

**SBI PAYMENT SERVICES PVT LTD.**  
**(A Joint Venture between SBI & Hitachi Payment Services)**

**23<sup>rd</sup> Floor, Urmi Estate, C.S. No.156 of Lower Parel Division, Ganpatrao Kadam  
Marg, Lower Parel (W), Mumbai 400013**

**Request for Quotation for Supply, Installation and Configuration of 2U Rack  
Server with software licenses.**

**RFQ No. SBIP/VM/25-26/09**

**Date: 02-08-2025**

**1. About SBI Payments:**

SBI Payment Service Private Limited (hereinafter referred to as "SBI PAYMENTS") is a Joint Venture between SBI & Hitachi Payment Services, established with the objective of carrying out Merchant Acquiring Business activities.

**2. Invitation of RFQ**

SBI Payments seeks proposals from qualified firms for supply and installation of servers and implementation support for configuration of software licenses per the scope of work section.

**3. Eligibility Criteria**

- 3.1. The bidder should have at least 2 years of experience in supplying/providing similar product/services. Bidder needs to provide Purchase Orders / Work completion certificates.
- 3.2. The bidder should have a valid PAN, GST registration.
- 3.3. Manufacturer Authentication Certificate from the OEM shall be submitted along with the technical proposal.
- 3.4. Participation to this RFQ is allowed to OEM / OEM Authorised Channel Partner / Resellers as per minimum technical specifications prescribed in this RFQ. Mentioned specifications are bare minimum required by SBI Payments and not exhaustive. The bidders are expected to propose suitable product / solution accordingly.

**4. Scope of Work:**

- 4.1. Supply, installation and configuration of all the required Server and Software at SBI Payments site - 95, Ganpatrao Kadam Road, Opp. Peninsula Business Park, Lower Parel, Mumbai-400013. The Complete setup shall be configured ready to use / operate by SBI Payments users.
- 4.2. Server Warranty up to 05 years (mandatory) on-site comprehensive warranty covering all parts and labour from the date of acceptance of the systems by SBI Payments.
- 4.3. The detailed Product Specifications / Bill of Material along with Make, Model number and quantity shall be submitted with the technical bid.



- 4.4. The successful bidder expected to provide all necessary back-to-back support from OEM for delivery and installation of the Servers & Software, warranty and required support during the warranty period.
- 4.5. Manufacturer's authorisation form shall be provided for the hardware offered by the bidder.
- 4.6. All the products proposed / supplied by the bidder shall be compatible with the latest version of Operating System.
- 4.7. Bidder shall supply only those products, which would not be declared end of life until March 31, 2030. Further, the proposed products should also not go End of Support before March 31, 2030. However, in cases where the OEM decides to phase out any particular model, the vendor is required to substitute (upgrade) the product with another product. The bidder must inform well in advance about such changes. In case no substitute model is available, the OEM

## 5. Technical Specifications:

### 5.1. Server Specifications (similar or above)

Sr. No.	Component	Description
1	Processor	Intel Xeon Gold 5416S 2G (2 Socket), 16-cores, 3.0 GHz or similar latest processor
2	CPUs/Core	2 Sockets / 16 Cores or above.
3	SSD (usable)	8 TB x 4 SSD of 3.84 TB each (3.5 inches)
4	CHIPSET/ Motherboard	Server class compatibility chipset
5	RAM	128 (4x32) GB RAM – DDR5
6	RAID controller	Raid Controller with RAID 10 with minimum
7	Interface/port/ Ethernet	6 Ports (6*2gig)
8	Power Supply	Dual power supply capable to handle provided server
9	Form Factor	2U
10	FAN	Redundant hot swappable Fan Modules capable to cool provided server
11	Remote management capabilities	<p>System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder.</p> <ul style="list-style-type: none"> <li>i. It should support server power capping and historical reporting and should have support for multifactor authentication.</li> <li>ii. Server should have dedicated 1Gbps remote management port.</li> <li>iii. Server should support agentless management using the out-of-band remote management port.</li> </ul>



Sr. No.	Component	Description
		iv. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur.

#### 5.2. Software Specifications:

Sr. No.	Product Name	Description	Qty
1	Window Server Licence	Windows Server 2025 Std Edition 16 Core - 64 bit (Perpetual)	01
2	SQL License	SQL Server 2025 Standard Edition 64-bit CAL License (Perpetual)	01

#### 6. SLA and penalty terms:

##### 6.1. Service level Requirements

The Bidder is expected to take care of the systems by covering them under the contract period which in line with the OEM back-to-back support to meet the SLA commitments as below:

Sr. No.	Criticality	Response Time	Resolution Time
1	Level 1	30 Mins	4 Hours
2	Level 2	1 Hour	1 Working Day
3	Level 3	2 Hours	2 Working Day
4	Level 4	4 Hours	3 Working Days

Any issue could be classified under the following four categories

- **Level 1:** The identified issue has a material business impact (Show Stopper) and needs to be resolved immediately. This level would typically correspond to issues that result into disruption of Solution services to SBI Payments. It is expected that the Bidder provides an immediate solution/ work around.
- **Level 2:** The identified issue has a significant business impact and needs to be taken up on top priority. This level would typically correspond to issues that result into disruption of one or more critical services to all the SBI Payments.
- **Level 3:** The identified issue has normal impact on the Business and needs to be addressed at the earliest. This level would typically correspond to issues which result into disruption of one or more services to one or more but not all SBI Payments.
- **Level 4:** The identified issue has almost no impact in terms of Business. However, issue needs the attention of the Bidder and shall be fixed on lesser priority.

**6.2. Penalty:**

The inability of the Bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invoke the Penalty Clause. The maximum limit on the penalties during the period of contract shall be 10% of the total contract value. The applicable "Penalties" would be the same irrespective of the root causes.

Criticality	
Elapsed Time of unavailability for end users	Penalties in (INR)
Up to 8 hours	NILL
Up to 24 hrs	2.5% of the total support cost of a year
Greater than 24 hours	5% of the total support cost of a year

**7. Other Terms & Conditions:**

- 7.1. Validity of quotation: Bids should remain valid for the period of at-least 90 days from submission date.
- 7.2. Method of selection of successful bidder: Based on Least Cost System (LCS).
- 7.3. Delivery Terms – Within 4 weeks from the date of PO issuance.
- 7.4. Payment Terms – 100% against completion of supply, installation and configuration of server.
- 7.5. Liquidated damage – In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the SBI Payments discretion will be imposed on the Bidder @ 2.5% of the total contract value per week of delay, to the maximum of 10% of the total contract value.
- 7.6. Performance Bank guarantee - The successful Bidder shall provide a Performance Bank Guarantee of 10% of the Total Cost of ownership for a period of 05 year.

**8. Submission of quotation**

- 8.1. The bidder has to submit their quotation on or **before 06.00 PM on 11.08.2025** on our website ([www.sbipayments.com](http://www.sbipayments.com)) under RFQ/RFP Apply section after successful registration as a vendor.
- 8.2. The Technical bid shall comprise of copy of GSTIN certificate, copy of PAN Card, Product Specification, BOQ, MAF and other required documents as per eligibility criteria.
- 8.3. **The price bid shall be uploaded as per the format given in Annexure A of this RFQ.**

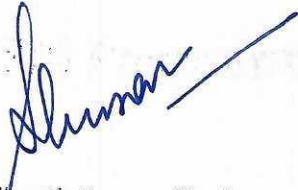
For any further details/information about the requirement, please contact the below persons at SBI Payments.

Contact Person Name	Designation	Email Id
Mr. Romario Singh	AM-VM	<a href="mailto:amvm3@sbipayments.com">amvm3@sbipayments.com</a>
Ms. Alpana Yadav	Sr. Executive - VM	<a href="mailto:srexevm1@sbipayments.com">srexevm1@sbipayments.com</a>
Ms. Divya Pal	Executive - VM	<a href="mailto:exevm1@sbipayments.com">exevm1@sbipayments.com</a>
Mr. Vishal Lokhande	DM-IT	<a href="mailto:dm.itinfra@sbipayments.com">dm.itinfra@sbipayments.com</a>



*SBI Payments reserves the right to reject any or all the proposals without assigning any reason thereof.*

*SBI Payments reserves the right to increase or decrease the quantity of order without assigning any reason.*



Siddharth Kumar Singh  
(VP- Vendor Management & Ops)





**Annexure A****Price Bid Format**

Sr No	Product	Description	Qty	Unit	Rate (Excl. GST)	Amount (Excl. GST)
1	2U Rack Server	Processor- Intel Xeon Gold 5416S 2G (2 Socket) 1 CPU - 16 Cores - 3GHz RAM- 128 (4*32) GB RAM DDR5. SSD 8TB Usable - 4x3.84 TB, 3.5 inches Raid 10 Warranty- 5 years	01	Nos		
2	Window Server Licence	Windows Server 2025 Std Edition 16 Core - 64 bit (Perpetual)	01	Nos		
3	SQL License	SQL Server 2025 Standard Edition 64-bit CAL License (Perpetual)	01	Nos		

1. Bidder has to provide the cost in INR. GST Rates are to be provided separately. Licenses Cost shall be overall cost (of products, licenses, product support, certificates etc.) inclusive of all Taxes (whichever is applicable), however exclusive of GST.
2. If bidder fails to submit the price in the above format the bid may be subject to get rejected.
3. SBI Payments reserves the right to alter the requirements / cancel the item requirement(s) at its sole discretion. Further, the Bidders agrees that the price quoted by them would be proportionately adjusted with such additions or deletions of item requirement Authorised Signature.

Note: The fees payable by SBI Payments to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and SBI PAYMENTS shall pay the fees due under this RFQ and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Yours sincerely,

**Authorised Signature**

[In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details: [Please mark this letter with your company seal]



**Annexure B****MANUFACTURERS' AUTHORIZATION FORM**

No:

Date:

To

Dear Sir:

Ref: SBI Payments/VM/2025-26/\_\_\_\_\_ dated 02.08.2025

We, who are established and reputable OSD/OEM/producers of \_\_\_\_\_ having factories / development facilities at (address of factory / facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid and sign the contract with you against the above Bid Invitation.

1. We hereby extend our full warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.
2. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Vendor:
  - i. Such Products as the SBI Payments may opt to purchase from the Vendor, provided that this option shall not relieve the Vendor of any warranty obligations under the Contract; and
  - ii. in the event of termination of production of such Products:
    - a) advance notification to the SBI Payments of the pending termination, in sufficient time to permit the SBI Payments/Bank to procure needed requirements; and
    - b) following such termination, furnishing at no cost to the SBI Payments, operations manuals, standards, and specifications of the Products, if requested.
3. We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name of Manufacturer / Producer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Dated this ..... day of ..... 20

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the company.

