



Request for Proposal (RFP) for Enterprise-grade Microsoft 365 Backup Solution covering OneDrive, Exchange Online and SharePoint Online for PSB Alliance Pvt Ltd

1. BACKGROUND

PSB Alliance Private Limited' (herein after referred to as the 'Company') is an umbrella organization for all Public Sector Banks primarily focusing on delivering financial and non-financial banking services.

As the Company has been created by the Public Sector Banks (PSB), it can act as an intermediary for all the PSBs and create a common application/platform by drawing on the experience and inputs from these Banks and take advantage of the combined Scale of operations. This will help the PSBs to lower their cost of acquiring new business platforms/technologies and at the same time will benefit their customers to have access to the latest technology coupled with standard robust processes.

PSBA invites proposals from experienced and qualified service providers for the provision, implementation, and support of an enterprise-grade Microsoft 365 Backup Solution covering OneDrive, Exchange Online, and SharePoint Online

This RFP is restricted to proposals from Microsoft-authorized partners/integrators with proven expertise in the implementation, integration, management, and support of Microsoft 365 Backup Solutions. The proposed solution shall adhere to enterprise-grade standards for reliability, security, scalability, data protection, recoverability, technical support, and service availability, ensuring robust and resilient protection of PSBA's Microsoft 365 workloads.

2. PROJECT OBJECTIVE

The primary objective is to establish a secure, reliable, scalable, and centrally managed backup and recovery framework for PSBA's Microsoft 365 environment. The solution shall provide comprehensive data protection and enable timely recovery of business-critical data in the event of accidental deletion, data corruption, malicious activity, security incidents, or other operational disruptions.

The selected bidder shall provide a comprehensive end-to-end solution, including solution design, licensing/subscription, implementation, configuration, integration, testing, commissioning, knowledge transfer/user training, technical documentation, warranty, and ongoing maintenance and support.

The proposed solution shall be designed and implemented in accordance with Microsoft-recommended practices and applicable industry standards, with appropriate controls for security, access management, data retention, backup integrity, monitoring, reporting, and disaster recovery. The final implementation shall provide a fully integrated, secure, resilient, and optimized Microsoft 365 backup environment aligned with PSBA's operational, security, compliance, and business continuity requirements.



3. ELIGIBILITY CRITERIA

#	Bidder's Eligibility Criteria	Documents Required
1	The bidder should be a Government Organization/PSU/or a Public Limited Company/ Private Limited Company/ LLP under companies act in India.	Certificate of Incorporation
2	The Bidder should have an office presence in Mumbai.	Copy of document with office address in Mumbai.
3	The Bidder should have been in existence for a minimum period of Five (5) year in India.	Certificate of Incorporation
4	The Bidder should hold a valid GST Number & PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	Copy of GST certificate to be submitted. Copy of PAN Card to be submitted.
5	The Bidder must be an authorized Microsoft partner, reseller, distributor, solution provider, or CSP (Cloud Solution Provider) authorized to sell, supply, implement, and support the proposed Microsoft 365 Backup and Recovery Solution in India.	Any documentary evidence acceptable to the Company establishing that the Bidder is authorized to sell, implement and support the proposed solution.

4. SCOPE OF WORK

The selected bidder shall be responsible for the end-to-end execution of the Microsoft 365 Backup project, covering design, supply, integration, commissioning, training, and long-term support.

1. Microsoft 365 Workload Coverage

The proposed solution shall provide backup and recovery for:

- **OneDrive for Business** – files, folders, versions, and supported metadata.
- **Exchange Online** – emails, attachments, folders, calendar items, contacts, tasks, and other supported mailbox data.
- **SharePoint Online** – sites, document libraries, files, folders, lists, versions, and supported metadata.

2. Microsoft 365 Integration

The Bidder shall integrate the proposed backup solution with **PSBA's Microsoft 365 tenant** and configure all required **permissions, Microsoft Graph APIs, API scopes, connectors, application registrations, service principals, authentication mechanisms, administrative roles, and access controls**, as applicable.

All permissions and privileges shall follow the **principle of least privilege** and Microsoft-recommended security practices.



The Bidder shall document all permissions, API scopes, application registrations, service principals, administrative roles, and configurations implemented as part of the solution.

3. Backup and Retention

The solution shall provide:

- Configurable backup policies and schedules.
- Backup frequency of up to 10 minutes, wherever technically supported, subject to Microsoft 365 API/service limitations.
- Multiple recovery points.
- Minimum one (1) year backup retention.
- Policy-based retention configuration.
- Backup status and health monitoring.
- Identification and alerting of failed or incomplete backups.

The Bidder shall clearly specify the achievable backup frequency and **RPO** separately for OneDrive, Exchange Online, and SharePoint Online.

4. Backup Storage

The solution shall support an initial backup storage requirement of approximately **5 TB** across the covered Microsoft 365 workloads.

The solution shall support:

- Secure backup-data storage.
- Compression and deduplication, wherever supported.
- Storage utilization monitoring.
- Capacity alerts.
- Scalability beyond the initial 5 TB requirement.

The Bidder shall specify the usable storage capacity and any applicable storage overhead.

5. Restore and Recovery

The solution shall provide granular and point-in-time recovery capabilities, including:

- Exchange Online item, folder, and mailbox-level recovery.
- OneDrive file, folder, and user-level recovery.
- SharePoint file, folder, content, and supported site-level recovery.
- Recovery to the original or alternate location, wherever supported.
- Bulk recovery, wherever supported.
- Cross-user recovery, wherever supported.
- Preservation of metadata, versions, and folder structure, wherever technically supported.

The Bidder shall specify the achievable **RTO** for representative recovery scenarios.

6. Security Requirements

The solution shall provide enterprise-grade security controls, including:

- Encryption of data at rest and in transit.



- Role-Based Access Control (RBAC).
- Multi-Factor Authentication (MFA), wherever supported.
- Secure authentication and authorization.
- Administrative access controls and segregation of duties.
- Audit logging of administrative, backup, and restore activities.
- Secure management of credentials, tokens, certificates, and secrets.
- Protection against unauthorized modification or deletion of backup data.
- Ransomware and malicious-activity protection mechanisms, wherever supported.

7. Administration, Monitoring and Reporting

The solution shall provide a centralized management console with capabilities for:

- Backup policy management.
- Retention policy management.
- Backup job monitoring.
- Recovery point monitoring.
- Storage utilization monitoring.
- Restore management.
- Failure and exception monitoring.
- Alert and notification management.
- Audit logging.
- Scheduled and on-demand reporting.

8. Implementation and Configuration

The selected Bidder shall be responsible for end-to-end implementation, including:

- Assessment of the existing Microsoft 365 environment.
- Solution design and deployment planning.
- Installation/provisioning and configuration.
- Microsoft 365 tenant integration.
- Configuration of APIs, permissions, connectors, application registrations, and service principals.
- Configuration of backup and retention policies.
- Initial onboarding of applicable users, mailboxes, OneDrive accounts, and SharePoint sites.
- Configuration of monitoring and alerts.
- Backup and restore testing.
- Production commissioning and go-live support.

9. Testing and Acceptance

The Bidder shall conduct functional and recovery testing covering, at minimum:

- Backup execution.
- Recovery point validation.
- Exchange Online item and mailbox recovery.
- OneDrive file and folder recovery.



- SharePoint file, folder, and supported site/content recovery.
- Retention policy validation.
- Security and access-control validation.
- Alert and notification validation.
- Audit-log validation.

The Bidder shall submit a **Test and Acceptance Report** documenting the test cases, results, exceptions, and corrective actions.

10. Documentation and Knowledge Transfer

The Bidder shall provide:

- Solution Architecture and Design Document.
- Implementation and Configuration Document.
- Microsoft 365 Integration and Permission Matrix.
- Backup and Retention Policy Document.
- Security Configuration Document.
- Backup and Restore Procedures.
- Administrator/Operations Guide.
- Troubleshooting and Escalation Matrix.
- As-Built/Final Configuration Document.

The Bidder shall conduct knowledge-transfer sessions for PSBA's designated administrators covering solution administration, monitoring, backup verification, reporting, and restoration procedures.

11. Technical Support and Maintenance

The Bidder shall provide ongoing technical support and maintenance for the implemented solution, including:

- Backup failure troubleshooting.
- Restore/recovery assistance.
- Configuration support.
- Performance and capacity monitoring.
- Product updates and patches, wherever applicable.
- Security updates.
- Microsoft 365 integration support.
- OEM technical escalation, wherever required.
- Periodic solution health checks.

The Bidder shall provide an agreed **SLA, support mechanism, escalation matrix, and OEM support arrangement.**

12. Data Residency and Service Availability

For SaaS/cloud-hosted solutions, the Bidder shall clearly specify:

- Hosting location.
- Backup-data storage location.



- Data residency.
- Data processing architecture.
- Service availability/SLA.
- Data replication and resiliency mechanisms, wherever applicable.

Any processing or storage of PSBA data outside India shall be explicitly disclosed by the Bidder.

13. Scalability

The proposed solution shall support future expansion in:

- Microsoft 365 users.
- Exchange Online mailboxes.
- OneDrive users.
- SharePoint Online sites and content.
- Backup storage.
- Retention requirements.

The solution should allow expansion without requiring replacement of the core backup platform.

5. PAYMENT TERMS

The Company reserves the right to reject any invoice that is incorrect, incomplete, or not supported by the required documents. The Bidder shall re-submit a corrected invoice for processing.

If any invoice remains unpaid in a particular financial year due to incorrect details or delay in submission, the Bidder must provide a revised, current-dated invoice to enable processing in the following financial year. If the Bidder fails to provide a revised invoice as required, resulting in GST input credit loss to the Purchaser, the Purchaser shall not be liable for the GST amount. In such cases, payment shall be made only on the base amount.

The Bidder shall raise the invoice at the end of every month as per the usage, and the payment will be made in arrears. Payment shall be made within thirty (30) days from the date of receipt of the correct invoice, along with all required supporting documents.

6. EVALUATION PROCESS

- The evaluation process shall be limited to verification of eligibility criteria and mandatory requirements specified in this RFP.
- All bids received shall first be examined for completeness, responsiveness, submission of the required documents, and compliance with the prescribed eligibility criteria.
- Only those Bidders found to be successfully qualifying in Eligibility Criteria of the RFP shall be considered for commercial opening.
- The Commercial Bids of all eligible Bidders shall be opened and the Bidder quoting the lowest total commercial price for the complete Scope of Work shall be identified as the Lowest Bidder (L1).
- The total commercial price shall include all costs required for successful supply, implementation, configuration, licensing/subscription, storage, support, maintenance, and



RFP Ref No.- PSBA/PROC/2026-27/0337

Dated 08th October 2026

operation of the proposed Microsoft 365 Backup and Recovery Solution in accordance with the Scope of Work and terms of the RFP.

- The Commercial Bid shall be firm, unconditional, and complete in all respects. Conditional, incomplete, or ambiguous bids may be rejected at the sole discretion of the Company.
- Subject to meeting all eligibility criteria and mandatory requirements of the RFP, the Bidder quoting the lowest evaluated commercial price shall be declared the L1 bidder.
- The decision of the Company regarding Successful Bidder shall be final and binding on all participating Bidders.
- The Company reserves the right to negotiate the commercial price and/or commercial terms with the Lowest Bidder (L1) before issuance of the Purchase Order or execution of the Contract. The L1 Bidder shall participate in such negotiations, if called upon by the Company. The Company's decision regarding the outcome of such negotiations shall be final and binding.

7. COMMERCIAL BID FORMAT

The commercial bid should be sealed in a separate envelope and should have no riders / conditions.

Total Cost of Ownership

Sr. No.	Description	Unit Price Per GB
1.	Microsoft 365 Backup Solution	

Total Amount in Words: _____

1. Quoted Price should be exclusive of GST.
2. Payment will be released within 30 days after the signoff from the IT team
3. In the event of any discrepancy between the amount in figures and words the amount in words would be considered as the correct amount.
4. The vendor agrees to comply to the complete scope, deliverables, payment terms and timelines specified in this document.
5. Fees would only be payable as per the milestones for the services utilised and completed.

Authorised Signatory

(Name and Designation of the Signing Authority & Company Seal)



8. IMPORTANT INFORMATION

For any query, IT Consultant may reach out to:

#	Name	Contact Number	Email ID
1	Mr. Vaibhav Khatri (Sr. Manager – IT & Procurement)	7304029079	vaibhav.khatri@psballiance.com
2	Mr. Manish Vishwakarma (Sr. Manager – IT Cloud)	9619392763	manish.vishwakarma@psballiance.com
3	Siddhesh Mitkar (Executive - IT Infrastructure)	7506956654	siddhesh.mitkar@psballiance.com

The Schedule for submission of Quotation for Consultancy Services is as under:

- Last date & Time for submission of queries/ clarification regarding the RFP: 14th October, 2026, before 03:00 PM.
- Last date & time for submission of Technical Bid and Commercial Bid: 22nd October 2026, before 05:00 PM.
- Date & Time of opening of Quotations: Will be informed at a later stage.
- Quotations should be submitted at:
Mr. Vaibhav Khatri, (Sr. Manager – IT & Procurement)
PSB Alliance Private Limited, Unit 1, 3rd Floor, VIOS Tower, Anik Nagar, Wadala East.
Mumbai-400 037.

Thank You