STATE BANK OF INDIA SINGAPORE

REQUEST FOR PROPOSAL (RFP)

Renewal of Annual Maintenance Contract (AMC) for IT Infrastructure supporting G3 FAST Payment Platform

Reference Number: SBIS/SG/IT&S/RFP/2026-27/006

Date of Issue: 27 November 2026

State Bank of India
#27-01, 80 Robinson Road
Singapore 068898

SECTION 1: INVITATION TO QUOTE

State Bank of India (hereinafter referred to as "SBI" / "the Bank") is having its Corporate Centre at Mumbai, India. It has a global presence with offices in various cities across India and in other countries. To meet the Information Technology requirements of State Bank of India, Singapore Office, the Bank proposes to invite tenders from established organizations (hereinafter referred to as "bidder") to undertake the activity as listed in Section 3 of this document.

This Request for Proposal (RFP) is issued for the renewal of the Annual Maintenance Contract (AMC) for the IT infrastructure supporting the G3 FAST payment platform (including PayNow) for a period of three (3) years.

This bidding document carrying details related to the RFP may be obtained from the Bank as under or could be downloaded from the Bank's Website under the 'Procurement Section'. The encrypted / password-protected bids should be submitted to the Bank only as per Section 7 of this document.

- Bank reserves the right to change, at any time, the dates mentioned in this document, which will be communicated to the bidders through our website only.
- SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders through our website only and such amendments, if any, will be binding on them.
- Information provided by the bidders in response to this document will become the property of SBI and will not be returned.
- Quotes received before or after the aforesaid date and time may not be entertained for evaluation and shortlisting.
- Unsigned / Incomplete Quote, Unstamped Quote and those which are not signed by authorized signatory may not be entertained for evaluation and shortlisting.
- Bank reserves the right to withdraw this RFP anytime without any prior notice.
- All further communication and clarification to be sought ONLY through email to "avpit.channels@sbising.com" quoting the Reference number and subject of this document.

Bid Validity: Bids shall remain valid for a period of 120 days from the last date of submission of the Technical Bid.

SECTION 2: 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 subjected to the terms and conditions set out in this document and to 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. Purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their bids. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigation & 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 will arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected bidder.

Bank, its employees and advisors make no representation or warranty and will have no liability to any person or firm, including any applicant or bidder under any law, statute, rules, regulations, tort, Principles of Restitution, 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 RFQ 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.

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 issue of this RFP does not imply that the Bank is bound to select a bidder or to appoint the selected bidder or Concessionaire for the Project. Bank reserves the right to reject all or any of the bidders or bids without assigning any reason whatsoever.

The bidder will 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 will 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.

SECTION 3: BROAD SCOPE OF WORK

3.1 Contract Period

Submit quotation for the renewal of the mentioned procurement for the period from 01 January 2027 till 31 December 2029 (period of 36 months). The existing maintenance contract is expiring on 31 December 2026.

3.2 Background

State Bank of India, Singapore Branch, operates the G3 FAST payment infrastructure supporting critical real-time payment services including PayNow. Post PayNow implementation the number of Logical Domains (LDOMs) has increased from 15 to 18. SBIS proposes to renew the maintenance contract for the period of three years starting from 1st January 2027 till 31st December 2029.

3.3 Objectives

Engage a qualified vendor to provide comprehensive Annual Maintenance Contract (AMC) services for the in-scope IT infrastructure supporting G3 FAST platform. The services shall ensure high availability, operational stability of the infrastructure throughout the contract period.

3.4 In-Scope IT Assets

S. No.	Description
1	Solaris 11.4 Operating System with LDOMs No. of LDOMs: 18 (increased from 15 post PayNow Implementation) No. of Oracle Sparc T8 Servers hosting LDOMs: 3 *The three additional LDOMs are for Prod, DR, UAT.* *In case of Platform Migration to Linux, the vendor must provide the support for such migration and post migration the support services for the new platform will continue the same Terms and conditions for remaining period. (Price for this requirement can be quoted as a separate line item as this requirement is conditional).*
2	Oracle database server 19.11.x

S. No.	Description
	No. of database Instance: 3
3	IBM MQ Server No. of MQ Instance: 4
4	IDM Sterling Connect: C: D No. of C: D: 3
5	Oracle WebLogic server 14.x.x No. of WebLogic instance: 3

Note: Vendor shall provide maintenance support covering all listed IT Assets and their associated configurations across Production, DR and UAT environment as applicable.

3.5 Detailed Scope

- To provide 24×7×2 support for the in-scope infrastructure for the period mentioned in 3.1. Onsite support shall be provided as required for critical incidents or scheduled activities.
- Payment would preferably be half-yearly / annual intervals.
- To provide monthly patching support for the In-scope infra.
- To provide technical support for issues reported and to make sure the issue is resolved within the agreed SLA.
- To provide monthly Proactive maintenance support for the in scope infra.
- To follow up on the technical cases raised with OEM on behalf of SBI Singapore for the in scope infra.
- To help in mitigating the Vulnerability assessment and Pen Test findings for the infra.
- To provide service reports for incidents raised and for the monthly proactive maintenance.
- Support for physical site works in Singapore as and when required.
- Conditional support for Platform Migration to Linux (if invoked by the Bank).

3.6 Deliverables

- Monthly proactive maintenance reports
- Incident reports (as and when incidents are closed)
- Patch deployment summaries
- VA/PT remediation status updates
- Quarterly service review reports
- Updated escalation matrix

SECTION 4: ELIGIBILITY CRITERIA

Vendors interested in submitting quote should meet following criteria:

- Relevant Track Record: Minimum 3–5 years of proven experience delivering projects of similar scale, complexity, and “fast-track” turnaround timelines, preferably in banking or high-availability environments.
- Comparable Project References: At least 2–3 completed projects within the last 3 years of comparable contract value and technology stack (Solaris, Oracle Database, IBM MQ, Sterling, WebLogic).
- Quality, Safety & Compliance: Valid ISO certifications relevant to delivery and risk management (e.g., ISO 9001 for quality, ISO 27001 for IT/data security, or ISO 45001 / bizSAFE).
- Local Presence: Ability to provide onsite support in Singapore when required (own presence or through a qualified local partner).
- Not blacklisted / debarred by any bank or government organization.
- Positive net worth in the latest audited financial statement year.

SECTION 5: BID PRICES

- Prices are to be quoted in Singapore Dollar (SGD) only.
- Prices quoted should be inclusive of all Government levies, Excise duty, Custom duty etc. and incidental services such as transportation, insurance etc. but exclusive of Goods & Service Tax (GST) payable.
- Prices shall be firm for the entire contract period unless otherwise specified.
- The conditional Linux migration support, if any, shall be quoted as a separate optional line item.

SECTION 6: DELIVERY SCHEDULE AND PENALTY

- Delivery/Project should be completed within requested timelines. Any delay will be viewed seriously and penalties levied as per the SLA or service contract.
- Bank reserves the right to cancel the Purchase Order. In the event of such cancellation, vendor will not be entitled for any compensation.

SECTION 7: SUBMISSION OF BID

Important Dates:

- RFP Issued / Bid Opening: 27 November 2026
- Last Date & Time for Technical Bid: 07 December 2026, 3:00 pm (SGT)
- Last Date & Time for Financial Bid: 10 December 2026, 3:00 pm (SGT)
- Password for Financial Bid: 10 December 2026 between 3:00 pm – 5:00 pm (SGT) ONLY

Submission Instructions:

- Technical Bids and all further communication and clarification to be sought **ONLY** through email to **"avpit.channels@sbising.com"** quoting the Reference number stated above. (DO NOT SEND FINANCIAL QUOTES/COMMERCIAL QUOTES on this EMAIL ID) between 27.11.2026 till 07.12.2026. **(Refer Section 18 for documents required)**
- Bidders should submit the password protected financial quotes/Commercials via email to **"premises@sbising.com"** before 10.12.2026, 03:00 pm (SGT).
- Financial Bid File: Carrying the detailed costing. In case of bids where more than one service/item is intended to be procured, break up of cost may be given.
- Password of the Financial/ Commercial BID files should be shared via email to **"premises@sbising.com"** in between 03:00 (SGT) PM – 5:00 PM (SGT) on 10.12.2026 **ONLY.**
- Only bidders who qualify in the Technical Bid evaluation will have their Financial Bids opened.
- Quotes received before or after the aforesaid date and time may not be entertained for evaluation and shortlisting.
- Unsigned/ Incomplete/Unstamped Quote, and those submitted without password may not be entertained for evaluation and shortlisting. Final decision in this regard will lie with the bank.

SECTION 8: DEADLINE FOR SUBMISSION OF BID

Signed and complete bid/quote must be received by the Bank as per the timelines specified in Section 7 of this document.

SECTION 9: CONTACTING THE BANK

- No bidder should contact the Bank on any matter related to this bid, from the time of submission of bid to the time Contract is awarded, except as specified above.

- Any effort by a bidder to influence Bank in its decision on bid evaluation, bid comparison or on award of contract may result in the rejection of the bidder's bid and consequent blacklisting for future contracts for a period of no less than 3 years.

SECTION 10: AWARD CRITERIA

Bank will award the Contract to the bidder who has been determined to qualify to perform the Contract satisfactorily and whose bid has been determined to be responsive. Only technically qualified bidders' financial bids will be opened and evaluated.

SECTION 11: RIGHT OF BANK TO ACCEPT OR TO REJECT ANY OR ALL BIDS

Bank reserves the right to accept or reject any bid in part or in full or to cancel the bidding process and to reject all bids at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.

SECTION 12: NOTIFICATION OF AWARD

- Prior to expiration of the period of bid validity, Bank will notify the successful bidder in writing or by e-mail, on acceptance of the bid.
- The selected bidder should convey acceptance of the proposed bid by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication or through a confirmation/acknowledgement email.
- ***No notification would be sent to the unsuccessful bidders.***

SECTION 13: INSPECTION AND QUALITY CONTROL TEST

Bank reserves the right to carry out inspection at Vendor's office either through a team of Bank officials or an external agency hired by Bank exclusively for the purpose. Bank may demand a demonstration of the solution proposed on a representative model in bidder's office or in Bank's premises.

SECTION 14: PAYMENT TERMS

Payment will be made in Singapore Dollar. Payments shall be made half-yearly in arrears upon satisfactory completion of the service period, submission of required reports, and compliance with SLA. Bank reserves the right to withhold payment for non-performance or SLA breaches.

SECTION 15: PRICES

- Price payable to the vendor, as stated in the Contract will be firm and not subject to adjustment during performance of the contract, irrespective of reasons whatsoever, including exchange rate fluctuations, change in taxes, duties, levies, charges etc.
- Bank reserves the right to re-negotiate the price in event of change in international market prices of such services or change in scope of work.

SECTION 16: CHANGE ORDERS

- Bank may, at any time, by a written order given to the vendor, make change within the general scope of the Contract, in any or in entire scope before delivery of service.
- If any such change causes an increase or decrease in the cost of, in the time required for the completion of any provision under the Contract, an equitable adjustment will be made in the Contract price or in delivery schedule, or both, and the Contract will accordingly be amended. Any claim by the vendor for adjustment under this clause must be asserted within thirty (30) days from the date of vendor's receipt of Bank's change order.

SECTION 17: APPLICABLE LAW

Contract will be interpreted in accordance with laws of the Republic of Singapore and will be subjected to the exclusive jurisdiction of Courts at Singapore.

Address for Notices:

Bank's address:
State Bank of India,
IT & Systems Department,
#27-01, 80 Robinson Road,
Singapore, 068898
or on the latest address as advised on SBI, Singapore Corporate Website.

Vendor's address:
'Registered address as available in ACRA / applicable registration document' on the date of notice.

SECTION 18: DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

The Technical Bid shall contain the following documents (duly signed and stamped by authorized signatory):

1. Latest audited financial statement or a solvency certificate (instead of three years of full audited accounts)
2. Company profile and registration documents (ACRA / equivalent).
3. Eligibility criteria compliance statement with supporting evidence.
4. Detailed technical proposal including proposed support model, team structure, escalation matrix, and approach for AMC.
5. Experience / Project references (minimum 2) with contact details of clients.
6. Copies of relevant ISO certifications and technical certifications.
7. Declaration of non-blacklisting / no conflict of interest.
8. Any other supporting documents as deemed necessary.

Note: Financial / Commercial information must NOT be included in the Technical Bid.

SECTION 19: ADDITIONAL TERMS

19.1 Confidentiality & Data Protection

The Vendor shall maintain strict confidentiality of all Bank information and comply with the personal Data Protection Act (PDPA) of Singapore and MAS Technology Risk Management Guidelines. All personnel shall sign NDAs.

19.2 Insurance

The Vendor shall maintain adequate Professional Indemnity and Public Liability insurance throughout the contract period.

19.3 Termination

Bank may terminate the contract for convenience with 30 days' notice or for cause with immediate effect in case of material breach, non-performance, or security incident. Vendor shall provide full transition assistance.

19.4 Audit Rights

Bank reserves the right to audit the Vendor's processes, controls, and compliance related to this engagement.

19.5 Subcontracting

Subcontracting of critical support functions is not permitted without prior written approval of the Bank.