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 EOI 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 EOI or any addenda/corrigenda or clarifications issued in connection thereto.

- vi. Queries received after the scheduled date and time will not be responded/acted upon.

8. CONTENTS OF EOI DOCUMENT:

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this EOI, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this EOI or submission of Bid not responsive to this EOI in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. The Bank has made considerable effort to ensure that accurate information is contained in this EOI and is supplied solely as guidelines for Bidders.
- iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be submitted in English.
- iv. The information provided by the Bidders in response to this EOI will become the property of the Bank and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

9. BID PREPARATION AND SUBMISSION:

- i. The Bid is to be submitted on portal of e-Procurement agency for EOI of Unified Enterprise Log Management and Configuration Drift Management Solutions with AIOps Capability in response to the EOI No. SBI/GITC/IT-ROC-Process & Control/2026/2027/56 dated 29.10.2026. Documents mentioned below are to be uploaded on portal of e-Procurement agency with digital signature of authorised signatory:
 - (a) Index of all the documents, letters, bid forms etc. submitted in response to EOI along with page numbers.
 - (b) Bid covering letter/Bid form on the lines of **Appendix-A** on Bidder's letter head.
 - (c) Proof of remittance of Tender Fee as specified in this document.

- (d) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Appendix-B** and technical criteria/scope of work on the lines of **Appendix-C** (Bidders are expected to submit a draft presentation outlining their understanding of the Bank's scope of work).
- (e) Bidder's details as per **Appendix-D** on Bidder's letter head.
- (f) Audited financial statement and profit and loss account statement as mentioned in Part-II.
- (g) A copy of board resolution along with copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.
- (h) If applicable, copy of registration certificate issued by competent authority as mentioned in **Sr. No. 2 of Eligibility Criteria** under **Appendix-B**.

ii. Bidders may please note:

- (a) While submitting the Technical Bid, literature on the proposed solution/services should be segregated and kept together in one section.
- (b) The Bid document shall be complete in accordance with various clauses of the EOI document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- (c) It is mandatory for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency to participate in this EOI. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).
- (d) 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.
- (e) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (f) The Bidder must provide specific and factual replies to the points raised in the EOI.
- (g) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (h) All the enclosures (Bid submission) shall be serially numbered.
- (i) The Bank reserves the right to reject Bids not conforming to above.
- (j) The Bid document shall be completed in accordance with various clauses of the EOI document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board

resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.

- (k) Bidder(s) should prepare and submit their online Bids well in advance before the prescribed date and time to avoid any delay or problem during the bid submission process. The Bank shall not be held responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of online Bids.
- (l) Bidder(s) should ensure that the Bid documents submitted should be free from virus and if the documents could not be opened, due to virus or otherwise, during Bid opening, the Bid is liable to be rejected.

10. DEADLINE FOR SUBMISSION OF BIDS:

- i. Bids must be submitted online on portal of e-Procurement agency by the date and time mentioned in the “Schedule of Events”.
- ii. In the event of the specified date for submission of Bids being declared a holiday for the Bank, the Bids will be received up to the appointed time on the next working day.
- iii. In case the Bank extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Bank and Bidders will remain the same.

11. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder may modify or withdraw its Bid after the Bid’s submission, provided that modification, including substitution or withdrawal of the Bids, is received on e-procurement portal, prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.

12. BIDDING PROCESS/OPENING OF TECHNICAL BIDS:

- i. All Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events. The Bids will be opened at 17:30 hrs on 20.11.2026. Bidders interested to be present at the time of bid opening may do so, but they must ensure to communicate to the procuring

department well in time. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.

- ii. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the EOI. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the EOI in toto, without any deviation.
- iii. If a Bid is not responsive, it will be rejected by the Bank and will not subsequently be made responsive by the Bidder by correction of the non-conformity.
- iv. After examining the EOI, some or all of the Bidders may be asked to make presentation of the solution and demonstrate proof of concept (POC). The Bidder shall bear all costs associated with submission of EOI, presentation/POC desired by the Bank. The Bank shall not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- v. SBI may shortlist the Bidders who fulfill the eligibility and technical criteria specified in this EOI, have solution/services as per the requirement of the Bank and are agreeing to abide by the terms and conditions of the Bank. Bank's judgment in this regard will be final.
- vi. Bank may issue a Request for Proposal (RFP) to shortlisted Bidder for next process of procurement. However, please note that short listing of Bidders should not be treated as a contract for the proposed work.
- vii. Nothing contained in this EOI shall impair the Bank's Right to issue 'Open RFP' on the proposed solution/services.
- viii. Bidders will be advised about shortlisting of their EOIs or otherwise. However, Bidders will not be provided with information about comparative position of their EOIs with that of others.

13. CONFLICT OF INTEREST:

- i. 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 prejudice to any other right or remedy that may be available to the Bank under the EOI and/ or the subsequent RFP or otherwise.
- ii. 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 bank, insurance company, pension fund or a public financial institution referred to in section 2(72) of the Companies Act, 2013. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) 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 (bb) subject always to sub-clause (aa) 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 (bb) 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
- (c) 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; or
- (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- (e) 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
- (f) such Bidder or any of its affiliates thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the EOI.

- iii. For the purposes of this EOI, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the “Associate”). As used in this definition, the expression “control” means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

14. CODE OF INTEGRITY AND DEBARMENT/BANNING:

- 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 Bank shall reject Bid 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. Bidders are obliged under code of integrity to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in EOI process or execution of contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“Corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;
 - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or

providing false information for participation in an EOI process or to secure a contract or in execution of the contract;

- (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- (d) **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Bank, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
- (e) **“Obstructive practice”** means materially impede the Bank’s or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Bank’s rights of audit or access to information;

v. Debarment/Banning

Empanelment/participation of Bidders and their eligibility to participate in the Bank’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in the Bank’s procurement process shall be considered against delinquent Vendors/Bidders:

(a) Holiday Listing (Temporary Debarment - suspension):

Whenever a Bidder is found lacking in performance, in case of less frequent and less serious misdemeanors, the Bidders may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Bidder is on the holiday listing, he is neither invited to bid nor are his bids considered for evaluation during the period of the holiday. The Bidder is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Vendor are:

- Vendors who have not responded to requests for quotation/tenders consecutively three times without furnishing valid reasons, if mandated in the empanelment contract (if applicable);
- Repeated non-performance or performance below specified standards (including after sales services and maintenance services etc.);
- Bidders undergoing process for removal from empanelment/participation in procurement process or banning/debarment may also be put on a holiday listing during such proceedings.

(b) Debarment from participation including removal from empanelled list

Debarment of a delinquent Bidder (including their related entities) for a period (one to two years) from the Bank's procurements including removal from empanelment, wherever such Bidder is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Bidder from the list of empaneled vendors are:

- Without prejudice to the rights of the Bank under Clause 14(i) hereinabove, if a Bidder is found by the Bank 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 Bank during a period of 2 (two) years from the date of debarment.
- The Bidder fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review for empanelment;
- If Bidder ceases to exist or ceases to operate in the category of requirements for which it is empaneled;
- Bankruptcy or insolvency on the part of the Bidder as declared by a court of law; or
- Banning by Ministry/Department or any other Government agency;
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful bidder: (i) withdraws from the process; (ii) fails to enter into a Contract; or (iii) fails to provide performance guarantee or any other document or security required in terms of the RFP documents;

- If the Central Bureau of Investigation/CVC/C&AG or Vigilance Department of the Bank or any other investigating agency recommends such a course in respect of a case under investigation;
- Employs a Government servant or the Bank's Officer within two years of his retirement, who has had business dealings with him in an official capacity before retirement; or
- Any other ground, based on which the Bank considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the firm/company has been guilty of violation of the code of integrity or Integrity Pact (wherever applicable), evasion or habitual default in payment of any tax levied by law; etc.

(c) Banning from Ministry/Country-wide procurements

For serious transgression of code of integrity, a delinquent Bidder (including their related entities) may be banned/debarred from participation in a procurement process of the Bank including procurement process of any procuring entity of Government of India for a period not exceeding three years commencing from the date of debarment.

15. GOVERNING LANGUAGE:

The governing language shall be English.

16. APPLICABLE LAW:

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.

17. TENDER FEE:

Non-refundable Tender Fee should be directly credited to the designated account as mentioned in Schedule of Events. Proof of remittance of Tender Fee in the designated account should be enclosed with the technical bid. The Bids without tender fee will not be considered valid.

18. EXEMPTION OF EMD AND TENDER FEE:

Micro and Small Enterprises (MSE) units, including eligible Start-ups that qualify as MSEs, are exempted from payment of the tender fee, subject to the conditions

stated below. No Earnest Money Deposit (EMD) is prescribed under this EOI. The exemption applies only where the products offered are manufactured, or the services offered are rendered, by the claiming entity; it does not apply to the resale of products or services manufactured or rendered by other companies.

Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

Bidders may please note:

- i. NSIC certificate/ Udyog Aadhar Memorandum/Udyam Registration Certificate should cover the items tendered to get EMD/tender fee exemptions. Certificate/Memorandum should be valid as on due date / extended due date for Bid submission.
- ii. “Start-up” company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
- iii. *Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee.
- iv. Bidder who solely on its own, fulfils each eligibility criteria condition as per the EOI terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD/ tender fee.
- v. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then Bids claiming exemption without the required supporting documents will be summarily rejected and no queries will be entertained.

19. NOTICES:

Any notice given by one party to the other pursuant to this EOI shall be sent to other party in writing and confirmed in writing to other Party’s address. The notice shall be effective when delivered or on the notice’s effective date whichever is later.

20. OTHER TERMS & CONDITIONS

- i. Lodgement of an EOI is evidence of a Bidder's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If a Bidder fails to comply with any of the terms, its EOI may be summarily rejected.
- ii. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that the Bank may take. All the submissions, including any accompanying documents, will become property of the Bank. The Bidders shall be deemed to license, and grant all rights to the Bank, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.
- iii. Bidders must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices. For shortlisted Bidders, this requirement applies until a contract is awarded as a result of subsequent bidding process.
- iv. Shortlisted Bidders must not advertise or publish the same in any form without the prior written consent of SBI.
- v. Brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the Request for Proposal (RFP) document to be issued as a result of evaluation process of EOIs.
- vi. The Bank reserves the right to formulate any terms & conditions while framing the RFP, even if these are in variance with the terms provided in this EOI. Further, the Bidders shall have no claim in this regard.
- vii. The Bank shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected Bidders. Reasons for cancellation, as determined by the Bank in its sole discretion include but are not limited to, the following:
 - a. Services contemplated are no longer required.
 - b. Scope of work is not adequately or clearly defined due to unforeseen circumstances and/or factors and/or new developments.
 - c. The project is not in the best interest of the Bank.
 - d. Any other reason.

PART-II

Appendix-A

BID FORM (TECHNICAL BID)

[On Bidder's letter head]

Date: _____

To:

The Deputy General Manager,
IT ROC Process & Control Department,
State Bank Global IT Centre, 3rd Floor, A Wing,
Sector 11, CBD Belapur, Navi Mumbai - 400614

Dear Sir,

Ref: EOI No. SBI/GITC/IT-ROC-Process & Control/2026/2027/56 dated 29.10.2026

We have examined the above EOI, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank. We submit our bid and shall abide by the terms and conditions spelt out in the EOI.

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 EOI.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- ii. We undertake that, in competing for the above EOI, 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 the Bank, connected directly or indirectly with this EOI process, or to any person, organisation or third party related to this EOI in exchange for any advantage in the EOI, evaluation and shortlisting.
- iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the EOI 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 have not sought any deviation to the terms and conditions of this EOI. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to

- disqualify us from the EOI or any subsequent bidding process without prejudice to any other rights available to the Bank.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the EOI, read with its amendments/clarifications provided by the Bank.
 - vii. We understand that you are not bound to accept any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
 - viii. We hereby certify that our name does not appear in any “Caution” list of RBI / IBA or any other regulatory body for outsourcing activity.
 - ix. We hereby certify that on the date of submission of Bid for this EOI, 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.
 - x. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.
 - xi. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this EOI.
 - xii. We hereby certify that we (participating in EOI as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.
 - xiii. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the EOI 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.

Appendix-B

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.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
1.	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.		Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed.
2.	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020		Bidder should specifically certify in Appendix-A in this regard and provide copy of registration certificate issued by competent authority wherever applicable.
3.	The Bidder must have an average turnover of minimum Rs.600 crore during last 03 (three) financial year(s) i.e. FY 23-24, FY 24-25 and FY 25-26.		Copy of the audited financial statements for the required financial years. If the audited financial statements for FY 25-26 are not available, a certificate from the statutory auditor for FY 25-26 may be submitted.
4.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.		Copy of the audited financial statement along with profit and loss account statement for corresponding years and / or Certificate of the statutory auditor, if not audited.

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
5	Bidder should have experience of minimum 05 (Five) years in designing, implementing and supporting the proposed solution in India or outside India.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance reports.
6.	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects either in India or outside India. At least 3 (three) client references are required for the proposed solution, where implementation is completed, in preceding 05 (five) years.		Bidder should specifically confirm on their letter head in this regard as per Appendix-F Supported by Project completion documents and client sign-offs on client letterhead with details as in Appendix-F .
7.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Brief details of litigations, disputes, if any are to be given on Company's letter head.
8.	Bidders should not be under 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 on the date of submission of bid for this EOI.		Bidder should specifically certify in Appendix-A in this regard.
9.	The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.		Bidder should specifically certify in Appendix-A in this regard.
10.	The bidder must have at least 03 (three) implementations of proposed solution across industries in India or outside India in the preceding 5 years.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
	<p>Out of the 03 (three) implementations at least 02 (two) implementations shall be in Banking sector either in India or outside India.</p> <p>Each of the above (03) three implementations</p> <p>a.) Should have ingested logs from at least 25,000 log producing components.</p> <p>b.) Should have log ingestion and processing capacity of at least 80 TB/day</p> <p style="text-align: center;">OR</p> <p>Should have ingestion and processing capacity of 10 Lakh EPS (events per second), assuming event size to be 1KB.</p> <p>c.) Additionally, for Configuration Drift Management solution, bidder must have implemented proven production tested capability to manage 50000+ diverse endpoints including critical enterprise applications.</p>		
11.	<p>During the preceding 5 (five) years, the Bidder must have more than 2 (two) years of experience implementing AIOps capabilities on the proposed log aggregation or log management solution and implementing AI-driven capabilities for the proposed Configuration Drift Management solution. Evidence shall demonstrate experience against each applicable platform.</p>		<p>Purchase order, completion certificate / client sign-off, user acceptance report evidencing the stated ingestion volume.</p> <p>Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report evidencing the stated ingestion/coverage volume.</p>

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
	<p>The AI driven insights should be generated on top of</p> <p>a.) minimum ingested log size of 80 TB per day</p> <p style="text-align: center;">OR</p> <p>10 Lakh EPS (events per second), assuming event size to be 1KB</p> <p>b.) Configuration Drift managed across 50,000+ diverse endpoints including critical enterprise applications.</p>		
12.	<p>For Log aggregation or log management solution with AIOPS:</p> <p>The proposed solution (OEM product and version) must be currently in production use with minimum 05 (five) implementations across industries either in India or outside India.</p> <p>Out of the 05 (five) implementations at least 03 (three) implementations shall be in Banking sector either in India or outside India.</p> <p>Bidder must also furnish client references with contact details of all the above referred 05 (five) implementations.</p> <p>Each of the above (05) five implementations</p> <p>a.) Should have ingested logs from at least 25,000 log producing components.</p>		<p>Project completion documents and client sign-offs in client letterhead evidencing the stated ingestion/coverage volume with details as in Appendix-F.</p>

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
	<p>b.) Should have log ingestion and processing capacity of at least 80 TB/day</p> <p style="text-align: center;">OR</p> <p>Should have ingestion and processing capacity of 10 Lakh EPS (events per second), assuming event size to be 1KB</p>		
13.	<p>For Configuration Drift Management solution:</p> <p>The proposed solution (OEM product and version) must be currently in production use with minimum 05 (five) implementations across industries either in India or outside India.</p> <p>Out of the 05 (five) implementations at least 03 (three) implementations shall be in Banking sector either in India or outside India.</p> <p>Bidder must also furnish client references with contact details of all the above referred 5 (five) implementations.</p> <p>Each of the above (05) five implementations of the proposed solution (OEM product and version) must have implemented Configuration Drift Management with capacity of at least 50,000 diverse endpoints including critical enterprise applications</p>		Project completion documents and client sign-offs in client letterhead evidencing the stated ingestion/coverage volume with details as in Appendix-F .
14.	The bidder, if participating as System Integrator of any OEM, then		Certify in Appendix-A

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
	OEM should have a support center and level 3 escalation (highest) located in India For OEMs directly participating, the conditions mentioned above for support center remain applicable.		
15.	The Bidder must hold the Highest/Premier Tier Partnership status with the proposed OEM as on the date of bid submission.		Proof of partnership tier: Valid copy of the OEM Partnership Certificate clearly reflecting the highest/premier partner tier status AND OEM manufacturer authorization form (MAF): Official MAF issued by the OEM for this specific EOI certifying the Bidder's partnership level, authorization to quote, and OEM backend support
16.	Bidder/OEM must ensure that the proposed solution supports on-premises deployment supported by cloud deployment (in future) within India (availability zones) and complies with applicable RBI outsourcing/data-localization directions and the DPDP Act, 2023		Bidder to certify on OEM letterhead indicating compliance with RBI outsourcing/data-localization directions and the DPDP Act, 2023

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed and stamped by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance to eligibility criteria, should be highlighted.

Name & Signature of authorised signatory

Seal of Company

Appendix-C

Technical Criteria/Scope of Work

Scope of work

1. Introduction and Purpose

State Bank of India invites expressions of interest from eligible and experienced bidders for the supply, implementation and support of an enterprise platform for centralized log aggregation, Configuration drift management and Artificial intelligence for IT operations along with requisite hardware. This is aimed at strengthening the visibility, reliability and control of its technology operations through a coordinated approach to collect telemetry, identify service issues and monitor changes to approved system configurations.

The purpose of this EOI is to understand the availability, maturity, deployment approach and delivery capabilities of solution that meets the Bank's requirements. The Bank may use the responses to refine the scope and procurement strategy for a subsequent procurement process. This EOI does not constitute a purchase commitment.

2. Technology Environment and Coverage

The envisaged solution will cover the Bank's enterprise technology landscape, currently comprising more than 90,000 devices, applications and endpoints and ingesting over 150 TB of logs per day. The landscape includes more than 100 critical applications and associated infrastructure, including but not limited to core banking, digital banking, UPI, payment systems, treasury, lending, customer service, security, databases, middleware, network, storage, backup, virtualization and cloud platforms. The coverage of logs, AIOps and Configuration Drift can be extended to all sites (DCs, DRs etc.).

The initial production deployment is envisaged on premises at Bank approved facilities, with provision for deployment across primary and disaster recovery environments. The architecture shall allow future extension to the Bank's approved private cloud environments, and to approved hybrid or public cloud environments without a fundamental redesign. Final asset inventory, ingestion profile, retention periods, growth assumptions and rollout priorities will be confirmed during the RFP process.

Interested respondents shall indicate how their proposed design will address sustained ingestion, peak load, search demand, retention and storage growth. Final capacity, retention tiers and recovery objectives will be confirmed during detailed requirements and sizing discussions at RFP stage.

3. Broad Scope of Work

3.1 Enterprise Log Aggregation and Management

The bidder will establish a centralized capability to collect operational logs and related telemetry from heterogeneous infrastructure, applications, databases, networks, security platforms and cloud services. Collection shall support both agent based and agentless methods, as appropriate to the source, and commonly used protocols, interfaces, message streams and file-based ingestion. The coverage will be across all critical digital channels such as Digital banking, Corporate Internet Banking, etc, along with applications such as core banking system, treasury, trade finance, UPI, payment systems, etc. and its underlying infrastructure.

The proposed solution shall support reliable collection through agent-based and agentless methods, including syslog, Windows event collection, REST and HTTPS interfaces, Kafka or equivalent message streaming, database and application logs, and archived files. It shall accommodate structured, semi-structured and unstructured telemetry, preserve original timestamps and audit context, provide configurable parsing, field extraction, normalization and enrichment using asset and service context, and enable authorized search, correlation, investigation and reporting. The solution shall manage collection failures through local buffering, retries and controlled back pressure, maintain an auditable source register, identify missing or degraded feeds in near real time, and provide role-based dashboards, alerts, scheduled reports, storage tiering, archival and retrieval without compromising continuous ingestion.

3.2 AIOPS and Event Intelligence

The proposed solution shall consolidate events and alerts from the Bank's monitoring ecosystem and provide a common view of incidents affecting applications, infrastructure and business services. It shall reduce duplicate and repetitive alerts, identify related events, prioritize incidents based on service impact and assist operations teams in determining probable causes. The indicative use cases are not limited to intelligent resource forecasting, automated classification and routing, unusual spikes in infrastructure components, to proactively alert on a probable incident.

The capability shall use relevant event history, asset relationships, service dependencies and other available operational context to recommend corrective and preventive actions. Recommendations shall be understandable to Bank personnel, supported by available evidence and subject to appropriate review. Automated remediation may be introduced only for Bank approved use cases, with authorization, audit trail, manual override, outcome verification and rollback arrangements.

The proposed solution shall support progressive improvement of event correlation, incident handling and operational insights through fine tuning, feedback and controlled changes to

analytical rules or models. The Bank will retain oversight of operational decisions and approval of production automation.

The proposed platform/solution shall classify and prioritise events, group related alerts, suppress duplicate notifications and retain the history of original events and resulting incidents. Correlation shall use topology, application dependencies, asset criticality, business-service context and relevant event history to assess impact and identify probable root causes. Operations teams shall be able to review supporting evidence, record feedback and track incidents from detection through assignment, resolution and verification, with incident creation and status synchronisation through the Bank-approved IT Service and Asset management platform. Advisory actions shall be distinguished from automated actions, production remediation shall be limited to Bank-approved use cases with appropriate authorization, audit records, manual intervention, rollback and post-action validation. Respondents shall describe governance, tuning and controlled changes for analytical rules and models.

The proposed solution shall also have feasibility to integrate with Bank's LLM and related infrastructure for training of the models.

The proposed solution shall have natural language querying and GenAI analysis subject to requirements for security, data privacy, auditability, access control, explainability and compatibility with Bank's on-premises and private cloud environment.

The proposed solution should support policy-based masking, redaction, or tokenization of PII and PCI data before telemetry is processed by generative AI capabilities and it should also provide audit trails for AI generated insights, recommendations, and diagnostics conclusions, together with appropriate access controls and human validations for production impacting actions.

Bidder shall ensure that the safeguards stated above will allow AI to accelerate incident investigation without exposing sensitive banking data or introducing unvalidated recommendations into operational workflows.

3.3 Configuration Drift Management

The proposed solution shall enable the Bank to establish and maintain approved configuration baselines for different classes of technology assets and operating environments across the Bank including applications, database, operating systems (Windows, Linux, Unix), Mainframes, network devices, firewalls, etc. The solution shall compare observed configurations with the applicable baselines and approved previous states, identify material deviations and maintain a traceable history of configuration changes.

Coverage is expected to include relevant operating system settings, user privileges, services, installed software, network and firewall configurations, database and middleware

parameters, virtualization and cloud configurations, and critical files. The proposed solution shall distinguish approved changes from potentially unauthorized changes through integration with the Bank's change management processes and prioritize findings according to risk and asset criticality.

The proposed solution shall support compliance assessment, exception management, investigation, reporting and guided remediation. Any automated configuration correction in production shall follow Bank approved change and access controls, with verification of the resulting state and rollback where applicable.

The proposed platform/solution shall enable the Bank to define, import, approve and version multiple operational and security baselines for each asset class. It shall compare observed configurations with applicable baselines and approved previous states, detect attribute-level deviations; retain historical snapshots; and show when and how configurations changed. Coverage shall include operating-system and registry settings, services, scheduled tasks, identities and permissions, software and patch levels, network and firewall rules, databases, middleware, virtual infrastructure, cloud configurations and critical files. The capability shall reconcile detected changes with approved and emergency change records, distinguish authorised changes from exceptions and unauthorised drift, prioritise findings by risk and asset criticality, and support compliance reporting, time-bound waivers, guided correction, approved automated remediation, rescan, verification and auditable approval and outcome records.

4. Integration with Existing Bank Systems

The proposed solution shall coexist with and integrate into the Bank's current technology operations and security operations environment. The expected integration areas include the APM, SIEM platform and other security operations tools, IT service management and service desk, CMDB and asset management, IDAM, application performance and infrastructure monitoring, network monitoring, messaging, API and data integration platforms, and approved automation tools.

Integrations shall use documented, supported interfaces and open standards wherever practical. The proposed solution shall preserve established security operations processes, avoid unnecessary changes to source systems and allow information to be exchanged between the Bank's operations teams in accordance with approved access rights.

The bidders shall identify standard connectors, API dependencies and any integration requiring additional development.

5. Architecture, Infrastructure and Security

The bidder will be expected to propose an enterprise architecture covering collection, processing, storage, analytics, administration and presentation. The design shall demonstrate scalability, resilience, fault tolerance, capacity management, high availability,

disaster recovery and maintainability. The bidder shall identify the hardware, software, licenses, collectors, network dependencies and supporting components needed to operate the solution at the stated scale.

Security controls shall include encryption of information in transit and at rest, protection of credentials and secrets, identity integration, role-based access, multifactor authentication where applicable, segregation of duties and tamper evident audit records. The proposed solution shall support the Bank's requirements for data localization, retention, masking, legal hold, audit evidence, vulnerability management and secure product lifecycle management, as applicable.

The solution and implementation arrangements must comply with applicable regulatory directions and the Bank's information security, architecture, change management and technology risk policies. Detailed performance thresholds, recovery objectives and retention requirements will be specified during the subsequent procurement process.

The architecture shall separate collection, processing, analytics and storage functions as appropriate, avoid single points of failure and support independent scaling, fault recovery and deployment across Bank's primary and disaster recovery locations. The proposed solution shall be suitable for initial on premises operation and future extension to Bank's private cloud or hybrid environments.

The design shall provide protected administrative interfaces, segregation of duties, secure API access, audit trails of searches and privileged activity, data masking where required and controlled retention and legal hold. Respondents shall explain how data privacy, data residency, backup and restoration, vulnerability remediation, patching and integration with the Bank identity and key management arrangements will be addressed.

6. Implementation and delivery responsibilities

The selected bidder is expected to undertake end to end responsibility for solution design, supply, installation, configuration, integration, testing, commissioning, migration or coexistence where applicable, documentation, training and support. The scope includes provision of the necessary infrastructure and software components, subject to responsibilities and dependencies agreed in the final contract.

Implementation is expected to proceed through discovery and detailed design, platform establishment, priority source onboarding, integration and configuration, system and user acceptance testing, security review, production rollout, progressive capability expansion and transition to steady state operations. The implementation plan shall protect continuity of critical banking services and include appropriate fallback and recovery procedures.

Architecture and material production changes will be subject to the Bank's established review and approval processes, including relevant architecture and change approval

forums. The bidder shall supply design documents, interface details, operational procedures, test evidence and other material necessary for these approvals.

The implementation plan shall include source discovery and reconciliation, detailed sizing, high level and low-level design, procurement and installation of required hardware and software, connector configuration, baseline and policy setup, operational dashboard development, phased onboarding and tuning of correlation and drift detection use cases. The selected bidder shall identify Bank dependencies and obtain required architecture, security and change approvals before production deployment.

7. Support and Lifecycle Management

The bidder shall offer comprehensive warranty, maintenance and technical support for the complete implemented solution, including relevant original equipment manufacturer support. The support approach shall cover continuous assistance for critical incidents, escalation management, preventive maintenance, patching, upgrades, troubleshooting, performance tuning and root cause analysis.

The bidder shall explain how product versions, vulnerabilities, end of support dates, capacity expansion and technology refresh will be managed throughout the proposed contract period. Detailed service levels, resource deployment, contract tenure and commercial conditions will be finalized in the subsequent procurement stage.

The support model shall cover platform and collector health, proactive capacity monitoring, incident resolution, performance tuning, patch and upgrade planning, configuration backup, periodic reviews of correlation effectiveness and drift policies, and support for critical incidents on a continuous basis. The respondent shall indicate the roles of the solution bidder and original equipment manufacturer in meeting these obligations.

8. Information Requested from Interested Respondents

- Company profile, relevant experience in large, regulated entities and details of proposed original equipment manufacturers (OEM) and /OR delivery partners.
- Overview of the proposed product or solution, its principal components and how the three functional areas such as Log aggregation, Configuration Drift Management and AIOps capability are delivered and integrated.
- Indicative architecture and deployment approach for the Bank's stated asset and log volumes, including scalability, resilience, disaster recovery and future cloud readiness.
- Approach to source onboarding, data management, event intelligence, configuration baselines, integration and security.
- Implementation methodology, indicative timeline, professional services model, knowledge transfer and post implementation support approach.

- Indicative infrastructure and licensing model, principal sizing assumptions, dependencies and constraints, without prejudice to any later commercial bid.
- Known limitations, material prerequisites, third party dependencies and any capabilities requiring customization or future product development.
- References or demonstrable implementations of comparable scale and complexity, together with availability for product demonstrations or technical discussions.
- Provide a brief capability mapping against log aggregation, AIOps, configuration drift management, enterprise architecture, security and operational support, indicating capabilities available as standard, through configuration, through third party components or through customization.

9. General Conditions

Responses shall be factual and sufficiently detailed to enable the Bank to assess solution suitability and delivery capability. The Bank may seek clarifications, conduct discussions, request demonstrations or proof of capability and revise the proposed scope before issuing any subsequent procurement document. Participation in this EOI will not by itself confer any entitlement to selection, shortlisting or award.

10. Indicative Scope Boundary

This EOI describes the expected business and technology outcomes and includes the mandatory eligibility and submission requirements applicable at the EOI stage. It is not an exhaustive compliance specification for the subsequent procurement. Detailed functional, technical, operational and security requirements, measurable acceptance thresholds, retention and recovery targets, implementation milestones, responsibilities and commercial terms will be established in the subsequent RFP and contract documents.

11. Supply of Hardware and Supporting Infrastructure

The Bidder shall be responsible for sizing, supply, installation, configuration and commissioning of all hardware and supporting components required for the proposed on-premises solution. The scope shall include, as applicable, compute servers, memory, storage, networking, load balancing, collection gateways, management nodes, backup components and associated platform software and licenses.

The bidder shall also propose the infrastructure deployment strategy and associated dependencies as part of the response.

The proposed solution shall be designed for the indicated technology landscape of more than 90,000 technology assets and log generation exceeding 150 TB per day, with provision for agreed growth and peak workloads.

The Bidder shall provide an indicative bill of materials (BOM) with component quantities, technical specifications, capacity assumptions, redundancy, warranty and support

arrangements. The proposed architecture shall avoid single points of failure and support expansion without material redesign.

12. Indicative Infrastructure Sizing and Capacity Assessment

For EOI purposes, the Bank indicates a current log ingestion volume exceeding 150 TB per day with an annual growth of about 20% year on year. The Bidder shall provide an indicative sizing assessment, supported by assumptions for collection, filtering, compression, indexing, replication, retention and query concurrency.

Sizing parameter	Current state of technology landscape
Assets/endpoints	More than 90,000 assets and endpoints across applications, infrastructure and security systems
Log Ingestion	More than 150 TB per day, subject to discovery and source classification

The above volume illustrations are indicative reference points only and shall not be treated as prescribed usable storage capacity. The Bidder shall recommend an appropriate storage architecture and provide indicative compute, memory, storage and network sizing separately for primary and disaster recovery sites along with indicative year wise break-up for 7 years. The response shall state the assumptions used for growth, retention, compression, replication, indexing and recovery. Final sizing shall be validated through discovery, sample data profiling, performance testing and the Bank approved retention and recovery requirements.

13. Presentation Requirements for the Proposed Solution

The Bidder shall provide a detailed presentation covering the applicable criteria specified in **Appendix-B** and the scope of work (**Appendix-C**). The presentation shall clearly distinguish the evidence, responsibilities and capabilities of the Bidder from those of each proposed OEMs. The maximum presentation duration on all the parameters shall be 90 minutes. The Bank will communicate the presentation timings and schedule to eligible participants separately after bid opening. Bidders may go beyond these eight parameters while presenting.

Presentation expectations from Bidders

Sr. No.	Parameters / Coverage Details	Description
1	Bidder & OEM Profile	Bidder and OEM profile and experience in the proposed solution
2	Case studies & Client References	Client case studies and impact stories along with references on comparable implementation, deployment model, team structure from SI and OEM, AMC/ATS opted, etc.
3	Features and functionalities	Deep dive into the features and functionalities available out of the box, as plugins and customization with third party integrations
4	Technical Approach & Architecture	Deep dive into architecture, scalability, hardware and infrastructure strategy (indicative sizing of racks, compute, storage, GPU, etc.) along with information security coverage with respect to encryption, RBAC, ABAC, etc.
5	Available Support Model	Provide details of various support levels and operating models available from the OEM and/or bidder in India
6	Licensing, Commercials & TCO Models	Provide the various licensing models available in the proposed solutions
7	Dependencies & Support Required from Bank	Support and dependencies from the bank for the project and implementation to be successful
8	Q&A and Interactive Clarifications	Dedicated time for question and answer with bidder and OEM subject matter experts

General Conditions for Presentation

1. The Bidder shall provide a detailed presentation with the proposed solution and its capabilities detailing the features and functionalities.
2. The Bidder shall clearly identify capabilities available as standard product functionality, those requiring configuration or customization, and those dependent on additional products or licenses.
3. The Bidder shall provide relevant technical documentation, architecture diagrams, benchmark results and other supporting evidence as requested by the Bank as per **Appendix-B**.

4. The Bank in the presentation would understand functionalities, ease of operation, integration readiness, scalability, security, implementation feasibility and suitability for its technology environment.

Name & Signature of authorised signatory

Seal of Company

Appendix-D

Bidder Details

Details of the Bidder

S. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and / or commencement of business	
3.	Certificate of incorporation	
4.	Brief description of the Bidder including details of its main line of business	
5.	Company website URL	
6.	Company PAN Number	
7.	Company GSTIN Number	
8.	Particulars of the Authorized Signatory of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address	

Name & Signature of authorised signatory

Seal of Company

Appendix-E

Pre-Bid Query Format

(To be submitted strictly in Excel format using the columns shown below)

Vendor Name	Serial No.	EOI Page No.	EOI Clause No.	Existing Clause	Query/Suggestions

Appendix-F

Format for Submission of Client References

To whomsoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Country of the Project	
Start Date	
End Date	
Current Status (Completed; in-progress projects are not eligible for completed-implementation criteria)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	
Implementation Scale	
Number of log-producing components	
Log ingestion and processing volume (TB/day)	
Processing rate (EPS) and assumed average event size	
Number of configuration-drift endpoints	
Number and type of critical enterprise applications covered	
Evidence/reference document confirming the stated scale	

Appendix-G

MANUFACTURER'S AUTHORIZATION FORM

No.

Date:

To,
The Deputy General Manager,
IT ROC Process & Control Department,
State Bank Global IT Centre, 3rd Floor, A Wing,
Sector 11, CBD Belapur, Navi Mumbai - 400614

Dear Sir,

Ref: EOI No. SBI/GITC/IT-ROC-Process & Control/2026/2027/56 dated 29.10.2026

1. We, who are established and reputable manufacturers / producers of _____ having factories / development facilities at _____ (address of factory / facility) do hereby authorise M/s _____ (Name and address of Authorised Business Partner (ABP)) to submit a Bid, and sign the contract with you against the above EOI.

2. We hereby extend our full warranty and support in accordance with the terms of the above EOI for the Products and services offered by the above ABP against the above EOI. Support (Warranty/ AMC) shall be on-site and comprehensive in nature having back to back support from us. In case Service Provider/ABP fails to provide Warranty/AMC/Services or out of service due to any reasons, then we shall either provide ourselves or make alternative arrangement for the Warranty/ Service/AMC of the Product(s) as required in accordance with the terms and conditions of the above EOI, at no extra cost and to the satisfaction of the Bank.

3. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the ABP:

- (a) Such Products as the Bank may opt to purchase from the ABP, provided, that this option shall not relieve the ABP of any warranty obligations under the EOI; and
- (b) In the event of termination of production of such Products:
 - i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
 - ii. following such termination, furnishing at no cost to the Bank, operations manuals, standards and specifications of the Products, if requested.

4. We duly authorise the said ABP to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

5. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, has been registered with competent authority. We certify that we fulfil all the requirements in this regard and our ABP is eligible to participate in the above EOI.

Yours faithfully,

(Name of Manufacturer / Producer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.