



CLOSED - REQUEST FOR PROPOSAL (RFP)
FOR
PROCUREMENT OF SERVERS, VIRTUALIZATION,
SECONDARY STORAGE FOR BACKUP
AND
IMPLEMENTATION

RFP No: BCML/ IT/ 2025-26/001

Dated: 30-01-2026

BOB Capital Markets Limited

Parinee Crescenzo, 1704, B Wing, G Block,
Bandra Kurla Complex, Bandra East,
Mumbai 400051

Email: rfp@bobcaps.in

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1. INTRODUCTION

1.1 About the Company

BOB Capital Markets Ltd. (BOBCAPS) is a wholly owned subsidiary of Bank of Baroda. BOBCAPS provide full *suite of investment banking and broking services to our clients, offering innovative ideas and seamless execution. We are focused on delivering tailor-made financial solutions that are suitable to our clients' needs.*

Our primary businesses include:

Investment Banking - Equity: M&A Advisory, Equity Capital raising through both Public and Private Markets

Investment Banking - Debt: Debt Syndication, Stressed Asset Resolution, Debt Capital Markets

Institutional Equities: Institutional Sales, Trading and Research

Retail Broking: Online Trading, Call n Trade, Retail Research

1.2 Information Provided

This document contains statements derived from information believed to be reliable at the date obtained but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Company in relation to the Closed RFP for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation. Neither the Company nor any of its employees, contractors, or advisers give any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

1.3 Confidentiality

The Invitation document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The Invitation document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Company. Company may update or revise the document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the document with any officer, employee, consultant, director, agent, or other person associated with or affiliated in any way with Company or any of its customers or suppliers without the prior written consent of Company.

1.4 RFP disclaimer

This Request for Proposal containing Annexures and subsequent Addenda and Corrigenda (Herein after called as RFP or tender) has been prepared solely for the purpose of enabling the Company to select a Service Provider for Closed RFP for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation as per specifications, terms and conditions and scope defined in this RFP (herein after referred as Closed - RFP for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation). The bidder will be required to be innovative, capable and would need to extend all their resources and services in order to meet the expectation of the Company towards providing the required services.

This RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the supply and services as per the scope of this RFP.

1.5 Important Details (Schedule of Events, contact & communication details etc.)

BOBCAPS invites sealed bids for “**Closed - RFP for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation.**” (as per specifications mentioned under Annexure - A) at its BKC, Mumbai locations.

- i. The RFP document can be downloaded from the BOBCAPS website.

<https://www.bobcaps.in/tenders.asp>

- ii. All the Bids must be submitted through Offline in Physical format. The last date for submission of bids is February 12, 2026 up to 3:00 PM. The documents (Hard Copies) must be submitted Offline only. Bids received after 3:00 PM, February 12, 2026 will not be accepted or considered under any circumstances.

Sr No	Activity	Detail
1	RFP Number	BCML/ IT/ 2025-26/001
2	Bid Document availability including changes/amendments if any to be issued	RFP may be downloaded from Company's website as below https://www.bobcaps.in/tenders.asp
3	Company's Address for Communication and submission of Tender	Bids Submission will be off-line (Physical / Hard Copies). IT Department, BOB Capital Markets Limited, Parinee Crescenzo, 1704, B Wing, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400051.
3	Release of RFP	January 30, 2026.
4	Pre-Bid queries	Queries on email by February 04, 2026, 15:00 HRs
5	Technical & Financial Bid submission (Off-Line)	February 12, 2026 - 15:00 HRs
6	Technical Bid Opening	Since submission of bids is Offline, Technical & Eligibility documents will be opened by BOBCAPS.
7	Opening of Financial Bids	The commercial bids of only those vendors who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible vendors.
8	Method of Selection	The method of selection is on the basis of Lowest Commercials
9	Bid Security (EMD Refundable)	INR 1,00,000/-
10	Contact Details	Mr. Vivek Jadhav (AVP – IT) Board: +91 22 61389300, Direct: +91 22 61389355 Mobile: +91 9769954559 Email- rfp@bobcaps.in CC: vivek.jadhav@bobcaps.in

- iii. The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website www.BOBCAPS.in for any changes / addendums to the above dates and/or any other changes to this RFP.
- iv. Commercial bids will be opened in the presence of the bidder's representatives who are found technically qualified by BOBCAPS upon evaluation and choose to attend.

1.6 Costs to be borne by bidders

All costs and expenses incurred by Bidders in any way associated with the development, preparation, and submission of their responses to the RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, etc. and providing any additional information required by the BOBCAPS, will be borne entirely and exclusively by the Bidder and the Company shall not be liable for any costs and/or expenses in relation to responses to the RFP and/or shall not entertain any requests / representations regarding bearing/sharing of costs and /or expenses.

1.7 Legal Relationship

No binding legal relationship will exist between any of the Bidders and the Company until execution of a definitive legal agreement.

1.8 Evaluations of Offers

Each Recipient acknowledges and accepts that the Company may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of Bidder, not limited to those selection criteria set out in this document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or work order or arrangement nor would it be construed as material for any investigation or review to be carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this document that it has not relied on any idea, information, statement, representation, or warranty given in this document.

1.9 Errors and Omissions

Each Recipient shall promptly notify the Company in writing of any errors, omissions, or discrepancies discovered in this document. Such notification shall be delivered to the Company at the address specified in the proposal-related details. The Company reserves the right to make corrections or adjustments as it deems necessary upon receipt of such notice.

1.10 Acceptance of Terms

The purpose of this Request for Proposal ("RFP") is to provide relevant information to potential Bidders who meet the qualification criteria and intend to submit a response to this RFP. While the Company has exercised due care and diligence in preparing this RFP to include all necessary information, it acknowledges that potential Bidders may require additional details or clarifications. In such instances, potential Bidders may seek further information or clarification from the Company.

The Company reserves the right, at its sole discretion, to provide or withhold such additional information or clarification with the prior written consent of the Company, each Bidder may undertake its own study, investigation, and analysis deemed necessary for preparing a response to this RFP, at its own cost and expense, while ensuring adherence to the timelines stipulated herein. No extension of time shall be granted for conducting such study or analysis.

The Company makes no representation or warranty, express or implied, and shall bear no liability whatsoever under any law, statute, regulation, or otherwise, with respect to any claim or consequence arising from a Bidder's failure to comprehend the requirements of this RFP or to submit a complete and accurate response.

The Company may, at its absolute discretion and without being under any obligation, update, amend, modify, supplement, or withdraw this RFP, or cancel the RFP process entirely, at any time and without assigning any reason or providing prior notice.

Although due care has been taken in the preparation of this document, the Company shall not be responsible for or liable for any errors, omissions, or inaccuracies contained herein. Recipients of this RFP are required to exercise their own judgment, conduct independent investigations and analyses, and verify all information contained in this document, including but not limited to the scope of work, deliverables, and timelines.

2. EARNEST MONEY DEPOSIT (EMD)

The offer for “***Closed - Request for Proposal (RFP) for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation.***” must be accompanied with a deposit in the form of Bank Guarantee (BG)/Demand Draft (DD) for amount of Rs. 1,00,000/- (Rupees One Lakh only) payable at Mumbai in favor of “BOB Capital Market Limited” issued by any Scheduled Bank, which would carry no interest. Non-submission of EMD along with Technical Bid will disqualify the Bidder and his Commercial Bids will not be entertained.

The EMD and/or the Performance Guarantee to be furnished by the successful Bidder may be forfeited if the Bidder:

i. Withdraws his bid at any time before the LOI or Purchase Order or Advice for execution is issued against the respective RFP.

OR

ii. Fails or refuses to receive the Purchase Order within two working days from the date of issuance of the Purchase Order.

OR

iii. Fails or refuses to execute the work after having been identified as L1 before or after LOI/Purchase Order/Advice for execution is issued.

OR

v. Fails or refuses to execute the Contract within 10 days of issue date of PO.

OR

vi. Fails or refuses to execute the work as per the Contract.

OR

vii. The Hardware supplied is not accepted by BOBCAPS Official/s and due to non-compliance of any terms & conditions of RFP.

OR

viii. Fails to commence the delivery installation and commissioning within 10 days of issue date of PO.

NOTE:

1. SSI Units registered with NSIC and MSME can avail the following benefit on submission of relevant certificate:
Exemption from payment of EMD (Earnest Money Deposit).
2. The EMD amount submitted by the Bidder will be returned, without any interest, to the unsuccessful Bidders after issuance of Purchase Order to the successful bidder.
3. Unsuccessful Bidder's Bid security will be returned after completion of tender process.

3. PERFORMANCE BANK GUARANTEE (PBG)

In addition to the Earnest Money Deposit (EMD) mentioned in this RFP, the successful bidder shall submit a Security Deposit in the form of a Performance Bank Guarantee (PBG), as per the terms and conditions specified herein.

The PBG shall be returned only after the successful completion of the period of contract & in case of any loss to BOBCAPS due to non-compliance of the terms & condition as agreed between the parties; the EMD shall be liable to be forfeited straight away without assigning any reasons and shall be agreed upon by the Successful Bidder while executing the Contract.

Successful Bidder is required to submit one Performance Bank Guarantees (PBG), in the format as provided in **Annexure - B.**

The Successful Bidder shall furnish one PBG issued by a scheduled commercial bank within 15 days of the receipt of acceptance of PO by BOBCAPS in the format as provided in the RFP.

The value of PBG should be 5% of the total contract value with a validity period of 36 Months from the date of issuance of PBG.

The value of PBG will have to be renewed /resubmitted with fresh validity and claim period in case of extension of the contract.

The proceeds of the performance security shall be recovered by BOBCAPS as compensation for any loss or damage resulting from the Bidder's failure to complete its obligations under and in accordance with the Contract.

Failure of the Successful Bidder to comply with the requirement of the Performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award of Contract and forfeiture of the EMD, in which event BOBCAPS may award the Contract to the next best evaluated Bidder or call for new Bids. Any decision in this regard by BOBCAPS shall be final, conclusive and binding on the Bidder.

The incidental expenses of execution of the Contract as well as the conditions stipulated in the Contract shall be strictly adhered to and any breach / violation thereof shall entail termination of the Contract without prejudice to the other right of BOBCAPS including but not limited to the right to levy / impose and recover penalties as specified in this RFP document.

4. BIDDING PROCEDURE:

4.1. Bids are invited in a Two Bids System i.e. (1) **Technical** and (2) **Financial**.

Technical and Financial bids should be sealed separately and enclosed in a sealed envelope clearly indicating separately, addressed to IT Department, BOBCAPS.

- i. ***"Technical Bid for Closed RFP for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation."***
- ii. ***"Financial Bid for RFP for Procurement of Servers, Virtualization, Secondary Storage for Backup and Implementation."***

4.2. Offline Documents to be submitted in Hardcopy –

- i EMD in the form of BG/DD should be enclosed only in the envelope for Technical Bid. If the EMD is not enclosed as above, the bid is liable to be rejected, even if included in any other envelope which remains unopened at the time of opening the envelope for Technical Bid.
- ii The original copy of the letter of authorization shall be indicated by written power-of-attorney.

4.3. Sealed quotations shall be received not later than February 12, 2026 - 3.00 P.M. No bids will be accepted after this date & time under any circumstances. BOBCAPS will not be responsible for any postal/courier delay and for reasons beyond the control of BOBCAPS.

4.4. Technical bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. Technical bids of all the bidders will be opened on prescheduled date, time & venue. Technical bids without EMD will be summarily rejected. The financial bid will be opened after evaluation of the technical bid. Financial bid for only those meeting the requirement of BOBCAPS will be opened and no representation in this regard will be entertained. The date and time of opening of the financial bid will be communicated later.

5. MINIMUM ELIGIBILITY REQUIREMENT:

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

- 5.1. The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 in India for last 2 years from the date of RFP. (***Certificate of incorporation/Registration is to be submitted***).
- 5.2. The Bidder should be capable of delivering and installing the ***Servers, Virtualization, Secondary Storage for Backup*** within **6-8 Weeks** from the date of issue of the Purchase Order at Data Centre in BKC Mumbai. (***A self-certificate must be submitted along with the Bid***).
- 5.3. The Bidder should submit minimum **3 number** of purchase orders towards '**SUPPLY AND INSTALLATION SERVERS, VIRTUALIZATION AND SECONDARY STORAGE FOR BACKUP**' in India of the last 3 financial years i.e. 2021-22, 2022-23 and 2023-24.
- 5.4. The bidder should have a **minimum turnover of Rs. 50 crore** (Rupees Fifty crore) in each of the last 3 financial years i.e. 2021-22, 2022-23 and 2023-24. This must be the individual company turnover and not that of any group of companies. This must be substantiated by the audited Balance sheet of the Firm / Company for the relevant years.
- 5.5. The bidder should have positive operating Profit (as EBITDA i.e., Earnings, Before Interest, Tax, Depreciation & Amortization) in the last three financial years i.e. 2021-22, 2022-23 and 2023-24. Copies of the audited balance sheet and Profit/Loss statement of the firm is to be submitted.
- 5.6. Bidders should have Sales and support office in India. (***A self-certificate must be submitted along with the Bid***).
- 5.7. The bidder should ensure that the proposed hardware and software will not be end of life/support from OEM of the respective OEM for the period of 7 years from the date of Purchase Order. (***A self-certificate must be submitted along with the Bid***).
- 5.8. The bidder must not be blacklisted by Bank of Baroda or any of its subsidiaries. ***A self-certificate must be submitted along with the Bid***.
- 5.9. The bidder should be an authorized partner of Original Equipment Manufacturer (OEM) (attach documentary proof as per sample Manufacturing Authorization Form (MAF) as per Annexure - C).
- 5.10. Bidders can seek clarifications, raise queries etc. related to RFP by February 4, 2026, via email to rfp@bobcaps.in and Vivek.jadhav@bobcaps.in. The reply to clarifications sought or queries raised will be replied to within 02 days. No clarifications in any other form will be provided.
- 5.11. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. BOBCAP has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- 5.12. Technical BID Comprises strictly in below mentioned order in spiral binding / Box File: - Technical bid to be submitted in hard copy should be submitted to BOBCAP on registered address. (BKC Office)

Note: Bidder must comply with the above-mentioned criteria. Non-compliance with any of the criteria may lead to rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. BOBCAPS reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

The following information must accompany the financial bid (Bidder's Letter Head).

1	Name, address and telephone number of the firm/company	
2	Name of the contact person and contact details (mobile/telephone number etc.)	
3	Name of the Bank and full address	
4	Bank Account Number	
5	PAN & GSTIN (Attach self-certified copy)	
6	Copy of Partnership Deed/ Certificate of registration of company or any other document evidencing registration of the bidder	
7	Number of Years of Experience	
8	List of service centers, nearest location of support Centre.	

I /We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

(Signature of the authorized Signatory)

Name:

Office Seal.

Date:

Place:

PROFORMA FOR FINANCIAL BID

Sr No.	Details	Qty.	Unit Rate	Total
1	Virtualization Nodes (VMware vSAN ready Only): Technical Specifications As per Annexure – A	3		
2	VMware Cloud Foundation (VCF) – (Core based) Subscription -BKC Mumbai:	144		
3	Physical Server: Technical Specifications As per Annexure – A	4		
4	Secondary Backup Storage (200 TB Usable): Technical Specifications As per Annexure – A	1		
Total Cost (in figures) With Installation				
BOBCAPS may purchase partial or additional hardware (as mentioned above). Please quote the price accordingly. BOBCAPS, however, is free to purchase additional hardware from any other source.				

* Please note the price should be quoted for each of the item and should be Exclusive of all taxes/charges and Inclusive of installations at BOBCAPS BKC, Mumbai Location.

The quoted pricing should consist of the project cost with OEM warranty (3 Years) and support with AMC/ATS from Partner back-to-back from OEM.

We accept that the rate quoted above shall remain valid for a period of 90 days from the last date of the RFP document, i.e., 90 days from the date of opening of Financial Bids.

(Signature and seal of the Bidder)

(RFP No: BCML/ IT/ 2025-26/001)

6. BIDDING PROCESS

OPENING OF TECHNICAL BIDS

- 6.1. In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for commercial Bid opening and further RFP evaluation process.
- 6.2. BOBCAPS will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed and are generally in order. BOBCAPS may, at its discretion, waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- 6.3. If a Bid is not responsive, it will be rejected by BOBCAPS and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

OPENING OF COMMERCIAL BIDS

- 6.4. Only Technically qualified bidders will be invited for Commercial Bid Opening at BOBCAPS BKC Office.
- 6.5. Commercial Bids will be opened in presence of the Procurement Committee of BOBCAPS and Bidders.

AWARD CRITERIA

- 6.6. BOBCAPS will notify successful Bidder in writing by letter or email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Company within 7 working days, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- 6.7. The successful Bidder shall be required to enter into a contract/ SLA with BOBCAPS, within 30 days of award of the tender or within such extended period as may be decided by BOBCAPS.

7. TERMS AND CONDITIONS

- 7.1. The financial bid should be valid for a period of not less than 90 days from the date of opening of the financial bid.
- 7.2. Financial Bids will be opened in the presence of the bidder's representatives, who choose to attend on the specified date and time. Only one representative shall be allowed to attend.
- 7.3. In the event of dispute, CTO BOBCAPS shall be the sole arbitrator, and his decision shall be final and binding on both parties.
- 7.4. BOBCAPS does not bind itself to accept the lowest or any other offer and reserves the right to accept or reject any or all offers either in full or in part without assigning any reason.
- 7.5. If Bidder /OEM fails to meet the SLA, A penalty up to or equivalent to 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for Support delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds maximum.
- 7.6. The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.
- 7.7. Payment will be released only on satisfactory services as per scope of work as certified by the officer in charge of BOBCAPS and after producing the invoice. The bidders, who do not agree to the above payment terms, are requested not to submit their bid.

8. DELIVERY

- 8.1. The Servers, Virtualization, Secondary Storage for Backup must be delivered and installed as per scope within a period of **6-8 Weeks** in total from the date of placing of the purchase order by BOBCAPS.
- 8.2. Bidder will have to pay late delivery charges to BOBCAPS at 1% of the purchase order value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the total purchase order value inclusive of all taxes, duties, levies etc. If delay exceeds the maximum percentage of 5%, BOBCAPS reserves the right to cancel the respective purchase order.
- 8.3. The bidder will be responsible for ensuring proper packing, delivery and receipt of the hardware and software related to hardware at the site(s). Sealed Boxes /packs will be opened in the presence of BOBCAPS officials. All accessories as part of the hardware / software to make the Servers, Virtualization and Secondary Backup Storage should be delivered together with the equipment. Any component that has not been delivered or if delivered is not operational on account of which the equipment is not functioning, will be deemed / treated as non-delivery of the equipment thereby excluding BOBCAPS from all payment obligations under the terms of this purchase order. Partial delivery of equipment is not acceptable, and billing would start as per the terms only after full delivery and installation.

ANNEXURE - A

BILL OF MATERIAL (BOM)

Stack	Server Specification	Qty	Platform
Production	Virtualization Nodes (VMware vSAN ready Only): 2 x Intel Xeon 24 cores Processor Minimum 3.0 GHz, Minimum 768 GB memory, Min 2x 480 GB DISK in RAID 1, 7.68 TB x 6 SSD, RPS, 4x 10G ports, 3 years warranty with mission critical support, Server Mount Kit, Hypervisor (VMware), Software define storage, Encryption license, Monitoring and Management console, iLO/IDRAC Licenses.	3	Virtualization
Production	VMware Cloud Foundation (VCF) – (Core based) Subscription	144	Virtualization
Production	Physical Server: (Dell / HPE) 1 x Intel Xeon 16 core Minimum 2.4 GHz 60 MB cache (Latest CPU), Minimum 512 GB memory, Minimum 2 x 960 GB Disk in RAID, RAID controller with min 8 GB cache, RPS, 2 x 10G ports (BaseT) and 4 x 1G ports, 3 years warranty with 4 hrs response (critical care/mission critical support), Server Mount Kit, iLO/IDRAC Licenses.	4	Physical Server
Production	Secondary Backup Storage (NetApp/Dell/HPE): 200 TB Usable capacity after RAID Overheads, Front End IOPS - 2500 (R/W Ratio 50:50) without SSD cache, Dual Controller SAN storage Array, 32 GB Cache Per controller in Storage Minimum 10 Gbps x 2 Ports (BaseT) per Controller, 24 x 7 Support and warranty for 3 Years, Encryption license.	1	Secondary Storage

Note: Hardware / Software should not reach end of life/end of support within seven years from the date of signing of the contract.

Note: VMware Cloud Foundation (VCF) – (Core based) Subscription Includes Following Products & Support Services:

- vSphere,
- vCenter Standard,
- vSphere Kubernetes Service (formerly Tanzu Kubernetes Grid service),
- VCF Operations,
- VCF Operations for networks,
- VCF Operations fleet management (formerly SDDC Manager),
- VCF Automation,
- vSAN,
- NSX,
- HCX.

SCOPE OF WORK (SOW)

AFTER DELIVERY OF SERVERS, VIRTUALIZATION, SECONDARY STORAGE FOR BACKUP BY SUCCESSFUL BIDDER:

VM PROVISIONING

BOBCAPS is looking at the VM provisioning process considering various scenarios mentioned below.

The Bidder solution Provided by OEM has to deliver following use-cases while building the setup for BOBCAPS in stipulated time frame.

- i. VM creation across DC
- ii. Configuring complete Virtualization solution.
- iii. Migrate Existing 60 odd Physical Servers along with OS / application and database. bidder needs to provide the document on the same. (Migration tools need to be considered by bidders).
- iv. Configure with Tagging.
- v. Configured Central MGMT console.
- vi. Configuring Proposed solution best Practice.
- vii. The management console must be cloud agnostic, BOBCAPS is planning to have Cloud Agnostic approach.
- viii. The proposed solution, Bidder must ensure all the necessary integration with virtualization layer, network layer, storage layer, and Security layer is done, and workflows are created accordingly.

HARDWARE:

- i. During the Contract Period, in case there is hardware failure three or more times in a period of less than three months, then it shall be replaced by equivalent or higher-level new equipment by the Successful bidder at no cost to the BOBCAPS.
- ii. Server Hardware specification to be latest Generation stable Intel x86 64-bit Processor, Memory with highest clock rate, NVMe Storage as detailed out in technical specifications (Annexure-A).
- iii. If any Software and Hardware updates are provided by the OEM free of cost, it should be installed & configured by the successful bidder during AMC & ATS period without any additional cost to the BOBCAPS.
- iv. Dedicated ports for Virtualization traffic, as VM traffic and backup traffic must be in the proposed solution with redundancy for each traffic.
- v. The accessories of solution (including cables, rack mounting kit, Power strip in the rack etc.) required for the installation and configuration of the equipment will also be supplied by the successful Bidder. BOBCAPS will not arrange for the same.
- vi. Bidder should specify various infrastructure requirements well in advance before delivery of hardware & software which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power requirements, cables, connectors, network requirements, UPS, environmental conditions, illumination etc., so that BOBCAPS can arrange accordingly at the desired premises.
- vii. The successful bidder shall submit detailed Project plan post discussion with BOBCAPS IT Team. The project plan is expected to following key points.

SOFTWARE:

- i. Successful Bidder should provide dashboard Central Management Consoles will have periodic review of technology.
- ii. The successful bidder has to ensure on-site support for resolving all Hardware, storage, software related issues, during AMC (Annual Maintenance Contract)/ATS (Annual Technical Support) .
- iii. BOBCAPS reserves the right to shift the equipment to a suitable location depending upon the need. The Bidder will arrange to uninstall, shift the equipment, re-install, configure and commission the same at the shifted location and make the entire system operational without any additional cost to BOBCAPS, however, BOBCAPS will bear the transportation charges and transit insurance.
- iv. The solution should support 3rd party Enterprise Backup Solution of all leading OEMs, and there should not be any negative performance impact on the VMs during the Backup even if BOBCAPS takes the Backup in business hours.

- v. The Bidder should propose Hypervisor, Cloud Management Layer and Software Defined Storage from single OEM. If bidder is proposing the solution from different OEM, then each layer has to be tightly integrated natively with other layers.
- vi. The Bidder need to do periodically upgrade software/firmware/patches/hotfix as and when needed withing contract period without any additional cost.

COMPLIANCE, SECURITY & AUDIT:

- i. Successful bidder has to undertake BIOS upgrade, Version Upgrade of software provided by Bidder for this solution, wherever the requirement is felt by the BOBCAPS. AMC/ATS would cover maintenance patches/bug fixes (available from the original software successful bidder) for system software, other software's provided by the bidder & firmware patches/bug fixes, if any ordered for infrastructure. The bidder has to perform the necessary changes in the configuration i.e. Hardening and/or changes directed by security team & audit team of the BOBCAPS after security audits like VAPT, Code Audit etc.
- ii. BOBCAPS may opt for Audit through third party Authorized Agency or by the BOBCAPS officials for the supplied hardware and Software. Successful bidder is required to coordinate with the BOBCAPS Officials & Audit agency execute relevant test cases. At a minimum, the new solution should effectively and efficiently manage operations and security posture of BOBCAPS by preparing for and responding to cyber risks/threats, facilitate business continuity and recovery from cyber-attacks incidents.
- iii. The Proposed solution should be free from any kind of vulnerabilities at the time of deployment and as and when vulnerabilities are notified by BOBCAPS, regulators, SEBI or exchange, it should be patched within prescribed time.
Critical & High - 15 days , Medium - 1 Month, Low - 2 Month

SUPPORT, TRAINING & DOCUMENTATIONS:

- i. The Bidder Provide handholding to BOBCAPS team during Installation.
- ii. The bidder has to provide Operational training to BOBCAPS nominated team for managing the daily processes.
- iii. The bidder/OEM shall ensure necessary engagement and deputation of skilled professionals for the smooth implementation up to sign off of the Project.
- iv. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of BOBCAPS.
- v. Detailed process documentation, and SOP"s (Standard Operating Procedure) should be submitted before project sign off. The bidders shall also provide the following documents, but not limited to, as part of the deliverables of the project.
 - a. Original manuals of all proposed hardware/software/applications.
 - b. High Level Design Document. Architecture Diagram of proposed & implemented solutions as actual in the BOBCAPS environment.
 - c. Standard Operating Procedures for various activities such as administration, troubleshooting, regular health checkup, maintenance / cleanup activities etc.
 - d. Installation & Technical Master Configuration Documents.

Project Timeline: Break the project into phases (e.g., planning, implementation, testing, handover) with specific timeframes.

Milestones: Identify key milestones in the project such as:

- High Level design approval
- Hardware delivery
- Hardware installation and configuration completion
- Testing and validation completion

Risks and Mitigation

- Risk Assessment: Identify potential risks that could affect the implementation (e.g., hardware failure, delays in delivery).
- Mitigation Strategies: Outline steps to reduce or eliminate these risks.

ASSIGNMENT

The Bidder shall not assign as a whole or in part the obligations to perform under the contract, except with BOBCAPS's prior written consent.

SUB-CONTRACT:

The Bidder shall obtain the consent of BOBCAPS in writing of all Sub-Contracts (if any) to be awarded under the Contract that is not already specified, in his bid. Such notification, in his original bid or later, shall not relieve the Bidder from any liability or obligation under the Contract.

OBLIGATION:

The entire responsibility of the supply, warranty and contract lies with the Bidder on whom the Purchase Order is placed and with whom the Contract is signed. The Supplier/s would be responsible and bear the additional cost (if any), incurred by the Purchaser on this account of the supply.

PAYMENT SCHEDULE:**Payment Upon Delivery and Installation of Hardware:****Percentage:**

- 90% of the total order value to be paid after delivery and the successful installation of the Hardware.
- Virtualization Software Subscription Charges will be paid on Annual Basis (Advance).
- Final 10% Balance payment of Hardware is due only after the Hardware are fully operational, meeting the agreed-upon technical and functional requirements. Sign Off and Acceptance is subject to the acceptance by BOBCAPS, IT Team and on submission of Performance Bank Guarantee (PBG 5% as mentioned above).

Balance Final Payment:

- Final 10% Balance payment is due only after the Hardware and Software are fully operational, meeting the agreed-upon technical and functional requirements. Sign Off and Acceptance is subject to the acceptance by BOBCAPS, IT Team and on submission of Performance Bank Guarantee (PBG @ 5% as mentioned above).

ANNEXURE - B
PERFORMANCE BANK GUARANTEE FORMAT

(TO BE STAMPED AS AN AGREEMENT)

THIS PERFORMANCE BANK GUARANTEE AGREEMENT executed atthis..... day of 2026 by
(Name of the Bank) having its Registered Office atand its Branch at
.....(hereinafter referred to as "the Guarantor", which expression shall, unless it be
repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and
permitted assigns) **IN FAVOUR OF** BOB Capital Market Limited, body corporate constituted under company act
1956 having its registered and corporate office at BOB Capital Markets Limited (BOBCAPS), 1704, B Wing, 17th
Floor, Parinee Crescenzo, Plot No C – 38/39, G Block, Bandra Kurla Complex, Bandra (East) Mumbai – 400
051,hereinafter for brevity sake referred to as **"BOBCAPS"** which expression shall, unless repugnant to the
subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s _____, incorporated under
_____ Act having its registered office at
_____ and principal place of business at
_____ (hereinafter referred to as **"Bidder"** which expression shall unless
repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to
supply of hardware/software and/ or services(hereinafter referred to as **"Services"**) to BOBCAPS in accordance
with the RFP No. BCML/IT/2025-26/001 dated January 30, 2026.

WHEREAS, BOBCAPS has agreed to avail Services from the Bidder for a period of 3 year(s).

WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated.....,
Bidder is required to furnish a Bank Guarantee for a sum of Rs. _____/- (Rupees _____ only) for due
performance of the obligations of the Bidder in providing the Services, in accordance with the RFP/Purchase
order/Agreement guaranteeing payment of the said amount of Rs. _____/- (Rupees _____ only) to
BOBCAPS, if Bidder fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS the Bank Guarantee is required to be valid for a total period of _____ months and in the event of
failure, on the part of Bidder, to fulfill any of its commitments / obligations under the RFP/Agreement, BOBCAPS
shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Bidder, agreed to issue, on behalf of Bidder, Guarantee as
above, for an amount of Rs. _____/- (Rupees _____ only).

NOW THIS GUARANTEE WITNESSETH THAT

In consideration of BOBCAPS having agreed to entrust the Bidder for rendering Services as mentioned in the RFP,
we, the Guarantors, hereby unconditionally and irrevocably guarantee that Bidder shall fulfill its commitments and
obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Bidder
failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the

RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from BOBCAPS, without protest or demur or without reference to Bidder and notwithstanding any contestation or existence of any dispute whatsoever between Bidder and BOBCAPS, pay BOBCAPS forthwith the sums so demanded by BOBCAPS in each of the demands, subject to a cumulative maximum amount of Rs. _____/- (Rupees _____ only).

Any notice / communication / demand from BOBCAPS to the effect that Bidder has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honored by the Guarantor without any delay.

We (the Guarantor) confirm that our obligation to BOBCAPS, under this guarantee, shall be independent of the agreement or other understandings, whatsoever, between the BOBCAPS and the Bidder.

This guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the BOBCAPS.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-

Any neglect or forbearance on the part of BOBCAPS to Bidder or any indulgence of any kind shown by BOBCAPS to Bidder or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.

This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by BOBCAPS at its discretion.

This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.

The guarantee shall not be affected by any change in the constitution of BOBCAPS or Bidder or winding up / liquidation of Bidder, whether voluntary or otherwise

This guarantee shall be a continuing guarantee during its validity period and BOBCAPS can make its claim in one or more events within the total liability of the Guarantor mentioned herein.

This Guarantee shall remain in full force and effect for a period of __ years from the date of the issuance i.e. up to _____. Unless a claim under this Guarantee is made against us within three (3) months from that date i.e. on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

This guarantee shall be governed by Indian Laws and the Courts in Mumbai; India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained above:

- a) Our liability under this Bank Guarantee shall not exceed Rs. _____/- (Rupees _____ only)
- b) This Bank Guarantee shall be valid up to _____
- c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before _____ (date which is 3 months after date mentioned at (b) above.

Yours faithfully,

For and on behalf of the Bank.

ANNEXURE-C
MANUFACTURER'S AUTHORIZATION FORM (MAF)

Refence No. _____

Dated: _____

TO:

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures
of _____ do hereby authorize M/s _____
_____ (Name and address of Authorized Partner)
to offer their quotation, negotiate and conclude the contract with BOBCAPS against the above invitation
for tender offer. We hereby extend our full Support and warranty as per terms and conditions of the tender
and the contract for the equipment and services offered against this invitation for tender offer by the above
firm. In case of M/s _____ is out of service due to any reason, we will
make alternative arrangement for the Support and warranty of our product on same terms and condition.

Yours faithfully,

(Name)

For and on behalf of _____ (OEM)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person from OEM

ANNEXURE-D

SERVICE LEVEL AGREEMENT

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

EXPECTED SERVICE DELIVERY

Priority	Response Time	Resolution Time	Definition	Penalty
Level 1 (P1) - Highest	15 Min	4 Hours	Any of the hardware / software malfunction and cluster is inaccessible to all users.	1000 per hour beyond resolution time.
Level 2 (P2) - High	30 Min	4 Hours	Few Virtual Machines are not available to all Users	500 per hour beyond resolution time.
Level 3 (P3) - Medium	2 Hours	8 hours	Performance issues with supplied hardware & software, Windows Operating System, Backup related issues.	250 per hour beyond resolution time.
Level 4 (P4) - Low			Audit Observations Closure High category- 10 days Medium category- 25 days Low Category- 45 days	1000 per day beyond resolution time.

The penalty for a year shall not exceed 10% of Bidders Support cost per quarter.

Further, BOBCAPS shall be entitled to make adjustment in the payment of Contract price in the event of levying penalty on the Bidder

1. The bidder shall propose Perpetual/Subscription in nature licenses and support/subscription services from the OEM with unlimited number of support requests, remote support, and access to product updates/upgrades and 24x7 support.
2. The response & resolution time will be calculated from the time of lodging the call. When formatting and loading all the software is required, additional two hours will be allowed for resolution. For calculating downtime, calls logged after closing time will be treated as logged at the opening hour of the following working day. Resolution time includes making the systems available for work with O/S uploaded.
3. In case BOBCAP is not satisfied with the maintenance services provided by the Bidder and/or its employees etc. at any point of time, the Contract is liable to be terminated by giving 60 days' notice, in which case, the Security Deposit shall stand forfeited. Any decision in this regard regarding BOBCAP shall be final, conclusive and binding on the Bidder.
4. All hardware (including all types of batteries)/software supplied under this RFP should be back-to-back supported by OEM and shall be covered under comprehensive AMC during initial three years of warranty. The warranty shall be on-site and comprehensive in nature. The vendor shall warrant hardware and software against defects arising out of faulty design, materials, and media workmanship etc. for a period of seven years from the date of signing off.
5. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

- a. Free maintenance services during the period of warranty and contracted period. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
 - b. The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment on 24x7x365 basis. In case any defects / failures where the equipment cannot be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to BOBCAP, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares at BOBCAP's premises and at the premises of the VENDOR.
 - c. The VENDOR shall ensure that the full configuration of all the equipment supplied is available to BOBCAP in proper working conditions viz. uptime of 99.9% of the time on a 24x7x365 basis.
 - d. Any penalty due during the Warranty period will be adjusted against AMC payment or in retention money.
 - e. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BOBCAP.
6. BOBCAP will reserve the right to terminate the contract without compensating any cost to bidder, in case there is a delay beyond 8-10 weeks for commissioning the hardware and software supplied.
 7. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India
 8. The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
9. **SUPPORT AND MAINTENANCE FOR THE PROPOSED SOLUTION – 3 YEARS**
 - a. All the hardware and software components supplied under these RFP, should be under direct support and warranty with respective OEM.
 - b. BOBCAP should be in position to raise trouble tickets for all the hardware OEMs supplied under the scope of this RFP
 - c. The Bidder is required to provide end-to-end support which will be applicable from the date of sign-off the project.
 - d. The bidder shall be responsible for configuration of add-on features/functionalities as desired by BOBCAP during one-time implementation and as and when required during contracted period.
 - e. BOBCAP shall log the call with Support Bidder for all the components.
 - f. The vendor shall provide L1/L2/L3 support for proposed solutions and its components including Servers and Storage, Networking and Hyper Visor, etc. and for any other component supplied under the scope of this RFP which includes all maintenance and configuration, reconfiguration related activities including new add-on configurations, Software version upgrades/Firmware upgrades of proposed solution/components as per BOBCAP requirement during contracted period without any additional cost.

- g. BOBCAP conducts the quarterly VAPT from external vendors. The vendor shall fix the vulnerabilities for all the components of the proposed solution including Windows OS, and other software and hardware components supplied under this RFP scope during the contracted period.
- h. Bidder must undertake BIOS, OS, Firmware, Version etc. upgrade wherever the requirement is felt by BOBCAP (during Warranty/AMC/ATS).
- i. The service window for BOBCAP is from 10.00 am to 6.45 pm from Monday to Friday and on. at emergency situations, the Vendor shall support on Public Holidays and Sundays.

10. Hardware Warranty and Support

- a) The proposed solution and all of its components must include comprehensive on-site warranty, covering all parts including batteries, for a minimum 3 year's period starting from the date of installation and acceptance of the system by BOBCAP on 24*7*365 basis. This includes installation of latest updates/patches of firmware/software as and when released by the bidder.
- b) The bidder shall be fully responsible for the warranty of all equipment, accessories, spare parts, software, etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or bidder any defect that may develop under normal use of supplied equipment during warranty period. During the warranty period of equipment, the bidder shall not assign any kind of maintenance like hardware, software, upgradations etc. related to this equipment to any third party.
- c) Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.
- d) The complaint should be resolved at the earliest with following uptime and conditions – Complaint must be rectified at the earliest of receipt of complaint to maintain uptime of 99.5% per month.
- e) Warranty should cover updates/maintenance patches/bug fixes (available from the original software bidder) for system software & firmware patches/bug fixes, signatures, if any, for hardware. The bidder should provide onsite preventive maintenance on a quarterly basis.
- f) The bidder is required to provide sound after-sales service/support by arranging timely attending of calls received from BOBCAP and problem rectification through competent service engineers within 4 Business Hours. To meet up time the bidder has to maintain sufficient inventory of spare parts/equipment at all the support centers to avoid unnecessary delay in obtaining the spare parts/equipment.
- g) The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers.

CONFIDENTIALITY

The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to BOBCAP will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the BOBCAP in divulging the information by the employees of the VENDOR, the BOBCAP shall be indemnified. The VENDOR agrees to maintain the confidentiality of the BOBCAP's information after the termination of the agreement also. The VENDOR/BOBCAP will treat as confidential all data and information about the ENDOR/BOBCAP/Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party

TERMINATION

In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the BOBCAP at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the BOBCAP shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by BOBCAP, at no extra cost to the BOBCAP, for ensuring smooth switch over and continuity of services. If existing vendor is in breach of this obligation, they shall be liable for paying a penalty of 1% of the contract value on demand to BOBCAP, which may be settled from the payment of invoices for the contracted period.

Dated this _____ day of _____ 2026.

(Signature)

(Name)

(In the capacity of)