

**Details of the contract awarded by State Bank of India, Contact  
Centre Operations Department on Nomination Basis**

Nomination Proposal No.	CCOD/DEMS/01
Date	21.03.2020
Product / Service Procured	Award of contract for development of a middleware application for integration of Bank's CRM with Bank's Contact Centre vendor platform, managed support services by vendor for application and onsite infrastructure support by vendor at Contact Centre and GITC, Navi Mumbai.
Name of vendor	M/s Teleperformance
Value of Contract	Rs. 398.00 lakh
Date of conclusion of negotiation	15.09.2020
Date of award of contract	05.10.2020
Period of Contract	5 year