

**EOI FOR SELECTION OF CONSULTANTS**  
**TO ESTABLISH CENTRALIZED MONITORING STATION (CMS) COMMAND CENTRE &**  
**INCIDENT MANAGEMENT SYSTEM**  
**(CAPEX / OPEX) FOR BRANCHES OF STATE BANK OF INDIA**

EOI SUBMITTED BY:

NAME : \_\_\_\_\_

ADDRESS : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CONTACT NO. \_\_\_\_\_

EMAIL ID: \_\_\_\_\_

GSTIN NO. : \_\_\_\_\_

DATE : \_\_\_\_\_

**START DATE: 26.11.2024**

**END DATE:16.12.2024**

**STATE BANK OF INDIA**  
**CORPORATE CENTRE PREMISES DEPT**  
**MUMBAI – 400 021.**

**LETTER OF INVITATION FOR EOI**  
**SELECTION OF CONSULTANTS**  
**TO ESTABLISH CENTRALIZED MONITORING STATION (CMS) COMMAND CENTRE &**  
**INCIDENT MANAGEMENT SYSTEM**  
**(CAPEX / OPEX) FOR BRANCHES OF STATE BANK OF INDIA**

State Bank of India (SBI) invites applications for Expression of Interest (EOI) from experienced and eligible Consultancy firms, LLPs, Partnership firms, Pvt Ltd companies (herein after referred to as Consultancy firm), for the Project- “Centralized Monitoring Station, Command Centre (CMS) & Incident Management System” (Capex / Opex) for branches of state bank of India spread across the country. The prequalification / eligibility criteria, scope work to be rendered, for submission of application can be downloaded from the Bank’s website [www.bank.sbi](http://www.bank.sbi) under ‘SBI in the News => Procurement news’ from 26<sup>th</sup> November 2024 to 16<sup>th</sup> December 2024.

Interested Consultancy Firms complying prescribed eligibility criteria should submit hard copies of their applications in the prescribed format with supporting documents / details, may also be submitted at this office latest by 3.00 pm on 16<sup>th</sup> December 2024. Applications received after due date and time of receipt will not be entertained. The Bank reserves its right to accept any or to reject all the applications without assigning any reasons thereof and no correspondence shall be entertained in this regard.

**CHIEF OFFICER (SECURITY)**  
**9<sup>TH</sup> FLOOR, COS DEPARTMENT**  
**STATE BANK BHAVAN**  
**CORPORATE CENTRE**  
**STATE BANK OF INDIA**  
**NARIMAN POINT, MUMBAI- 400021**

## 1. DETAILS OF EOI APPLICATION

| SI No | Particulars                                      | Details  |
|-------|--|--|
| 1     | Name of work                                     | Establishment of Centralized Monitoring Station Command Centre & Incident Management System (CAPEX / OPEX) for branches of State Bank of India across the country.           |
| 2     | Nature of work                                   | Consultancy and Project Management   |
| 3     | Estimated cost of works                          | Expected to be around Rs 2 Crore   |
| 4     | Last date and time for submission of application | 16.12.2024, 3.00 PM  |
| 5     | Address to which applications are to be received | Chief Officer (Security)<br>COS Dept, 9 <sup>th</sup> floor, State Bank Bhavan, Corporate Centre, Nariman Point, Mumbai-400021   |
| 6     | Availability of EOI document                     | In Bank's website <a href="http://www.bank.sbi">www.bank.sbi</a> under 'SBI in the News' => 'Procurement News'   |
| 7     | Time for completion of works                     | Phase 1: Design Phase (3 Months)<br>Phase 2: Bid Process Management Phase (3 Months)<br>Phase 3: Pilot testing (3 – 6)<br>Phase 4: Project Monitoring Phase (12 - 24 Months) |
| 9     | Date and time of opening of EOI                  | 16.12.2024, 3.30 PM  |
| 12    | Contact Number of concerned officials            | 022-227 40090, 022-227 40085   |

1. Conditional applications are liable for disqualification.
2. The Bank reserves its right to accept or reject any or all the applications, either in whole or in part without assigning any reason(s) thereof and no correspondence shall be entertained in this regard.
3. Partial EOI / EOI without signature etc. will be rejected.
4. In case, date of opening of EOI is declared as a holiday, the EOI documents will be opened on the next working day at the same venue & time.

Interested consultancy firms fulfilling prescribed eligibility criteria are requested to ensure submission of their documents / proposals in hard copy in the prescribed format with supporting documents to the address mentioned above by 3.00 PM on 16<sup>th</sup> December 2024. The applicants are advised to submit the complete set of documents in **properly spiral bounded form**. The applications received in loose sheets shall be summarily disqualified. All the sheets shall be serially numbered.

## **2. DETAILS OF BRANCHES TO BE COVERED IN STATE BANK OF INDIA**

| Sl No | Particulars  | Details   |
|-------|--|---|
| 1     | Name of the bank   | State Bank of India   |
| 2     | Address of the bank  | Corporate Centre, Madame Cama Road, Nariman Point, Mumbai- 400021   |
| 3     | Type   | CAPEX / OPEX  |
| 4     | Centralized Monitoring Station Command Centre & Incident Management System (CAPEX / OPEX) for branches | Minimum 1 Centralized Monitoring Stations to be established at LHO level.   |
| 5     | Number of Command Centre required with integration of CMS on Dashboard                                 | Minimum 1 in each circle at LHOs and integration of all circles in one Centralized Command Centre at Corporate Centre.                |
| 6     | Approx. branches to be covered   | Cash Balance Branches :- 21259 *(as on date)<br>Currency Chest Branches:- 1426 *(as on date)<br>*It may increase / decrease in future |
| 7     | Total number of circles  | 17 Circles  |
| 8     | Main Command Centre  | Corporate Centre Mumbai   |

### **3. SCOPE OF WORKS**

The E – Surveillance project entails implementing a comprehensive CCTV surveillance system CAPEX / OPEX across all State Bank of India (SBI) Currency Chest and Cash balance branches, nationwide. The primary objectives are to enhance security, **monitoring, reporting and incident management** in real-time. By creating a unified surveillance infrastructure, the project aims to establish a secure environment for customers and employees while safeguarding critical assets. This project encompasses the end-to-end installation, integration, and configuration of high-definition AI surveillance cameras, advanced video analytics software, and secure network and data storage solutions designed for scalability and reliability.

i) The surveillance system will leverage modern technologies, such as high-resolution thermal imaging and intelligent video analytics, to enable efficient incident detection, response, and reporting. Additionally, the project incorporates centralized monitoring and remote access capabilities, allowing SBI's security team to oversee all activities of the LHO branches at respective LHO's and integration of all LHO's at a single command center located at Corporate Centre on a dashboard. This proactive approach not only facilitates timely interventions but also aids in data-driven decision-making for continuous improvement in security policies. Ultimately, this project aligns with SBI's commitment to operational excellence and customer safety, providing a robust surveillance framework to meet the evolving security needs of its vast network.

ii) The selected consultant appointed on the job shall carryout:

- Site visits of branches and explore the feasibility of establishing a Centralized Monitoring Station, Command Centre (CMS) & Incident Management System for 24x7 Monitoring, Reporting, Active Deterrence and incident management (like Robbery / Dacoity / Burglary / Internal threats / fire breakout) of our 22,685 branches across India. The number of branches as specified above is indicative. However, the consultant shall keep a provision to cater the solution with an increment of number of branches, as 20% for a period of five years.
- Preparation of tender documents (RFP) for selection of eligible and competent vendors for establishing the centralized monitoring stations CMS) for branches and command centers at LHO's and Corporate Centre through dashboard.
- Assist the Bank in selection of vendors and award the work.
- Proof Of Concept in minimum two circles.

- Pilot testing of project in at least five circles.
- Extending the project to all the currency chests and cash balance branches in India.
- 24X7 electronic surveillance of branches through AI Based video monitoring, recording, installation of suitable sensors, thermal sensors, hooters etc and should have ability to intervene through voice communication in the event of an intrusion/ untoward incident etc.
- Reporting of untoward incidents via sharing of related CCTV snapshots and detailed report mentioning
  - Date of incident
  - Nature of incident
  - Time of incident
  - Location Code
  - Location Name
  - Location Address
  - Incident description
  - Action taken
  - Loss / casualty (if any)
  - Lodging of FIR

#### **4. Project Phases and Timelines**

The project shall be divided into four phases:

##### **4.1 Design Phase: 3 Months**

- Conduct an as-is study to evaluate the existing surveillance systems across SBI branches and identify any gaps and specific security needs for customization.
- Conduct initial stakeholder meetings to align on project expectations, critical success factors, and timelines.
- Identify potential risks related to surveillance implementation in diverse geographical areas and propose mitigation strategies.
- Prepare the Detailed Project Report (DPR), detailing proposed technical architecture, surveillance solution, risk assessment, project financials and deployment strategies to serve as the project's blueprint.
- Prepare a Request for Proposal (RFP) with project requirements, vendor qualifications, compliance requirements, and expected deliverables.

##### **4.2 Bid Process Management Phase: 3 Months**

- Evaluation of SI's bids based on technical, financial, and other RFP criteria.
- Address pre-bid queries and assist the department in drafting necessary corrigendum/addendum.
- Assist department in onboarding activities including contract drafting and project kick off.

#### **4.3 Pilot Project: 3 - 6 Months**

- Conduct POC of in 5 branches in minimum 2 circles
- Carryout pilot project in minimum 5 circles and assess the performance of the project.
- Oversee the implementation & establishment of Centralized Monitoring stations in circles earmarked for pilot project.
- Oversee the implementation & establishment of command Centre at LHO of the pilot project circle.
- Oversee the implementation & establishment of Centralized Command Centre by integrating all five pilot circle command Centre at Corporate Centre.
- Conduct User Acceptance Testing (UAT) across branches to verify system functionality, ensuring that it meets all RFP requirements.
- Monitor Service Level Agreements (SLAs), conducting periodic reviews to ensure ongoing compliance with performance benchmarks.

#### **4.4 Project Monitoring Phase: 12 - 24 Months**

- Oversee the implementation & establishment of Centralized Monitoring stations across the nation in cash balance and currency chest branches, coordinating with vendors to ensure consistent standards and efficient execution.
- Conduct User Acceptance Testing (UAT) across branches to verify system functionality, ensuring that it meets all RFP requirements.
- Monitor Service Level Agreements (SLAs), conducting periodic reviews to ensure ongoing compliance with performance benchmarks.
- Establish regular reporting mechanisms to provide SBI management with updates on project progress, challenges, and milestones achieved.
- Develop a training plan to equip security personnel with the skills to operate the new surveillance systems.
- Set up a feedback templates to report issues or suggestions, ensuring continuous improvement in surveillance operations.
- Conduct post-implementation surveys to evaluate project efficiency



## 5. Resource available on payroll of the Bidder:

Information regarding technical and managerial organization of the consultancy firm, general qualification and number of key staff and the projects completed by them to be submitted as per Annexure- A

### Qualification criteria of the consultancy firm

| S. No. | Criteria  | Documentary Evidence   |
|--------|---|--|
| 1      | The Bidder should be registered under the Companies Act, 1956 or as amended or an LLP firm/ Partnership firm under Partnership Act 1932               | <ul style="list-style-type: none"><li>▪ Copy of Certification of Incorporation/ Registration Certificate</li><li>▪ PAN card</li><li>▪ GST registration</li></ul>   |
| 2      | The Bidder consulting business in similar project in India during last 10 years.<br>Applicant should have minimum 5 years of business in consulting.  | <ul style="list-style-type: none"><li>▪ Proof of work undertaken to be submitted</li></ul>   |
| 3      | The Bidder annual turnover during the last three financial years (FY 2021-22, 2022-23, and 2023-24). Minimum Average turn over should be 8 Cr.        | <ul style="list-style-type: none"><li>▪ Audited financial statements of last three financial years (FY 2021-22, 2022-23, and 2023-24)</li><li>▪ Certificate from the Statutory Auditor on turnover details of the three financial years (FY 2021-22, 2022-23, and 2023-24)</li></ul> |
| 4      | The Bidder net profit figure for the last three financial years (FY 2021-22, 2022-23, and 2023-24)  | <ul style="list-style-type: none"><li>▪ Audited financial statements &amp; CA Certificate for the years mentioned (for the last three financial years)<br/>2021-2022: Rs.<br/>2022-2023: Rs.<br/>2023-2024: Rs.</li></ul>  |
| 5      | The Bidder experience of providing Project Monitoring Services for surveillance in Govt/ Pvt companies having pan India presence,                     | <ul style="list-style-type: none"><li>▪ The participating consulting firm to produce copy of the work order, contract agreement &amp; completion certificate from the client.</li></ul>  |
| 6      | The Bidder experience of providing Project Monitoring Services for e-surveillance in Pvt/ PSU banks/ Financial Institutions having pan India presence | <ul style="list-style-type: none"><li>▪ The participating consulting firm to produce copy of the work order, contract agreement &amp; completion certificate from the client.</li></ul>  |
| 7      | The Bidder should not be blacklisted/ debarred by any Central/ State  | <ul style="list-style-type: none"><li>▪ Undertaking signed by the Authorized Signatory of the company to be provided</li></ul>   |

| S. No. | Criteria                                   | Documentary Evidence |
|--------|--|----------------------|
|        | Government / PSU as on bid submission date |                      |

## 6. Procurement Process

- a) Issue of documents inviting EOI
- b) Receipt of EOI from applicants
- c) Evaluation of applicants based on qualification criteria; eligible applicants will be further evaluated based on their presentations
- d) Shortlisting of eligible applicants based on evaluation of EOI
- e) Issue of RFP documents to short listed applicants
- f) Pre bid meeting
- g) Receipt of bids (Technical & Price bids)
- h) Evaluation of applicants based on parameters stipulated in EOI & RFP document under Quality cum Cost Based Selection (QCBS) at the ratio of 70:30
- i) Opening of commercial bid for eligible applicant
- j) Selection of successful applicant and award of work

## 7. Evaluation Matrix

The applicants should comply with all the requirements mentioned in this document. The applicants will be shortlisted based on the on their experience, past performance, financial capability, availability of technical staff etc as per the evaluation matrix enclosed as Appendix-A. The applicant should score at least the minimum eligibility marks/ cut-off against the qualification criteria. The selection procedures for the consultancy firm shall be as under:-

## Appendix-A

| SI No | Parameter   | Falling in                                      | Score              |       |  |
|-------|---|---|--------------------|-------|--|
| 1     | Experience of the Consultancy firm<br>(Max marks= 20)   | >= 05 years < 07 years                          | 10                 |       |  |
|       |   | >=07 years < 10 years                           | 15                 |       |  |
|       |   | >= 10 years                                     | 20                 |       |  |
| 2     | Average Annual Turnover for last 3 years<br>(Max marks= 20)   | 8-10 Cr   | 5                  |       |  |
|       |   | 10 – 20 Cr                                      | 7                  |       |  |
|       |   | More than 20 Cr                                 | 10                 |       |  |
| 3     | Project Monitoring Services for surveillance in Govt/ Pvt companies having pan India presence,                      | 01 project pan India                            | 5                  |       |  |
|       |   | 2 – 5 projects pan India                        | 7                  |       |  |
|       |   | More than 5 projects                            | 10                 |       |  |
| 4     | Project Monitoring Services for e- surveillance in Pvt/ PSU banks/ Financial Institutions having pan India presence | 01 project pan India                            | 20                 |       |  |
|       |   | 2 – 5 projects pan India                        | 30                 |       |  |
|       |   | More than 5 projects                            | 40                 |       |  |
| 5     | Details of Key personnel on payroll   | Criteria/ score                                 | <b>Mks</b>         | Score |  |
|       | (Technology (Surveillance) Expert   | Qualification (BE / BTech -2, MTech – 3)        | <b>24</b>          | 20    |  |
|       |   | Years of experience (=<05 yrs – 2, > 05 yrs - 3 |                    |       |  |
|       | Network Expert  | Qualification (BE / BTech -2, MTech – 3)        | <b>20 -<br/>23</b> | 15    |  |
|       |   | Years of experience (=<05 yrs – 2, > 05 yrs - 3 |                    |       |  |
|       | IT Infrastructure Expert  | Qualification (BE / BTech -2, MTech – 3)        | <b>16 -<br/>19</b> | 10    |  |
|       |   | Years of experience (=<05 yrs – 2, > 05 yrs - 3 |                    |       |  |
|       | Procurement Expert  | Qualification (BE / BTech -2, MTech – 3)        | <b>16 -<br/>19</b> | 10    |  |
|       |   | Years of experience (=<05 yrs – 2, > 05 yrs - 3 |                    |       |  |
|       |   |   |                    |       |  |
|       | Total Max marks= 100  |   |                    |       |  |

The applicants who score minimum of 70 out of 100 will be shortlisted for RFP. In case of more than 8 applicants getting shortlisted, only top 8 will be considered for issuance of RFP. The decision of the Bank in shortlisting of applicants for RFP will be final and no correspondence in this regard will be entertained.

8. **Other Instructions** (applicable to Technical partners as well, unless explicitly exempted)

#### 9.1 Conflict of Interest

Applicants shall not have a conflict of interest. All applicants found to have a conflict of interest, as mentioned below, will be disqualified. The Bank's decision in this regard will be final.

(a) Applicants in two or more different applications having controlling shareholders in common.

Or

(b) The applicants that have a business or family relationship (as defined under Companies Act, 2013) with such members of the SBI Staff who are directly or indirectly involved in this project shall not be considered for selection.

#### 9.2 Prohibited Practices

9.2.1. The Bank's policy requires that Applicant (including its Technical Partners) observes the highest standards of ethics during the EOI process. In pursuance of this policy, the Bank defines, for the purpose of these provisions, the terms set forth herein as prohibited practices:

i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of any value to influence decision in matters relating to this project;

ii. "Fraudulent practice" means a misrepresentation, suppression of facts in order to influence the selection and award of a contract to the detriment of the Bank, and includes collusive practices among Applicants (prior to or after bid submission), designed to establish bid prices at artificially non-competitive levels and to deprive the Bank of the benefits of free and open competition;

iii. "Collusive practice" means a scheme or arrangement between two or more Applicants, designed to establish bid prices at artificially, non-competitive levels; and

iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in this EOI.

9.2.2. The Bank shall reject a proposal for award of work if it is determined that the Applicant recommended for award of work was engaged in prohibited practices in competing for the work in question. The Bank's decision shall be final and binding.

9.2.3. The Bank shall declare an Applicant ineligible, either indefinitely or for a stated period of time from being awarded a contract / contracts, if at any point of time it is determined that the Applicant was engaged in prohibited practices in competing for the award of work / contract

or in executing the contract. The Bank's decision shall be final.

### 9.3 Amendment to EOI Document

9.3.1. At any time prior to the deadline for submission of EOI applications, the Bank either on its own or on the basis of feedback received from Applicant/s, may amend the EOI document by issuing addenda.

9.3.2. Any addendum issued under the above clause shall be part of the EOI document and shall be posted only at the Bank's website.

9.3.3. To give Applicants reasonable time to take an addendum into account in preparing their Applications, the Bank may, at its discretion, extend the deadline for the submission of the EOI Applications. Further if required, Bank may, at its sole discretion, also decide to extend the deadline for submission of the EOI applications.

### 9.4 Language of Application

The language used in the Application as also in the supporting documents shall be in English only. In case, any of the supporting documents are not in English, Applicant shall submit certified translated copies of those documents in English.

### 9.5 Filling of Application Forms

9.5.1. All information, as called for in the enclosed forms, shall be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact shall be mentioned in the relevant column/s. Even if no information is to be provided in a column, a 'nil' or 'no such case' entry shall be made in that column. If any particulars / queries are not applicable in case of any applicant, it shall be stated as 'not applicable'. The applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing information may result in the applicant being summarily disqualified. Applications received after the specified date for submission will not be considered.

9.5.2. The application shall be neatly printed.

9.5.3. Notice inviting EOI placed on the SBI website and released in Newspapers, is part of this document and shall be considered and interpreted for all purposes in connection with

selection of applicants. The applicant may furnish any additional information, which is deemed necessary to establish its capability to successfully complete this project. Superfluous information need not be furnished, and no information shall be entertained after submission of EOI document unless specifically called for by the Bank.

9.5.4. Any information furnished by any applicant if found to be incorrect either immediately on opening of the EOI application or at a later date, shall render the applicant liable to be debarred from participating in this project.

9.5.5. If space in the proforma is found insufficient for furnishing all the required details, such information shall be supplemented on separate sheet/s stating therein the part of the proforma and Serial Number to which it relates. Separate Sheet/s shall be used for each part for the purpose.

9.5.6. Any letter or document, accompanying the EOI form, shall be submitted only in original.

9.5.7. The Applicant shall bear all costs associated with the preparation, submission of its EOI Application and for activities indicated in the Scope of Work. The Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the process.

9.5.8. The Bank shall be entitled to seek additional documents/ information from any applicant at any point of time.

9.5.9. The applicants shall disclose details of all pending/ ongoing litigations, disputes, arbitrations, awards against them by Judicial/ Statutory authorities having bearing on the financials of the applicant, along with the likely quantum of liability in terms of home currency of the applicant.

## 9.6 Signing of the Application and Number of Copies

9.6.1. The Application shall be typed and signed on all the pages by the person/s duly authorised to sign on behalf of the Applicant. The power of attorney duly notarised and on a stamp paper authorising the person/s to sign and act on behalf of the firm, shall be submitted.

9.6.2. An authorised representative shall have the authority to conduct all business functions and incur liabilities related thereto for and on behalf of the Applicant, during the prequalification process and thereafter.

## 9.7 Sealing of Application

The original application shall be sealed in a single large envelope and submitted on or before the final date and time for submission of the application, as specified in the EOI application.

## 9.8 Deadline and Address for Submission of EOI applications

9.8.1. EOI applications shall be submitted to the address mentioned in the EOI application, by hand or through registered post or courier service and not later than the specified time on the final date of submission, as indicated. In respect of applications received by post or

courier, the Bank shall not assume any responsibility for any delayed delivery. The Applicants may note that under no circumstances, the EOI applications should be submitted by email at the address provided in the EOI document.

9.8.2. Application, received after the deadline (i.e. scheduled hour and date) for submission of the application shall not be considered.

9.8.3. All envelopes shall be titled "SUBMISSION OF EOI FOR SELECTION OF CONSULTANT TO ESTABLISH CENTRALIZED MONITORING STATION (CMS) COMMAND CENTRE & INCIDENT MANAGEMENT SYSTEM (CAPEX / OPEX) FOR BRANCHES OF STATE BANK OF INDIA " clearly marked in English along with the name and address of the Applicant. Such envelopes, if delivered by hand, shall be dropped in a drop box placed for the purpose at the address mentioned, during the office hours i.e. between 1000 hrs (IST) and 1730 hrs (IST) on working days and up to 1500 hrs on the last day of the submission of the EOI document.

9.8.4. The Bank may, at its discretion, extend the deadline for the submission of the EOI Application, in which case all the rights and obligations of SBI and those of the Applicants, subject to the previous deadline, shall thereafter be subject to the deadline as extended.

## 9.9 Clarifications on Application

9.9.1. The Applicants shall be evaluated on the basis of the application and the supporting documents submitted by them. SBI shall not be under any obligation to seek any further information or clarifications from any applicant.

9.9.2. Without prejudice to the above clause, in order to assist in the evaluation of applications, SBI may, at its sole discretion, ask any Applicant for any clarification on its application, which shall be submitted by the applicant within a stated period of time.

9.9.3. If an Applicant does not provide clarifications by the date and time as specified in the Bank's request for clarification, its application shall be liable to be rejected.

9.9.4. It is clarified that Applicants shall not be required to submit on their own, additional information or materials subsequent to the date of submission and such materials, if submitted, shall not be considered. It is therefore, essential to ensure that all questions/queries are answered fully in the proforma or otherwise. The pages of the EOI document, its annex and additional information (all taken together shall be considered as the EOI application), if any submitted, shall be numbered sequentially and signed. General responses such as "included in brochure" without specific item reference, are to be avoided.

## 9.10 Responsiveness of Applicants

9.10.1. An application, which does not meet all the requirements of the EOI Document, shall be rejected forthwith and the Bank's decision in this regard will be final.

9.10.2. The Applicants shall note that this EOI is intended to provide preliminary information. The information contained herein shall not in any way be construed as binding on the Bank, its agents, successors or assignees.

9.10.3. The Applicants are advised that the selection for this Project shall be entirely at the discretion of the Bank. Applicants shall be deemed to have understood and agreed that no explanation or justification of any aspect of the EOI process shall be given by the Bank and that the results of the EOI process shall be without any right of appeal to the Applicants, whatsoever.

9.10.4. All documents and other information submitted by an Applicant to the Bank shall become the property of the Bank. Applicants shall treat all information (which they come to have in connection with this project) as strictly confidential. The Bank shall not return any EOI document submitted to it by the Applicants.

#### 9.11 Withdrawal of Applications

9.11.1. No modification or substitution of the submitted application shall be allowed.

9.11.2. An Applicant may withdraw its application after submission, provided that written notice of the withdrawal is received by SBI before the scheduled hour and date for submission of the applications. In case an Applicant wants to resubmit his/her application, he/she shall submit a fresh application following all the applicable conditions.

9.11.3. The withdrawal notice shall be prepared in Original only and each page of the notice shall be signed and stamped by the authorised signatories. The copy of the notice shall be duly marked "WITHDRAWAL".

#### 9.12 Right to Accept / Reject any or all Applications

The Bank reserves the right to accept or reject any or all the applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment. The Bank's decision in the matter will be final.

#### 9.13 Attachments

9.13.1. Applicants shall attach clearly marked and referenced continuation sheets in the event that the space provided in the EOI Document is found insufficient.

9.13.2. In responding to the EOI application, Applicants shall demonstrate their capabilities in relation to the requirements of the project/work as envisaged, by providing materials/information based on their experience, past performance, their personnel and financial resources.



9.13.3. It is expressly clarified that before submitting the EOI, the Applicant must have examined carefully the contents of all the documents and any failure to comply with any of the requirement of the EOI document will be at the Applicant's risk only.

#### 9.14 Jurisdiction

9.14.1. All disputes arising shall be deemed to have arisen at Mumbai, shall be subject to the jurisdiction of the appropriate court at Mumbai, and shall be governed by the laws of India.

**Annexure- A**

**EMPLOYEE PROFILE OF THE CONSULTANCY FIRM**

| <b>S.no</b> | <b>Profile Required</b>          | <b>No of staff</b> | <b>Years of Experience</b> | <b>No of similar projects done</b> | <b>Qualifications</b> | <b>Remarks</b> |
|-------------|----------------------------------|--------------------|----------------------------|------------------------------------|-----------------------|----------------|
| 1           | Project Manager                  |                    |                            |                                    |                       |                |
| 2           | Technology Expert (Surveillance) |                    |                            |                                    |                       |                |
| 3           | Network Expert                   |                    |                            |                                    |                       |                |
| 4           | IT Infrastructure Expert         |                    |                            |                                    |                       |                |
| 5           | Procurement Expert               |                    |                            |                                    |                       |                |
|             |                                  |                    |                            |                                    |                       |                |