



State Bank of India
IT Complaints Management Department
State Bank Global IT-Centre
15th Floor, Rupa solitaire,
Sec-1, MBP, Mahape,
Navi Mumbai-400 710

NOTICE INVITING TENDER-CLOSED RFP

**RFP NO: SBI/GITC/IT-COMPLAINTS MANAGEMENT
DEPARTMENT/2025/2026/1364**

Bids are invited by State Bank of India for “REQUEST FOR PROPOSAL/LIMITED TENDER ENQUIRY FOR PROCUREMENT OF RESOURCES FROM EMPANELED VENDORS FOR HANDLING DIGITAL COMPLAINTS RELATED TO DIFFERENT IT CHANNELS”. Bidders, who are interested to submit bids, visit Procurement news at <https://www.sbi.co.in> and eProcurement agency portal <https://etender.sbi/SBI/>.

This notice is being published for information only and is not an open invitation to quote in this closed RFP. Participation in this RFP is by invitation only and is limited to the vendors empanelled by ITPR department of the Bank. Unsolicited bids will not be considered by the Bank.

Availability of RFP documents: From 24.07.2025

Last date and time for submission of bids: (07.08.2025) up to (2.00 p.m.)

Place: Navi Mumbai
Date: 23.07.2025

Deputy General Manager
IT Complaints Management Department