

Request for Procurement

Invitation to Tender – Supply of Renewal of Broadcom Symantec Proxy Hardware Support at London Main Branch (LMB) by reputed IT suppliers

State Bank of India, London Branch (the “Bank” or “SBILB”) invites sealed bids from suitably qualified and experienced service providers for the provision of **Renewal of Broadcom Symantec Proxy Hardware Support**.

1. Objective

- SBI London invites authorised Broadcom/Symantec partners to submit proposals for the renewal of hardware support services for the Bank’s existing Broadcom Symantec proxy infrastructure under Broadcom Site ID 4105961.
- The Symantec Broadcom hardware platform supports the Bank’s local proxy connectivity and forms a critical component of its network security and internet access environment. Continuous availability, timely vendor support, access to software updates, security patches, and licence entitlement are essential to maintain secure and uninterrupted proxy operations.
- The selected supplier will be required to provide renewal coverage for the existing deployed hardware, ensuring there is no lapse in support, maintenance, software entitlement, or access to vendor technical assistance.

2. Scope of Services

The required services shall include, but not be limited to:

- Renewal of active hardware maintenance, updates, patches, and technical support entitlements all in-scope Broadcom Symantec proxy appliances.
- Confirmation of hardware support coverage against Broadcom Site ID 4105961.
- Details of the proposed support level, including service-level commitments, replacement hardware arrangements, support hours, and escalation procedures.
- Confirmation of access to Broadcom technical support and software download portals throughout the contract period.
- A detailed breakdown of materials, including part numbers, licence quantities, serial numbers where applicable, renewal start and end dates, and unit and total pricing.
- Confirmation that the supplier is an authorised Broadcom/Symantec reseller or partner and is eligible to process the renewal.
- Vendors should clearly state their ability to ensure continuity of coverage without interruption. Also, any assumptions, exclusions, lead times, payment terms, and applicable taxes should also be mentioned.

3. Mandatory Vendor Requirements

Bidders must demonstrate that they:

- Comply fully with the UK GDPR and Data Protection Act 2018.
- Comply with the UK Bribery Act 2010 and Modern Slavery Act 2015.
- Hold all relevant and applicable ISO certifications and industry accreditations required for the provision of secure physical records management and storage services.
- The supplier should be reputed and have Minimum 5 years of relevant experience in this field.

4. RFP Schedule & Deadlines:

- RFP Issue Date: 17-09-2026
- Deadline for Questions/Site Survey Requests: 30-09-2026
- Proposal Submission Deadline: 09-10-2026
- Tentative Target Vendor Selection & Award: 16-10-2026
- Target Service Delivery Date: 21-10-2026

5. Tender Submission

Tender proposals must be submitted in **sealed envelopes**, clearly marked:

PRIVATE & CONFIDENTIAL

TENDER – RENEWAL OF BROADCOM SYMANTEC PROXY HARDWARE
SUPPORT

and addressed to:

Head O&IS

State Bank of India
3rd Floor, 15 King Street
London
EC2V 8EA

6. Contact Details

Any query related to the RFP, please send the query to Mr. Mohsin Mohammed, email: m.mohammed.london@statebank.com and Deepak Chaurasia, email: mgr.systems.london@statebank.co

7. Terms and Conditions:

This Invitation to Tender sets out the procedures governing this procurement and the Bank's requirements for the requested services. Tenderers are required to review this document carefully and to address, in full, all stated requirements in their submissions. Failure to do so may result in the tender being treated as non-compliant and rejected.

By participating in this procurement and submitting a response to this Invitation to Tender/Request for Proposals, the tenderer confirms acceptance of, and agreement to be bound by, all instructions, terms and requirements contained in this document and any documents expressly incorporated by reference. Tenderers must read these documents carefully. Any failure to comply with the instructions may lead to the tender being rejected in whole or in part or being treated as non-compliant.

This invitation and all information contained in or provided with it are issued solely for information and evaluation purposes and do not constitute, and shall not be interpreted as, an offer, commitment, or invitation by the Bank to enter into any contract or other arrangements concerning the requested services. Any contractual relationship shall arise only upon the execution of definitive written agreements duly authorised and signed on behalf of the Bank.

The information in this Invitation to Tender is provided by the Bank solely for the purposes of this tender process. It does not purport to be comprehensive and has not been independently verified. Whilst it has been prepared in good faith, no representation, warranty, assurance or undertaking (whether express or implied) is or will be given by the Bank or any of its subsidiaries, or by any of their respective officers, employees or agents, as to the adequacy, accuracy, completeness or reasonableness of this Invitation to Tender or any other information (whether written or oral) supplied or otherwise made available to any tenderer or its advisers in connection with the tender process, the contract or the requested services.

To the fullest extent permitted by law, the Bank and its subsidiaries, and their respective officers, employees and agents, expressly disclaim all responsibility and liability (whether arising in contract, tort (including negligence), misrepresentation, breach of statutory duty or otherwise) for any loss or damage arising from or in connection with: (a) this Invitation to Tender; (b) any such information; (c) any errors, omissions or inaccuracies in it; and/or (d) any reliance placed upon it by any tenderer or its advisers.

Each tenderer must make its own independent appraisal and investigation of the requirements and is responsible for obtaining its own professional advice. No reliance may be placed on any statement, representation, warranty, assurance or undertaking made or given (whether negligently or innocently) other than as expressly set out in a definitive written agreement duly authorised and executed by the Bank.

The recipient acknowledges and agrees that no person has, nor is held out as having, any authority to make any statement, representation, warranty, assurance or undertaking on behalf of the Bank in connection with the tender process, the contract or the requested services, save as expressly set out in such definitive written agreement.

Nothing in this Invitation to Tender, nor any other document or communication issued in connection with this procurement, shall exclude or restrict any liability for, or remedy in respect of, fraudulent misrepresentation.

Without prejudice to any other disclaimer in this Invitation to Tender, each tenderer participates in this procurement entirely at its own risk and cost. The Bank shall have no liability whatsoever (whether in contract, tort (including negligence), misrepresentation, breach of statutory duty or

otherwise) for any costs, charges, expenses, losses or liabilities incurred by any tenderer (or its advisers) arising out of or in connection with: (a) responding to this Invitation to Tender; (b) any enquiries, due diligence or investigations; (c) attendance at meetings, presentations or site visits; and/or (d) any other participation in this procurement, including where the Bank varies, delays, suspends, cancels or terminates the procurement process at any time.

The Bank reserves the right to:

- (a) Waive or change the requirements of this invitation from time to time without giving tenderers prior (or any) notice.
- (b) Seek clarification or documents in respect of a tenderer's submission.
- (c) Disqualify any tenderer that does not submit a compliant tender in accordance with the instructions in this invitation.
- (d) Disqualify any tenderer that is guilty of serious misrepresentation in relation to its tender, expression of interest or the tender process.
- (e) Withdraw this invitation at any time, or to reinvoke tenders on the same or any alternative basis; and
- (f) Choose not to award any contract because of the current procurement process.

This invitation:

- (a) Asks tenderers to submit their offers in accordance with the instructions set out in the remainder of this invitation.
- (b) Provides tenderers with sufficient information to enable them to provide a compliant offer.
- (c) Sets out the evaluation criteria that will be used to evaluate the offers; and
- (d) Explain the administrative arrangements for the receipt of offers.

Tenderers and prospective tenderers may request clarifications or submit questions concerning the scope of the works, the terms of this Invitation to Tender, or any other matter arising from it. The Bank will use reasonable endeavours to respond to reasonable requests within a reasonable time, having regard to the Bank's internal deadlines and the procurement timetable. The Bank may, where it considers it appropriate, issue clarifications and responses to all tenderers to ensure a fair and consistent process.

The Bank reserves the right (but is not obliged) to seek clarification from any tenderer in relation to any aspect of its tender during the evaluation process. Tenderers must respond promptly and provide clear, complete and unambiguous answers, together with any supporting information reasonably requested. Any clarification provided shall be for the purpose of explaining or confirming the tender and shall not constitute an amendment to the tender or create any binding obligation on the Bank unless the Bank expressly confirms otherwise in writing.

The Bank reserves the right not to open, consider or evaluate any tender received after the submission deadline. The Bank may, in its absolute discretion, extend the submission deadline and/or amend the procurement timetable at any time. Where the Bank extends the deadline, it will notify all tenderers of the revised deadline and any consequential changes.

Any award of contract is conditional upon completion of the Bank's internal approval processes. No contract shall be awarded or entered into, and no binding commitment shall arise, unless and until all necessary approvals have been obtained and a definitive written agreement has been duly authorised and executed on behalf of the Bank.

This Invitation to Tender, the tender process, and any non-contractual obligations arising out of or in connection with them, and any contract or other arrangements entered into pursuant to this process, shall be governed by and construed in accordance with the laws of England and Wales. The Bank and each tenderer irrevocably agree that the courts of England and

Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Invitation to Tender, the tender process and/or any resulting contract or arrangement.