

**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 Engagement of Solution Provider  
for Email Backup**

**RFQ No. SBIP/VM/25-26/08**

**Dated: 13.06.2025.**

**SBI Payment Services 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. This Request for quotation has been issued by SBI PAYMENTS for “**Engagement of Solution Provider for Email Backup**”.

**The key elements of the backups will include:**

**Backup Frequency & Retention Policy:**

- Daily Backup: All emails from the MS O365 accounts will be backed up daily.
- Monthly Archive: Monthly backups will be archived for long-term storage.
- No Email Deletion Policy: As per compliance regulations, no emails will be from the system.
- Retention Policy: Emails must be retained for future reference and audits for 7 years as per company and legal guidelines.
- Licensing: The duration shall be of 3 to 5 years.

**Eligibility Criteria**

- The vendor should have at least 2 years of experience in supplying/providing similar product/services.
- The vendor should have a valid PAN, GST registration.
- The Vendor should have proven expertise in deploying and managing enterprise-grade email backup solutions with implementation.

**Other Terms & Conditions:**

- The contract duration shall be of 3 to 5 years.
- A minimum storage of 2 TB is required.
- The vendor must ensure robust security measures, including encryption for data at rest and in transit, to protect sensitive information.
- The vendor shall offer 24/7 technical support and regular maintenance for the email backup solution.

**Submission of quotation:**

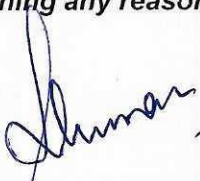
The vendor has to submit their quotation on or **before 06.00 PM on 26.06.2025** on our website ([www.sbipayments.com](http://www.sbipayments.com)) under RFQ/RFP Apply section after successful registration as a vendor.

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

Contact person Name	Designation	Email Id
Ms. Alpana Yadav	Sr. Executive - VM	<a href="mailto:srexevm1@sbipayments.com">srexevm1@sbipayments.com</a>
Mr. Romario Singh	AM-VM	<a href="mailto:amvm3@sbipayments.com">amvm3@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)**

