STATE BANK OF INDIA

REQUEST FOR PROPOSAL (RFP)
FOR

EMPANELMENT OF CORPORATE TRAINERS IN VARIOUS INFORMATION TECHNOLOGY DOMAINS

RFP No. SBIIT/Admn/EFCT/2025-26/01
Dated: 08-08-2025

Last Date for Submission of Bid : 28-08-2025 -5.00 PM

State Bank of India
State Bank Institute of Innovation & Technology (SBIIT),
Bank Sanchar Bhavan, *8-2-695, Road No.12,*
Banjara Hills, Hyderabad
500034.

Request for Proposal:	
For: **EMPANELMENT OF CORPORATE TRAINERS IN VARIOUS INFORMATION TECHNOLOGY DOMAINS**	Return Bid Proposal to: Assistant General Manager (Admin) SBIIT, # 8-2-695, Road No.12, Banjara Hills, Hyderabad-500034. (Tel: 040-23388253, 58)
Contract Effective Date: Date from the signing of agreement **Contract Expiration Date**: One year from the date of signing agreement – extendable further for a period of One year on existing rates, terms & conditions, at the sole discretion of the Bank.	**Procurement Services Buyer:** State Bank Institute of Innovation & Technology 8-2-695, Bank Sanchar Bhavan, Road No.12, Banjara Hills, Hyderabad – 500034.

1. Bid Proposals must be received on or before **28-08-2025 5:00 PM**. at the following address:

       Assistant General Manager (Admin)
       SBIIT,
       # 8-2-695, Road No.12,
       Banjara Hills, Hyderabad-500034.

2. The Bidder/Applicant must sign this RFP Signature Page.

3. The Bid Proposal must include all Price Information. Proposal Prices shall include all deliverables. Price Quotes must be firm throughout the period of contract.

4. All Proposals must be typed or written neatly in legible handwriting in ink.

5. All Corrections, white-outs, erasures, restriking of type, or other forms of alteration, or the appearance of alteration, must be initialled in ink by the bidder.

6. The Bidder/Applicant must complete and submit with bid, the form for submission of Technical Bid along with the annexures and the form for commercial bid.

7. If the Bidder/Applicant has any doubts, the same must be notified in writing in advance and it will be clarified in the pre- bid meeting.

8. By signing this RFP Signature Page, the Bidder/Applicant certifies and confirms that the bidder/applicant, its representatives, agents, or lobbyists have not initiated any inappropriate contact with any State Bank of India employee during the procurement to attempt to affect the bidding process and shall not do so after submission of the proposal.

9. The Corporate Bidder must be registered and must submit a copy of the Registration Certificate along with the Bid Proposal.

<div align="center">To be completed by Bidder/Applicant</div>

10. Trainer's Name	:	
Name of the Firm	:	
Address	:	
Contact No.	:	
e-mail	:	
PAN	:	
GSTN	:	
Aadhar No.	:	

Signature of the Bidder/Applicant attests that the Bidder/Applicant has read, understood, and agrees to all terms, conditions and specifications set forth in the request for proposal including all addenda, furthermore, signature by the bidder/applicant signifies that addenda issued, the Request for Proposal and the Bank's Standard Terms and Conditions constitute a contract immediately upon notice of acceptance by the Bank for any or all of the items Bid, and for the length of time indicated in the Request for Proposal. Failure to hold prices or to meet any other terms and conditions as defined in the Request for Proposal during the term of the contract shall constitute a breach and may result in contract termination. A defaulting contractor may also be liable, at the option of the Bank, for the difference between the contract price and the price bid by an alternate vendor of the goods or services in addition to the other remedies available.

Original Signature of the Bidder/Applicant	Date
Name	Title

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BID DETAILS

1	Date of commencement of Bidding Process (Posting of Tender Document on Web Site/ Publication of Tender)	**Date: 08-08-2025 Time: 11.00 a.m.**
2	Last date and time for receipt of written queries for clarification from bidders	**Date: 18-08-2025 Time: 5.00 p.m.**
3	Pre-Bid Meeting (if needed)	**Date: 21-08-2025 Time: 4.00 p.m.**
4	Last Date and Time for Bid Submission	**Date: 28-08-2025 Time: 5.00 p.m.**
5	Date of intimation regarding Demo Sessions to shortlisted Bidders	**Will be informed to Qualified Bidders Separately**
6	Place of opening of Bids	SBIIT, # 8-2-695, Bank Sanchar Bhavan, Road No.12, Banjara Hills, Hyderabad-500034. (Tel: 040-23388253, 58)
8	Address for communication (Bank)	The AGM (Admin), SBIIT, # 8-2-695, Bank Sanchar Bhavan, Road No.12, Banjara Hills, Hyderabad-500034. (Tel: 040-23388253, 58) Email: agmadmin.sbiit@sbi.co.in
9	Contact Person (RFP related queries)	Shri CVS Umakanth (Mobile:9490605296) Shri K N Chary (Mobile: 9490605348) Email ID: admin.sbiit@sbi.co.in / cm1.elearning@sbi.co.in

10	Security Deposit	**Rs. 10,000 /- (Rupees Ten thousand only)** to be remitted either online to SBIIT Collection A/c No 39223897724, IFSC Code **SBIN0008022** or DD drawn in favour of SBIIT by all the bidders/applicants along with the bid. The Security Deposit will be retained by the Bank as **interest free security deposit for the period of agreement from the date of execution of the agreement by the shortlisted Bidders/applicants.** The same would be returned to all the other bidders/applicants who are not short listed (without any interest). The successful bidders will not be permitted to withdraw the Security Deposit during the currency of the agreement for any reason whatsoever.
11	Initial Terms of Contract and Renewals and Period of empanelment	The contract is for a period of **One year** and may be extended for a further period of One year on existing rates, terms and conditions, at the sole discretion of the Bank.
12	Bidder Contact Details	Bidder to Provide following information: 1.Name of the Trainer 2.Name of the Firm (wherever applicable) 3.Mailing address with Pin Code 4.Contact number 5. e-mail id
13	Date of Commercial Bid Opening	On a subsequent date which will be communicated to such bidders who gets shortlisted. Representatives of bidders may be present during opening of *Commercial Bid.* However, if no bidders participate, Bids would be opened even in the absence of any or all of the bidder's representatives.

1.   **Overview**

State Bank of India is India's largest Bank with a network of over *22000* branches spread across India. Bank also has presence in more than *30* countries across the globe. The Bank has a well-established Training System. The system comprises of Apex Training Institutions and State Bank Learning Centres across the country. The apex institutions are:

- State Bank Staff College, Hyderabad (SBSC)
- State Bank Institute of Leadership, Kolkata (SBIL)
- State Bank Academy, Gurugram (SBA)
- State Bank Institute for Rural Development, Hyderabad (SBIRD)
- **State Bank Institute of Innovation & Technology, Hyderabad (SBIIT)**
- State Bank Foundation Institute -Chetana, Indore (SBFI)

The State Bank Learning Centres are located across the length and breadth of the country. The Bank, true to its commitment to Human Resources Development, has a Training Philosophy that 'Training in State Bank is a proactive, planned, and continuous process, as an integral part of Organisational Development. It seeks to impart Knowledge, improve Skills and re-orient attitudes for individual growth and organizational effectiveness'. In terms of Training Methodology, the Bank has adopted e-Learning mode apart from classroom training, involving Lectures, Group Discussions, Case Studies, Structured Exercises, Audio visuals, Project Work, Lab Training with Hand holding support and CBTs etc. On-Site training at operational units like Branches and Administrative Offices, Distance Learning and Research Publications, Deputation to training programmes conducted by outside agencies on a selective basis etc., are some of the major components of the Training System of the Bank.

State Bank Institute of Innovation & Technology (SBIIT), an ISO 21001:2018 institute, established in 1987 is located in the historic city of Hyderabad. It is SBI's Apex 'Technology & Digital' Training Institute specializing in IT related Training, Research & Development, Innovation, and e-learning. It is a unique training institute in the Indian Banking industry and one of the first Institutes of its kind in the whole of south-east Asia. It has played a key role in the transition of SBI from a traditional bank to an IT savvy Digital Bank.

The Institute provides training to SBI officials, undertakes research in the area of Banking Technology and also offers training to officials from other Banks & Financial Institutions.

2.   Purpose

The State Bank of India is requesting proposal for Empanelment of Corporate Trainers for meeting its training needs in Various technology domains such as Generative AI & Future Tech, Big Data & Virtualization, Power BI & Data Analytics, Physical & Cloud Servers, SDLC & Environments, Oracle SQL/PLSQL for Programmers, Basics of Linux & Windows, Front-end Development, and Dev-Ops.

The purpose of this RFP is to seek proposals from expert trainers from various training service providers, experienced freelance trainers, and reputed organisations providing IT related trainings as detailed in Annexure -E .

3.   Invitation

The bidders (firms/ freelancers) desirous to participate in the process are invited to submit profiles of suitably qualified trainers for each subject and at various proficiency levels as specified in Annexure - E in a sealed bid and commercial proposal for the same in response to this RFP in separate sealed bid, both submitted before the last date for bid submission. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at the Bank's discretion.

This RFP is not an offer by State Bank of India, but an invitation to receive responses from the Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with a selected Bidder(s).

4. RFP Terminology

Definitions – Throughout this RFP, unless inconsistent with the subject matter or context:

4.1 Bidder/ Service Provider/ System Integrator – An eligible entity/firm/individual submitting a Proposal/Bid in response to this RFP.

4.2 Supplier/ Contractor/ Vendor – Selected Bidder(s) under this RFP.

4.3 Bank/Purchaser/Client/SBI - Reference to the "the Bank", "Bank" and "Purchaser" shall be determined in context and may mean without limitation *"State Bank of India, its joint ventures and subsidiaries".*

4.4 Proposal / Bid – the Bidder's written reply or submission in response to this RFP

4.5 RFP – the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.

4.6 Solution / Services / Work / System – "Solution" or "Services" or "Work" or "System" or "IT System" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligation of the Supplier covered under the RFP.

5. Scope

5.1. IT Training

As part of SBIIT's IT specialised training activity, we propose to conduct specialized trainings in the IT core areas detailed in Annexure -E.
We are looking for corporate trainers to conduct training programs for the IT officers of SBI at various centres including but not limited to Navi Mumbai & Hyderabad.

5.2. Duration and List of Courses

The details of the list of course and duration mentioned in the Annexure – E

5.3. Training Approach

Bank intends to conduct instructor led trainings/workshops and the same to be conducted at various centres including but not limited to Navi Mumbai &

Hyderabad. Bank reserves the right to select the place for conducting trainings as per its requirements from time to time.

5.4. Batch Size

The standard batch size will be approximately 30-35 training participants.

5.5. Software Licensing needs

Trainer must arrange for all the software related licenses associated with the training. The trainer is also expected to take care of pre-training activities such as creation of training environment, software installation, System related configurations. The trainer needs to coordinate with the Bank for all these activities.

5.6. Services

Trainer needs to provide services and Systems, which include conducting a training program comprising a structured set of educational and instructional activities. These activities shall include but not limited to sessions, workshops, modules, materials, and assessments developed and/or delivered by the Trainer under Service Level Agreement entered upon empanelment under this RFP. The Training Program may be conducted via in-person sessions, virtual platforms, or a combination thereof, as mutually agreed between Parties in writing. It includes all related documentation, course content, presentations, assessments, handouts, recordings, and any other training materials or work products provided to or used by the Bank and its employees/Authorized users. Collectively, these constitute the "Services", as described in reasonable detail in one or more Statements of Work (each, a "Statement of Work" or "Order").

5.7. Accuracy and Quality of Service Provider Materials

Training Materials provided shall be accurate, up-to-date, free from plagiarism, and developed using sound instructional design principles. Training materials shall not infringe upon any Intellectual Property Rights of any third party and shall be suitable and appropriate for the target audience identified by the Bank.

5.8. Non-Infringement and Third-Party Rights

Training Programs, including any methodologies, tools, and Training Materials used or provided shall not infringe upon any third party's intellectual property, proprietary rights, or trade secrets, and the Bank shall have the right to use the training deliverables without further license or payment obligations.

6.   Disclaimer

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

This RFP is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

No contractual obligation whatsoever shall arise from the RFP process *unless SLA has been signed* by duly authorized officers of the Bank with the selected Bidders.

The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this Bid Stage.

The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The dates mentioned subject to changes on Bank's discretion.

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

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or

presentations which may be required by the Bank, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and 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 in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

7. Security Deposit

Bidder who wishes to submit the proposal in response to this RFP has to submit the Security Deposit of Rs. 10,000/- (Rs. Ten thousand only) as Bid Security payable online to SBIIT Collection A/c No. 39223897724 IFS Code SBIN0008022. Bidder who has not paid the Security Deposit will be disqualified.

Security Deposit may be forfeited in the event of withdrawal of bid during the period of bid validity or if successful bidder fails to sign the contract in accordance with the terms & conditions and other requirements specified in RFP or any act of bidder not in line with contract obligations.

The Security Deposit of the unsuccessful bidders will be returned without any interest thereon, as early as possible. Successful Bidders Security Deposit will be retained till the currency of the agreement and no interest will be paid on this amount. The Bank reserves the right to appropriate any amounts due to it from the vendor from the EMD.

If Security Deposit is forfeited for any reason, the concerned bidder will be debarred from _further_ participation in _future_ RFPs floated by the _Bank_ as per sole discretion of the Bank.

8. Bidding Document

8.1 Cost of Bidding: The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation(s), etc. Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8.2 Content of Bidding Document

8.2.1 The biding document provides overview of the requirements, bidding procedures and contract terms. The bidder must conduct his/her/its own investigation and analysis regarding any information contained in this RFP document, its meaning and impact of that information.

8.2.2 The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document carefully. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid. While SBI has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders. Furthermore, during the RFP process, SBI has disclosed or will disclose in the RFP and corrigendum/ addenda, available information relevant to the Scope of Work to the extent, detail, and accuracy allowed by prevailing circumstances. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda.

8.3 Clarifications & Amendments

8.3.1 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 substance of the bid already submitted or the price quoted. The bidder may be asked to give presentation for the purpose of clarification of the bid.

8.3.2 The Bidder requiring any clarification of the bidding documents should submit queries on or before 20-08-2025, 5.00 p.m.

8.3.3 At any time prior to the deadline for submission of bids, SBI may modify the bidding document by amendment.

8.3.4 Any clarification issued by SBI will be in the form of an addendum/ corrigendum and will be available in SBI's website - *https://bank.sbi* . The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids in order to allow prospective bidders a reasonable time to take the amendment into account. The bidders should check the Bank's site at regular intervals to know whether any addendum or corrigendum has been upload/issued by the Bank.

9. **Bidding Process**

The bids need to be submitted in two separate sealed envelopes as specified below.

i) **Envelope-A:** Sealed envelope containing Annexure - A, Annexure – B, Annexure – C, the profile(s) of the trainer(s), Valid employment

/Contract certificate (in case of Non-Individuals), and details of Security Deposit remittance, and other supporting documents

ii) **Envelope-B:** Sealed envelope containing Commercial Bid as per format provided in Annexure - D.

Both the envelopes need to be submitted together in one common big, sealed envelope. All details with the relevant information /documents / acceptance of all terms and conditions strictly as described in this RFP will have to be submitted.

RFP number "SBIIT/Admn/EFCT/2025-26/01" must be inscribed on each envelope along with Bidder Name & Address in a legible manner.

The initial phase will be shortlisting of trainers based on the profiles submitted subject to the bid fulfilling the requirements of this RFP. Further, the Bank will shortlist trainers based on criteria such as Professional qualification, Industry & Teaching experience, and communicate the schedule of the demo sessions to the shortlisted trainers. It is to be noted that the submitted professional qualification certificates will be considered only if they are valid and not expired. Trainers will be evaluated during the demo sessions based on parameters such as Subject matter knowledge, Communication Skills, Engagement Level & Interactivity, Effectiveness in handling the Q&A sessions.

Post completion of demo sessions, the Commercial bids shall be opened in respect of the trainers who found suitable. It is to be noted that the commercial bids of the trainer(s) who is/are shortlisted after demo sessions shall only be considered for empanelment.

The financial bid shall be submitted in a separate sealed cover as mentioned above and the quoted cost must be for an entire course for a specific level as mentioned in the Annexure - E and the format for submitting the cost for each trainer has been provided as Annexure - D. It must be noted that cost shall not be for man days but for an entire course as mentioned above.

The rate for each course will be finalised by the Training Price Negotiation Committee through a negotiation process for the shortlisted trainer/faculty.

10. Preparation and Submission of Bids

10.1 The bids prepared by the bidder and all correspondence and documents relating to bids exchanged by the bidder and purchaser must be written in English.

10.2 Vendor must provide individual and factual replies to specific questions asked in the RFP.

10.3 The "Envelope-A" as specified in "Bidding Process" above, should consist of the following:

   i. Proof / Confirmation of Remittance of Security Deposit as specified in this document.
   ii. Bidders' information as per Annexure - B
   iii. Copies of supporting documents relevant to the details mentioned in the profile viz., Professional qualifications, Industry & Teaching experience, Testimonials…etc. These details shall be used for initial screening by the Bank.

10.4 The "Envelope-B" as specified in "Bidding Process" above, should consist of the following:
   i. Details of each trainer to be submitted, separately as per Annexure - D

10.5 Bid Prices
The prices should be specified only in "Commercial Bid" enclosed in **Envelope B** and must not be specified at any other place in the bid document.

10.6 Pre-Bid Meeting
SBI may, at its sole discretion, organise a pre-bid meeting, to resolve any queries, bidder may have. Any further information will be provided to all bidders on SBI website as corrigendum.

10.7 Validity of Bids
Bid shall remain valid for _180_ days from date of submission mentioned at Bid Details. A bid valid for shorter period is liable to be rejected. The bidder may require to give consent for the extension of the period of validity of the bid beyond initial _180_ days, if so desired by the Bank in writing. Refusal to grant such consent would result in rejection of bid without forfeiture of the Security Deposit. However, any extension of validity of bids will not entitle the bidder to revise/ modify the bid document.

10.6 Bid Integrity

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the bid without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of SBI. The bidders shall be deemed to license, and grant all rights to SBI, to reproduce the whole or any portion of their solution for the purpose of

evaluation, to disclose the contents of submission to other bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

10.7 Format and Signing of Bid

10.7.1 All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp (in case of firm) should be affixed on each page except for an un-amended printed literature. The bidder (in case of firm) should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

10.7.2 Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them.

10.7.3 Bid should be typed and submitted on A4 size paper *[font Times New Roman 12]*

10.8 Last date of receipt of bids

The bid should be addressed to AGM (Admin), SBIIT at following address up to the time and date mentioned at bid details:

AGM (Admin)
State Bank of India
State Bank Institute of Innovation and Technology
Bank Sanchar Bhavan,
8-2-695, Road No.12, Banjara Hills
Hyderabad – 500034.

In the event of the target date for the receipt of bids being declared as holiday for the Bank, the bids will be received till the target time on the next working day. The Bank may at its discretion extend the bid submission date. The modified target date & time will be notified on the web site of the Bank.

It is to be noted that the submission of Bids through online mode through Email/ Fax will not be considered.

10.9 Bid Currency

Prices shall be expressed in Indian Rupees only.

10.10 Late Submission of bids

Any bid received by the Bank after target date and time prescribed at Bid details will be rejected and /or returned unopened to the bidder at his risk and responsibility. Bank will not entertain any request or communication in this regard.

10.11 Modification and Withdrawal of Bids

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity.

11.   Award & signing of contract

The negotiated price for each course will be decided by the Training Price Negotiation Committee formed for this purpose by the Bank. The Selected bidders have to convey their acceptance to the Bank on the same day before 5.00 p.m. in writing. In case the same trainer profile is submitted by more than one bidder, the commercial bid will be deciding factor for identifying the trainer.

The successful bidder shall be required to enter into a contract/ SLA with the Bank, within 15 days from their selection or within such extended period as may be decided by the Bank along with the letter of acceptance.

12.   Patent Rights

Any license or Intellectual Property Rights (IPR) violation on the part of Trainer or any authorised officer/employee of vendor should not put the Bank at risk. The Bank reserves the right to audit the license usage of the Vendor.

The Vendor shall, at their own expenses, defend and indemnify the Bank against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. In case of violation/ infringement of patent/ trademark/ copyright/ trade secret or industrial design, the vendor shall after due inspection and testing get the solution redesigned for SBI at no extra cost.

The vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the vendor shall be fully responsible therefore, including all expenses and court and legal fees.

The Bank will give notice to the vendor of any such claim without delay, provide reasonable assistance to the vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

The vendor shall grant the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software provided by the supplier, including all inventions, designs and marks embodied therein perpetually.

13.   Powers to Vary or Omit Work

No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful bidder except as directed in writing by Bank. The Bank shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful bidder to make any variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any suggested variations would, in the opinion of the finally selected bidders, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Bank thereof in writing with reasons for holding such opinion and Bank shall instruct the successful bidder to make such other modified variation without prejudice to the contract. The finally selected bidders shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If Bank confirms his instructions, the successful bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.

In any case in which the successful bidder has received instructions from Bank as to the requirement of carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected bidder(s) proceeds with the change. In all the above cases, in the event

of a disagreement as to the reasonableness of the said sum, the decision of Bank shall prevail.

14. **No Waiver of Bank Rights or Successful Bidder's Liability**

Neither any payment sign-off by Bank, nor any payment by Bank for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by Bank shall affect or prejudice the rights of Bank against the finally selected bidders, or relieve the finally selected bidders of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in Bank to pay for alterations/ amendments/ variations, or discharge the liability of the successful bidder for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify Bank nor shall any such certificate nor the acceptance by him of any such paid on account or otherwise affect or prejudice the rights of the successful bidder against Bank.

15. **Cancellation of Contract**

The Bank shall have the right to cancel the contract with the selected bidders at any time during the contract period, by giving a written notice of at least 1 *(one)* month, for any valid reason, including but not limited to the following reasons:
i) Laxity in following guidelines /procedures laid down by the Bank
ii) Excessive delay in execution of orders placed by the Bank
iii) Discrepancies / deviations in the agreed processes and/or products
iv) Violation of terms & conditions stipulated in this RFP / SLA

16. **Termination for Default**

The Bank shall have the right to terminate this contract/ withdraw a job awarded to the vendor at any phase of development in the event of:

a. In-ordinate delay, attributable to the vendor, in adhering to the delivery schedule.

b. Acceptance criteria on Quality standards are not met even after rework.

c. Vendor declining to incorporate any changes/modifications as desired by the Bank.

The Bank may choose to terminate this contract with one month notice without assigning any reasons whatsoever.

On termination of the contract/ withdrawal of the job awarded to the vendor, the vendor will return all kinds of material/documents received from the Bank and refund all the payments received from the Bank for the job in question immediately, failing which the Bank will have all rights to adjust the amount against claims of the vendor in respect of other job(s) or from the Security Deposit held with the Bank and/or proceed against in court of law.

17.   Force Majeure

Any failure or delay by bidder or Bank in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or acts of God, war, terrorism, riots, civil disorders, rebellions or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination.

If Force Majeure situation arises the Vendor shall promptly notify Bank in writing of such conditions and the cause thereof. Unless otherwise agreed by SBI in writing, the Vendor shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

18.   Termination for Insolvency

SBI may at any time terminate the Contract by giving written notice to the Vendor, if the vendor becomes Bankrupt or otherwise insolvent. In this event termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has occurred or will accrue thereafter to SBI.

19.   Governing Law and Disputes (Applicable in case of successful bidder only)

All disputes or differences whatsoever arising between the parties out of or in connection with this RFP/contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), will try to settle amicably. If however, the parties are not able to solve them amicably, either party (SBI or Vendor), may approach the court of law within exclusive jurisdiction of courts at Hyderabad.

20.   Governing language

The contract and all correspondence/ communications and other documents pertaining to the Contract, shall be written in English.

21.   Governing Law

The contract shall be interpreted in accordance with the laws of the Government of India.

22.   Notices

Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing and confirmed in writing to other Party's address. For the purpose of all notices, the following shall be the current address:

State Bank Institute of Innovation & Technology,
 # 8-2-695, Bank Sanchar Bhavan , Road No.12,
Banjara Hills, Hyderabad-500034.
Email: sbiit@sbi.co.in

The notice shall be effective when delivered or on the notice's effective date whichever is later.

23.   Terms & Conditions

a) Language of Bid: All bids and supporting documentation shall be submitted in English.

b) SBI reserves the right to accept or reject any or all Bids without assigning any reason thereof and Bank's decision in this regard will be treated as final. Bids may be accepted or rejected in total or any part or items thereof. No contractual whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of the Bank and the Bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the vendor.

c) Any Bid not containing sufficient information, in view of SBI, to permit a thorough analysis may be rejected.

d) Firms must submit a valid certificate substantiating employment / contract with the trainer being nominated.

e) Professional qualification certificates being submitted must be valid and not expired for consideration during the initial screening process.

f) The Bank shall have the right to reject the bids not submitted in the prescribed format or incomplete in any manner.

g) State Bank of India is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delays or holidays.

h) The Bank also reserves the right to alter/ modify any/ some/ all of the requirements, as it may deem necessary, and notify the same on its website https://bank.sbi, before the last date for submission of response under this RFP. The Bidders should be agreeable for the same.

i) Bids received in physical form complying the requirement of this RFP shall only be considered. Bids submitted through online mode viz., Email, Fax, any other online medium will not be considered.

j) Bids not conforming to the requirements of the RFP may not be considered by SBI. However, SBI reserves the right, at any time, to waive any of the requirements of the RFP, if in the sole discretion of SBI, the best interest of SBI be served by such waiver.

k) Bidders who do not meet the technical criteria stipulated by the Bank will not be considered for further evaluation.

l) SBI shall have the right to cancel the RFP process at any time prior to award of contract, without thereby incurring any liabilities to the affected Bidder(s). Reasons for cancellation, as determined by SBI in its sole discretion include but are not limited to, the following:

    (i) Services Contemplated are no longer required
    (ii) Scope of work were not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments
    (iii) Proposed prices are unacceptable to the Bank
    (iv) The Project is not in the best interest of SBI
    (v) Any other reason

j) Pre-bid meeting, if any, will be held to brief the intending bidders about the requirements of the Bank and to furnish clarifications on any points / queries received from them. No separate communication will be sent for this meeting.

k) SBI reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of RFP or even after award of contract.

l) SBI reserves the right to re-negotiate the prices in the event of changes in the market conditions and/or technology etc.

m) Bank reserves the right to appoint a consultant at any stage during bidding process.

n) During the term of agreement, bidder will not hire or retain, either as an employee or consultant any employee of Bank. During the contract period, Bank will also not hire or retain, either as an employee or consultant, any employee of the bidder.

o) All pages of RFP should be stamped and signed by Authorized Signatory of the Bidder.

p) <u>Vendor is not authorized to part with any proprietary and Bank-specific customization of software to any other party.</u>

q) Bank may choose to take an undertaking from Vendor employees to maintain the confidentiality of the Bank's information/documents etc. Bank may seek details / confirmation on background verification of Vendor's employees worked/working on Bank's project as may have been undertaken / executed by the Vendor. Vendor should be agreeable for any such undertaking/verification.

Bid Covering Letter: To be submitted by the bidder along with Bid documents

To,

The AGM (Admin),

State Bank Institute of Innovation and Technology (SBIIT),

8-2-695, Road No.12, Banjara Hills,

Hyderabad – 500034.

Sir,

Our Bid for _____

We submit our Bid Document herewith. We understand that

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

2. Bank may follow close or open bidding process as per requirement of the Bank.

3. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form.

4. If our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

5. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

6. Vendor means the bidder who is decided and declared so after examination of commercial bids.

7. The name(s) of successful bidder to whom the contract is finally awarded after the completion of commercial bid shall be displayed on the website of the Bank and/or communicated to successful bidder(s).

Yours faithfully,

For:

Signature:

Name:

Details of the Bidder

1.   Name
2.   Constitution
3.   Date of Incorporation and / or commencement of business
4.   Certificate of incorporation (copy to be enclosed)
5.   Brief description of the Bidder including details of its main line of business_____

6.   Company website URL
7.   Particulars of the Authorized Signatory of the Bidder
     a. Name
     b. Designation
     c. Address
     d. Contact Number
     e. Email Address
     f. PAN
     g. Aadhar Number (for Individuals)
8.   GSTN/PAN/Service Tax
     Registration No. etc   :

9.   Details of Remittance of Security Deposit
     Amount   :
     Date of Remittance   :
     Signature and Seal of Company

Compliance Statement

DECLARATION

Terms & Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

We certify that the items offered by us in response to the bid conform to the technical specifications stipulated in the bid with the following deviations:

1)
2)
….

(If left blank it will be construed that there is no deviation from the specification given above)

Signature:

Seal of Company

Name of the Trainer: Base Location of the Trainer:

Name of the Firm (if applicable):

Tick applicable			Name of the Course/ Topic	Basic (Duration in Days)	Cost per course (₹)	Intermediate (Duration in Days)	Cost per course (₹)	Advanced (Duration in Days)	Cost per course (₹)
☐ Basic	☐ Intermediate	☐ Advanced	Generative AI & Future Tech	5		6		6	
☐ Basic	☐ Intermediate	☐ Advanced	Big Data & Virtualization	4		5		6	
☐ Basic	☐ Intermediate	☐ Advanced	Power BI & Data Analytics	3		4		5	
☐ Basic	☐ Intermediate	☐ Advanced	Physical & Cloud Servers	3		3		4	
☐ Basic	☐ Intermediate	☐ Advanced	Software Development Life Cycle (SDLC) & Environments	2		2		2	
☐ Basic	☐ Intermediate	☐ Advanced	Oracle SQL/PLSQL for Programmers	3		3		3	
☐ Basic	☐ Intermediate	☐ Advanced	Basics of Linux and Windows (RHEL)	3		3		3	
☐ Basic	☐ Intermediate	☐ Advanced	Front-End Development	3		3		3	
☐ Basic	☐ Intermediate	☐ Advanced	Application-Based Training	2		2		2	
☐ Basic	☐ Intermediate	☐ Advanced	Dev-Sec-Ops	1		2		2	

* All costs mentioned against each course must be the total cost for effective delivery of the course, and excluding taxes.
* Cost of Travel, Lodging and Boarding shall be borne by the bank subject to SLA terms and conditions.

Signature & Seal of Company

List of the courses:

1. Generative AI & Future Tech

Basic (5 Days)

1. Overview of Generative AI
2. Introduction to Large Language Models (LLMs)
3. Common Generative AI Tools
4. Prompt Engineering Fundamentals
5. AI Ethics and Responsible Use
6. AI Use Cases for Technical Roles
7. Introduction to Multimodal AI
8. AI in the Software Development Lifecycle
9. Hands-on Lab:
10. Limitations of Generative AI

Intermediate (6 Days)

1. Prompt Engineering for Advanced Use
2. LLM Internals & Architectures
3. Fine-Tuning vs Embedding vs RAG
4. Building AI-Powered Applications
5. AI Agents and Automation
6. Ethics, IP, and Data Security at Code Level
7. Data Strategy for GenAI
8. Multimodal Application Development
9. Version Control and CI/CD with AI Assistance
10. Project Work

Advanced (6 Days)

1. LLM Architecture Deep Dive

2. Deploying LLMs in Production

3. Customizing LLMs

4. Security, Monitoring & Guardrails for GenAI Apps

5. Scaling GenAI Systems

6. AI + DevOps (MLOps/LLMOps Integration)

7. Multi-Agent Systems

8. Advanced Multimodal Models

9. Ethical Frameworks and Auditing

10. Project

2. Big Data & Virtualization

Basic (4 Days)

1. Introduction to Big Data

2. Big Data Ecosystem Overview

3. Structured vs Unstructured Data

4. Introduction to Hadoop Framework

5. Introduction to NoSQL Databases

6. Basics of Data Ingestion Tools

7. Cloud and Big Data

8. Data Privacy and Governance in Big Data

9. Use Cases of Big Data

10. Hands-On Lab

Intermediate (5 Days)

1. Hadoop Ecosystem Deep Dive

2. Apache Spark

3. Big Data Storage Systems

4. NoSQL in Practice

5. Data Ingestion and Streaming

6. Data Processing and ETL Pipelines

7. Data Analytics with Big Data Tools

8. Security in Big Data

9. Cloud-based Big Data Platforms

10. Hands-on Project:

Advanced (6 Days)

1. Designing Big Data Architectures

2. Advanced Spark Concepts

3. Building Data Pipelines

4. Data Governance at Scale

5. Scalable NoSQL Design

6. Streaming and Complex Event Processing

7. Big Data Security and Compliance

8. DevOps and CI/CD for Data Engineering

9. AI + Big Data Integration

10. Project

3. **Power BI & Data Analytics**

   Basic (3 Days)

   1. Introduction to Power BI

   2. Getting Started with Power BI Desktop

   3. Connecting to Data Sources

   4. Data Loading and Transformation with Power Query

   5. Data Modelling Basics

   6. Creating Visualizations

   7. Basic DAX (Data Analysis Expressions)

   8. Building Simple Reports and Dashboards

   9. Publishing to Power BI Service

   10. Hands-On Lab

Intermediate (4 Days)

1. Data Analytics Lifecycle Overview
2. Data Preparation & Transformation in Power Query
3. Advanced Data Modelling
4. Intermediate DAX
5. Advanced Visualizations
6. Power BI Service & Collaboration
7. Power BI Gateway & Data Refresh
8. Data Security and Row-Level Security (RLS)
9. Performance Optimization
10. Hands-On Lab

Advanced (5 Days)

1. Advanced DAX Programming
2. Custom Visuals & Advanced Interactivity
3. Paginated Reports
4. Power BI and Advanced Analytics
5. Real-Time Dashboards
6. Power BI Dataflows and the Common Data Model
7. Power BI Governance
8. Power Platform Integration
9. Big Data & Power BI
10. Project

4. Physical & Cloud Servers

Basic (3 Days)

Physical Servers

1. Introduction to Server Hardware
2. Server Operating Systems Overview
3. Basic Server Configuration
4. Networking Basics for Servers

5. Storage Fundamentals

6. Server Roles & Services

Cloud Servers

7. Basics of Cloud Computing

8. Introduction to Major Cloud Providers

9. Provisioning a Basic Cloud VM

10. Hands-On Lab:

Intermediate (3 Days)

Physical Servers

1. Server Virtualization

2. Managing Windows & Linux Servers

3. Server Monitoring & Logging

4. Backups and Disaster Recovery

5. Server Security Fundamentals

Cloud Servers

6. Deploying Virtual Machines in the Cloud

7. Cloud Storage and Networking

8. Identity and Access Management (IAM)

9. Automation Basics

10. Hands-On Lab

Advanced (4 Days)

Physical Servers

1. High Availability (HA) & Load Balancing

2. Advanced Server Security

3. Performance Tuning

4. Server Imaging & Provisioning Automation

5. Data centre Architecture

Cloud Servers

6. Scaling Cloud Infrastructure

7. Hybrid Infrastructure

8. Infrastructure as Code (IaC) & DevOps

9. Cost Optimization in Cloud

10. Project:

5 Software Development Life Cycle (SDLC) & Environments

Basic (2 Days)

SDLC Fundamentals

1. What is SDLC?

2. Phases of SDLC

3. SDLC Models Overview

4. Roles in SDLC

5. Requirements Gathering & Analysis

6. Basic Software Design Concepts

Environments Basics

7. Introduction to Development Environments

8. Version Control Introduction

9. Build and Deployment Basics

10. Hands-On Lab:

Intermediate (2 Days)

Advanced SDLC Concepts

1. Agile Methodology

2. DevOps in SDLC

3. Design Patterns & Best Practices

4. Testing in SDLC

5. Test Automation Frameworks

Environment Management

6. Environment Configuration & Isolation

7. CI/CD Pipelines

8. Environment Variables & Secrets Management

9. Database Management Across Environments

10. Hands-On Lab

Advanced (2 Days)

Enterprise SDLC Practices

1. Scaled Agile Framework (SAFe) & Enterprise Agile

2. Microservices Architecture in SDLC

3. Secure SDLC (SSDLC)

4. Infrastructure as Code (IaC)

5. Advanced CI/CD Pipelines

Modern Development Environments

6. Kubernetes in Dev/Test/Prod

7. Monitoring & Logging in Production

8. Release Management

9. Performance & Load Testing

10. Project

6 Oracle SQL/PLSQL for Programmers

Basic (3 Days)

Oracle SQL Basics

1. Introduction to Oracle Database Architecture

2. Writing Basic SQL Queries

3. Data Types and Constraints

4. Joins and Subqueries

5. DDL and DML Operations

6. Basic Functions

PL/SQL Basics

7. Introduction to PL/SQL

8. Variables and Data Types

9. Control Structures

10. Hands-On Lab

Intermediate (3 Days)

Oracle SQL

1. Advanced Querying Techniques

2. Indexing and Performance

3. Views and Materialized Views

4. Data Manipulation at Scale

PL/SQL Programming

5. Procedures and Functions

6. Packages

7. Cursors

8. Exception Handling

9. Triggers

10. Hands-On Lab:

Advanced (3 Days)

Advanced SQL Techniques

1. Query Tuning and Optimization

2. Partitioning

3. Advanced Analytic Functions

Advanced PL/SQL Development

4. Advanced Collections

5. BULK Processing

6. Dynamic SQL

7. Security in PL/SQL

8. PL/SQL Compilation and Debugging

9. Code Versioning and DevOps Integration

10. Project:

7 Basics of Linux and Windows (RHEL)

Basic (3 Days)

Linux (RHEL) Basics

1. Introduction to Linux and RHEL
2. Linux Filesystem Structure
3. Essential Linux Commands
4. File and Directory Permissions
5. Users and Groups
6. Basic Package Management

Windows Server Basics

7. Introduction to Windows Server
8. Windows Filesystem & Navigation
9. User & Group Management
10. Hands-On Lab:

Intermediate (3 Days)

Linux (RHEL) System Administration

1. System Boot Process
2. System Services and Daemons
3. Process Management
4. Disk and Filesystem Management
5. Networking in Linux
6. Log Management

Windows Server Administration

7. Service and Process Management
8. Windows Firewall and Networking
9. Event Viewer and Logging
10. Hands-On Lab

Advanced (3 Days)

Linux (RHEL) Advanced Topics

1. Shell Scripting

2. Cron Jobs and Automation

3. SELinux and Security Hardening

4. User Access and SSH Security

5. System Performance Monitoring

Windows Server Advanced Topics

6. PowerShell Scripting

7. Active Directory (Intro)

8. Group Policy Basics

9. Windows Backup and Restore

10. Hands-On Lab:

8 Front-End Development

Basic (3 Days)

1. Web Development Fundamentals

2. HTML Basics

3. CSS Basics

4. JavaScript Basics

5. Developer Tools

6. Responsive Design Basics

7. Introduction to Accessibility & SEO

8. Hands-On Lab

Intermediate (3 Days)

1. Advanced JavaScript

2. CSS Layouts & Design Techniques

3. Version Control with Git

4. Introduction to JavaScript Frameworks

5. React.js Fundamentals (or Vue.js)

6. Package Management & Build Tools

7. REST API Integration

8. Hands-On Lab

Advanced (3 Days)

1. Advanced React/Vue

2. TypeScript for Front-End

3. Routing and Navigation

4. Front-End Testing

5. Performance Optimization

6. Progressive Web Apps (PWA)

7. Front-End Security Best Practices

8. CI/CD for Front-End

9. Web Accessibility Deep Dive

10. Project

9 Application-Based Training

Basic (2 Days)

1. Office Productivity Tools

2. Email and Collaboration Tools

3. File Management and Cloud Storage

4. Basic Data Handling Applications

5. Web Browsers and Online Tools

6. Hands-On Lab

Intermediate (2 Days)

1. Advanced Excel/Sheets

2. Introduction to Macros and Automation

3. Database Interaction Basics

4. Collaboration & Project Management Tools

5. Basic Reporting and Dashboards

6. Hands-On Lab

Advanced (2 days)

1. Advanced Automation and Scripting

2. Integration with APIs and Cloud Services

3. Advanced Data Analytics

4. Application Lifecycle and Version Control

5. Security and Compliance in Application Use

6. Hands-On Lab:

10 Dev-Sec-Ops

Basic (1 Days)

1. Introduction to DevSecOps

2. Software Development Life Cycle (SDLC) and Security

3. Basics of Cybersecurity for Developers

4. Version Control & Collaboration

5. Introduction to CI/CD Pipelines

6. Hands-On Lab:

Intermediate (2 Days)

1. Secure Coding Practices

2. Static Application Security Testing (SAST)

3. Dynamic Application Security Testing (DAST)

4. Infrastructure as Code (IaC) Security

5. Secrets Management

6. Container Security

7. Hands-On Lab

Advanced (2 Days)

1. Threat Modelling & Risk Assessment

2. Continuous Security Monitoring

3. Compliance as Code

4. Runtime Application Self-Protection (RASP)

5. Advanced Container & Kubernetes Security

6. Chaos Engineering for Security

7. DevSecOps Metrics and Reporting

8. Hands-On Project