

THE ANDHRA PRADESH STATE CO-OPERATIVE BANK Ltd.

(State Govt. Partnered Scheduled Bank)

Ref. No: APCOB ITD/PROCUREMENT/1390547/2025-26 Date: 20.12.2025



REQUEST FOR PROPOSAL

Invitation of Bids for
Network and Server Infrastructure Maintenance for APCOB

HO: NTR Sahakara Bhavan, # 27-29-28, Governorpet, Vijayawada-520 002.

URL: <https://www.apcob.org> email: itinfra@apcob.org

Table of Contents

S.No	Particulars	Page No.
1.	INVITATION FOR TENDER OFFERS	4
2.	INDICATIVE CRITICAL DATA SHEET	4
3.	APPLICATION FEE PAYMENT/TENDER COST	5
4.	INSTRUCTIONS TO BIDDERS	6
5.	OBJECTIVE	7
6.	SCOPE OF WORK	9
7.	ELIGIBILITY CRITERIA	23
8.	EVALUATION OF BIDS – TECHNICAL AND FINANCIAL BIDS	25
9.	SPECIAL TERMS AND CONDITIONS	28
10.	PERIOD OF VALIDITY OF BID	28
11.	MODIFICATIONS/ SUBSTITUTIONS/ WITHDRWAL OF PROPOSALS	29
12.	ACCEPTANCE & WITHDRAWALS	29
13.	APCOB'S DECISION TO BE FINAL	29
14.	AWARD CRITERIA	29
15.	PERFORMANCE SECURITY	30
16.	CONFIDENTIALITY	30
17.	<u>PROJECT TIME LINES AND PENALTY</u>	31
18.	TAXES AND DUTIES	31
19.	NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER	31
20.	EXPENSES FOR THE CONTRACT	32
21.	FAILURE TO ABIDE BY THE CONTRACT	32
22.	TERMINATION FOR DEFAULT	32
23.	GOVERNING LAW	32
24.	VALIDATION OF INTERLINEATIONS IN BID	32
25.	REJECTION OF BID	32
26.	LATE BIDS	32
27.	CLARIFICATION OF BIDS	33
28.	COMPLETENESS OF BIDS	33
29.	RECTIFICATION OF ERRORS	33
30.	Technical Response (Annexure I)	34
31.	COMMERCIAL RESPONSE (Annexure II	36
32.	DECLARATION REGARDING CLEAN TRACK RECORD (Annexure III)	37

33.	BIDDER INFORMATION (Annexure IV)	38
34.	Financial Information Summary (Annexure V)	39
35.	Project Experience (Annexure VI)	40

Bids are invited for "Network and Server Infrastructure Maintenance" for APCOB.

The details of the tender are as under.

1. INVITATION FOR TENDER OFFERS:

- a. The tender documents are available on our website www.apcob.org (for reference only) and the same can be downloaded.
- b. APCOB reserves the right to cancel the tender at any point of time without any intimation to vendors and also have the right to alter the scope of work, at any stage with suitable adjustment in charges payable.

2. INDICATIVE CRITICAL DATA SHEET:

S. No	Information	Details
1.	Bid Inviting authority	APCOB
2.	RFP No. and Date	APCOB ITD/ PROCUREMENT/ 1390547/2025 & dated:20.12.2025.
3.	Application Fee (Non-refundable)	Rs. 2,000/-
4.	Bid Security/Earnest Money Deposit (Refundable)	Rs. 6,000/-
5.	Bid document download Start Date & Time	20.12.2025
6.	Last Date for submission of written queries for clarifications (<i>through email only</i>)	24.12.2025, 05:00 PM Email: itinfra@apcob.org
7.	Bid document download End date & Time	29-12-2025, 05:00 PM
8.	Bid Validity Period	90 days
9.	Last date (deadline) for submission of Bids (Technical Bid and Commercial Bid)	Before 29.12.2025, 05:00PM - Shall be submitted to ITD at APCOB Head Office, Vijayawada in a sealed cover.
10.	Technical Bid opening	30.12.2025, 11:00 AM (Tentative) at IT Conference Hall, APCOB Head Office, Vijayawada.
11.	Technical presentation by bidders (For bidders qualifying pre-qualification criteria only)	Technical presentation will begin on 30.12.2025, 12.00 PM (Tentative) onwards in alphabetical order of bidder name. Each bidder will be given 20 minutes slot to present.
12.	Opening of Financial Bids (For bidders qualifying technical qualification criteria only)	31.12.2025, 11:00 AM, at IT Conference Hall, APCOB Head Office, Vijayawada.
13.	Point of Contact for Bid Submission	Sri. M Vijay Kumar, Dy. Gen. Manager (ITD) The A.P. State Co. op Bank Ltd., NTR Sahakara Bhavan, Governorpet, Vijayawada 520002 Phone: 0866 2429094 e-mail: info.tech@apcob.org
14.	Technical Clarifications	Mr. B Ramachandraiah Chief Technology Officer (CTO) e-mail: cio@apcob.org / ramachandraiahb@apcob.org

15.	For queries	Mobile No: 87120 14427 Mail ID: itinfra@apcob.org
16.	Address for Communication	The Dy General Manager, IT Department, The Andhra Pradesh State Cooperative Bank Ltd., Head office, NTR Sahakara Bhavan, # 27-29-28, Governorpet, Vijayawada- 520 002
17.	Performance security validity period	1 year from the date of acceptance of Work Order.
18.	Deadline /last date for signing agreement	Within 30 days from the date of issue of Work Order

* EMD Fee is exempted if the vendor is registered under Udyam MSME and the relevant documents must be submitted.

Bids shall be submitted only at APCOB communication address. Tenderers/Contractors are advised to follow the instructions provided on indicative critical data sheet.

Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relatives who have business relationship with one another (i.e., when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

Bidders who have downloaded the tender from the **Bank's web site www.apcob.org** (for reference only) **shall not modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and APPLICATION FEE would be forfeited and tenderer is liable to be banned from doing business with APCOB.

Intending bidders are advised to visit again APCOB website www.apcob.org at least one day prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

3. APPLICATION FEE PAYMENT/TENDER COST:

1. Application Fee/Cost of tender is to be deposited through DD in favour of "**APCOB**" payable at Vijayawada. Bidders are required to submit the instruments of APPLICATION FEE and EMD along with tender document.
2. The hard copy of original instruments in respect of cost of tender document, EMD should be put in envelope duly sealed must be enclosed with tender. The Application fee /cost of tender shall be non-refundable.
3. Bids will be opened as per date/time as mentioned in the **Indicative Critical Data Sheet.**

4. INSTRUCTIONS TO BIDDERS:

4.1. PREPARATION OF BIDS:

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.

4.2. SUBMISSION OF BIDS:

1. Bidders are advised to submit well in advance the bid so that they can avoid last minute hurry. Bidder will be responsible for any delay due to other issues.
2. The bidder has to sign and put seal on the required bid documents one by one as indicated in the tender document.
3. Bidder has to pay the tender fee /Application Fee as applicable and enter details of the instrument.
4. Bidder should prepare the APPLICATION Fee as per the instructions specified in the tender document. The original should be enclosed with tender.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

4.3. ASSISTANCE TO BIDDERS:

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the technical clarifications should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

4.4. CLARIFICATION ON BID DOCUMENTS:

All prospective bidders requiring any clarification on the bid documents may request/forward their clarifications/queries to the Point of contact of APCOB, before the last date of seeking clarifications. Copies of consolidated queries of bidders and response of APCOB will be issued by APCOB as addendum in the website, only if the clarifications requested for, are considered appropriate by APCOB.

4.5 UNDERTAKING:

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required, since no deviation will be acceptable to APCOB.

If the outer envelope is not sealed and marked as required, APCOB will assume no responsibility for the Bid's misplacement or premature opening.

5. OBJECTIVE:

This RFP (Request for Proposal) is issued as a request for "Selection of an agency for *Network and Server Infrastructure Maintenance for APCOB*".

5.1. THE CLIENT – APCOB:

The Dy. General Manager (ITD), APCOB, Vijayawada, is inviting sealed tenders for Procurement of *Network and Server Infrastructure Maintenance for Technical and Commercial*. The envelopes (Technical and Commercial Bids) should be enclosed in one cover and super scribe the cover as "Invitation of Bids for Procurement of Network and Server Infrastructure *Maintenance* in APCOB."

5.2. DEFINITIONS:

"Applicable Law" - means all relevant laws in force and effect as of date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

"Bid Document" - shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

"APCOB"- The Andhra Pradesh State Cooperative Bank Ltd., Vijayawada

5.3. DISCLAIMER:

The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of APCOB to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided, by acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any purpose other than selection of a company for procurement of "*Network and Server Infrastructure Maintenance*" for APCOB.

The recipient agrees that it will cause its Directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above. APCOB does not make any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document.

The APCOB 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 tender document. APCOB may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that APCOB is bound to select a Bidder and APCOB reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

5.4 INTERPRETATION:

In this Tender Document, unless the context otherwise requires,

- a) For the purpose of this Tender Document, where the context so admits:
 - The singular shall be deemed to include the plural and vice versa.
 - Masculine gender shall be deemed to include the feminine gender and References to a "person" if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;
- b) References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.
- c) Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.
- d) The headings and sub-headings are inserted for convenience only and shall Document. References to the word "include" and "including" shall be

construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

5.5. DUE DILIGENCE:

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every aspect will be at the bidder's risk and may result in rejection of the bid. APCOB shall at its sole discretion be entitled to determine the adequacy /sufficiency of the information provided by the bidder.

5.6. COST OF BIDDING:

The Bidder shall bear all costs associated with the preparation and submission of its bid and APCOB shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6. SCOPE OF WORK:

The broad scope of work of the proposed modules are given below: -

SERVER CONFIGURATION MANAGEMENT & OS ADMINISTRATION SERVICE (Primary Datacenter and DR Datacenter) Scope -

It will involve managing the Application/Mail/Web/File/DB/Virtual/Proxy and DNS Servers installed at DC & DR from FMS location i.e., APCOB Head Office.

Hardware details of DC, DR and HO will be shared based on the bidder's request. The request shall be formally sent via email to itinfra@apcob.org

List of Deliverables –

1. The FMS provider shall prepare & provide inventory list of servers upon commissioning of the contract and the same shall be updated quarterly and submitted to IT-Infrastructure Department.
2. Creation / Installation of Physical/Virtual servers as per the Secure Configuration approved by the bank along with required applications (viz., Antivirus, CBS, access management) and other software as recommended by the Bank.
3. Assist the Bank's team in preparing Secure Configuration documents.
4. Support the Bank's team in preparing configuration and other relevant documents as requested by the Bank or in response to audit observations.
5. Install monthly patches, security patches, firmware updates, SSU updates, driver updates, Windows Defender updates (if applicable), Microsoft Updates, Microsoft Edge updates, Word/Excel/PowerPoint updates (via WSUS), browser updates, SSL version updates, TLS updates.

6. Address and remediate vulnerabilities identified in the Bank's infrastructure in accordance with advisories and circulars issued by CERT-In, NABARD, RBI, and other regulatory authorities, across all applicable servers (Windows/Linux/SQL, etc.).
7. Ensure adherence to the Bank's Change Management process for all infrastructure-related changes.
8. Assist in onboarding and managing tools related to Server Management, Mail Management, and overall Infrastructure Management.
9. Remediate vulnerabilities identified in servers (Windows/Linux) based on observations in internal and external VAPT reports, within timelines defined by the Bank's policy.
10. Support the implementation of cybersecurity measures in the Bank's infrastructure as per circulars and frameworks issued by NABARD, RBI, and other regulatory authorities applicable to banks.
11. Plan, assist, and manage patch deployment across desktops and thin clients using WSUS or any other Bank-approved tool.
12. Manage Active Directory (AD), including the addition and deletion of user and host domains.
13. Periodically reconcile AD user accounts with antivirus hostnames and Asset Management Tool (SDP) hostnames, and submit reports to the Bank's team.
14. Ensure creation and management of user email accounts, including periodic review and deactivation of unused email IDs. Maintain updated records and documentation of all active/inactive accounts.
15. Stay updated with regulatory requirements issued by authorities such as NABARD, RBI, etc., and ensure timely upskilling to implement all mandated security and operational measures in compliance with such guidelines.
16. Maintain complete audit trails and adhere to a structured change management process for all changes made across the server environments.
17. Continuously enhance skills related to cybersecurity practices and ensure all server management activities are aligned with prevailing cybersecurity standards and best practices.
18. Provide ongoing support, guidance, and training to the Bank's Support team and end users as required, ensuring seamless knowledge transfer and capacity building.
19. Actively support and assist in the continuous enhancement, modification, and upgradation of the Bank's network infrastructure to meet current operational demands and future scalability needs.
20. Create and manage user groups within Active Directory.
21. Prevent unauthorized software installation across endpoints through Active Directory policies.
22. Uninstall and decommission unsupported operating systems and database versions across the Bank's infrastructure.
23. Enforce anti-phishing, anti-malware, anti-spam, and DMARC controls within the email solution.
24. Provide infrastructure-related reports as requested by the Bank's team.
25. Perform software application whitelisting and blacklisting through Active Directory.
26. Assist the Bank's team during infrastructure reviews conducted based on recommendations from regulatory authorities.
27. Deploy patches first in the test environment, maintain detailed records of each patch deployed (including server details, deployment date, status, remarks in case of failure, and observations), and, after successful testing, deploy patches in the production environment while maintaining a

- comprehensive patch deployment log. Share this log periodically with the Bank's team.
28. Update and manage security policies (including password policies) and enforce them across all endpoints.
 29. Configure, perform, and monitor regular scheduled backups in line with the Bank's Backup Policy. Ensure backup restorations are tested periodically as per the Bank's procedures.
 30. Perform gap analysis of the Bank's infrastructure against regulatory requirements and assist the Bank by providing reports and recommendations.
 31. Provide knowledge transfer, training, and documentation of all activities and functions performed by the FMS team to the Bank's team.
 32. Conduct Disaster Recovery (DR) drills as per the Bank's defined policies and requirements.
 33. Respond to audit queries promptly and effectively.
 34. Assist other internal teams in troubleshooting real-time infrastructure issues.
 35. Mitigate vulnerabilities and observations raised during security audits, VA&PT assessments, and regulatory technology audits (internal, external, and concurrent).
 36. Collaborate and coordinate with all relevant stakeholders to ensure smooth operations and resolution of issues.
 37. Hardware Lifecycle Management:
 - a. End-of-Life (EOL) Management: Maintain a schedule for hardware reaching EOL and plan for timely replacements.
 38. Configuration Management
 - a. Baseline Configuration Documentation: Establish and maintain baseline configurations for all servers to ensure consistency.
 39. Performance Monitoring and Optimization
 - a. Real-Time Monitoring: Utilize tools to monitor server performance metrics like CPU, memory, and disk usage in real-time.
 - b. Capacity Planning: Regularly analyze performance data to plan for future capacity needs.
 40. Security Enhancements
 - a. Security Information and Event Management (SIEM) Integration: Integrate servers with SIEM solutions for centralized log management and threat detection.
 - b. Regular Security Audits: Conduct periodic security audits to identify and remediate vulnerabilities
 41. Disaster Recovery (DR) Preparedness
 - a. DR Drills: Schedule and perform regular DR drills to ensure readiness.
 - b. DR Documentation: Maintain up-to-date DR plans and procedures.
 42. Compliance and Regulatory Adherence
 - a. Regulatory Compliance Checks: Ensure all server configurations and operations comply with RBI, NABARD, and other relevant guidelines.
 - b. Audit Trail Maintenance: Maintain detailed logs for all administrative actions for audit purposes.
 43. Regular Reporting: Provide detailed reports on server health, incidents, and performance metrics.
 44. Installation/Re-installation of OS, OS upgrades, updates and patches as and when provided by OEM and approved by the bank, for windows/Linux servers and Endpoints. The FMS provider to coordinate with the OEM& IT-Infra for the patches upgradation and submit a quarterly report.

45. Maintaining the Hosts/VMs and Server Data as per the policy drawn by the bank.
46. Initializing and mounting Disk Volumes.
47. Methodical system start-up and shutdown of servers.
48. Monitoring CPU utilization, disk space usage etc. vis-à-vis thresholds and other capacity counters for all servers.
49. Undertaking monthly system performance tuning – changing the system configuration parameters and re-organizing the disk space etc. as per requirements defined by APCOB.
50. Escalating unresolved problems to the principal / OEM/ESP and ensuring resolution under intimation to AGM, IT Infrastructure.
51. Though solving all Application related problems would be responsibility of APCOB, FMS provider shall provide assistance in resolving the issues by coordinating with respective application teams.
52. Ensuring Confidentiality & Availability of Systems and Data.
53. Support the Management in upgrade planning.
54. The source code of all developed scripts and codes residing in all servers are the property of APCOB. Necessary documentation for ensuring the data security, need to be prepared and provided to APCOB.
55. Configuration and maintenance of event/log capturing for all the servers installed. Integration of all the servers to the event manager/syslog provided by the Bank.

MAIL MANAGEMENT

1. Mail Infrastructure Management

- Creation, deletion, and movement of mailboxes as per bank requirements.
- Creation, modification, and deletion of distribution lists.
- Installation, configuration, and commissioning of new mail servers (on-premises/cloud) with or without cluster mode.
- Configuration and implementation of SMTP services, SPAM filters, and support for multiple types of mail servers.
- Installation, configuration, and troubleshooting of messaging/email server applications.
- Regular updating and patching of mail server operating systems and services.

2. Monitoring & Operations

- Daily backup of mailbox databases and mail configuration.
- Monitoring of mail queues, traffic, public folder replication, and directory services.
- Monitoring of critical mail services such as MTA, OWA, IMAP, POP3, etc.
- Monitoring and analysis of logs (application, service, access) related to mail services.
- Monitoring of Post Office mailboxes and all related components.
- Monitoring of network and ping performance associated with mail services.

- Regular monitoring using automated tools—knowledge and implementation of third-party monitoring platforms.
- Monitoring outbound traffic to detect data exfiltration or unusual volume.

3. Policy Management & Compliance

- Defining and implementing an Email Usage Policy in alignment with Bank's Information Security Policy.
- Implementing a Mail Aging Policy to manage email lifecycle and storage.
- Defining and enforcing Backup and Restore Policies for mailbox data and configurations.
- Implementing Email Archival solutions.
- Enabling and enforcing Role-Based Access Control (RBAC) for mail administrative operations.
- Ensuring Multi-Factor Authentication (MFA) is implemented for both administrative and end-user mail access, as per CERT-In advisories.
- Configuring SPF, DKIM, and DMARC protocols to prevent email spoofing and phishing.
- Integration of mail server logs with the Bank's Security Information and Event Management (SIEM) system.
- Implementing Data Loss Prevention (DLP) rules and keyword filters as per Bank's data classification policy.

4. Troubleshooting & Restoration

- Troubleshooting and restoration of failed MTA services and protocols.
- Queue clearing, especially in cases of large or malformed email attachments.
- Troubleshooting Exchange server and Active Directory domain-related policies impacting mail services.
- Defining and implementing a time-bound schedule for replication of email services across DR site.
- Coordination and resolution of vulnerabilities identified during internal/external VAPT or IS Audit.
- Maintaining updated documentation and inventory of user accounts and mailbox configurations and submitting the same to the Bank periodically.
- Enabling alerts and monitoring for administrative activities (e.g., configuration changes, mailbox access).

5. Security & Regulatory Compliance

- Implementation and regular updating of IDS/IPS and Antivirus on mail servers.
- Ensure that mail infrastructure complies with RBI, CERT-In, and Bank's Information Security Policy.
- Resolve any vulnerabilities, advisories, and alerts issued by regulatory bodies (RBI, CERT-In, NABARD) in a time-bound manner.
- Maintain audit trails and change logs for all changes made to the mail systems.
- Perform periodic server hardening and disable unused services/ports as per Bank's cybersecurity standards.

6. Business Continuity & DR Support

- Ensure High Availability (HA) and Disaster Recovery (DR) readiness of mail services through clustering or replication at DR site.
- Prepare and maintain SOPs for DR switchovers and participate in scheduled DR drills involving mail systems.
- Submit DR readiness reports, failover test reports, and activity logs to the Bank periodically.

DATABASE MANAGEMENT SERVICE

1. Ability to perform basic monitoring of SQL Server databases and server health.
2. Knowledge of checking CPU, memory, storage, and general performance indicators.
3. Familiarity with running simple database backups and restores as instructed.
4. Understanding of basic recovery concepts and checking backup status.
5. Ability to assist with patching and updates on SQL Server when guided.
6. Basic understanding of checking log shipping or DR status.
7. Capability to configure or modify simple user access and permissions.
8. Ability to follow routine DB maintenance tasks like index rebuilds and updating statistics.
9. Knowledge of viewing SQL Server logs and identifying basic errors.
10. Support during audits, DR drills, and basic compliance checks.
11. Maintain simple documentation and inventory of DB servers and instances.
12. Ability to generate basic performance or activity reports when required.
13. Coordinate with server/network teams for connectivity or performance-related issues.
14. Understand basic SQL Server tools like SSMS for routine checks.
15. Provide first-level support and escalate advanced issues to the DBA when necessary

STORAGE, BACKUP and RESTORE SERVICE (Primary Datacenter and DR Datacenter)

It will cover the Windows & LINUX operating system (may require providing assistance if there are any new technology acquired by APCOB)

List of Deliverables –

1. Maintaining of SAN/NAS storage disk capacity as defined by the Bank.

Security

2. Roles and Privileges Management
3. Look for security policy violations
4. Look in logs for errors and other issues
5. Privileges & Access controls on Database

Backup and Recovery

6. Verify that the database archiving to tape was successful
7. Verify that the database backup was successful

8. Backup execution and monitoring
9. Archive all alert logs to history
10. Conduct Backup, restoration drills for backup verification

Troubleshooting

11. Database Connectivity issues
12. Slow response
13. Operations timed out
14. Database Hangs
15. Database incident and error resolution
16. Archiver Process Stuck
17. Database incident and error resolution

Other Activities

18. Service provider Management
19. System Performance Monitoring
20. Maintaining Environment details
21. Shell Scripting for DB related work
22. Ensure implementation of storage policies to optimize storage usage by categorizing data based on access frequency, business criticality, and retention requirements
23. Monitor storage utilization trends, forecast growth, and submit quarterly capacity planning reports to the Bank's IT Infrastructure team.
24. Perform and document quarterly testing of all backup and restoration processes (full, incremental, differential) across both DC and DR sites to ensure data integrity and recovery readiness or as per the policy/procedure of the bank
25. Maintain complete inventory and configuration documentation of all storage equipment (SAN/NAS), including firmware versions, patches applied, zoning, and logical partitioning.
26. Encrypt backup data at rest and in transit using encryption mechanisms as per RBI and CERT-In guidelines
27. Ensure strict change control procedures are followed for any modifications to storage provisioning, backup policies, scripts, or retention schedules, and document all such changes.
28. Configure alerting and monitoring for all storage systems, backup jobs, and related hardware components using Bank-approved monitoring tools; provide daily/weekly summary reports.
29. Coordinate with application and database teams to ensure application-consistent backups, especially for high-availability or clustered setups.
30. Maintain and verify offsite backups or cloud backup replication (if provisioned) in compliance with the Bank's BCP/DR policy and regulatory mandates.
31. Periodically review backup success/failure logs, job durations, and performance metrics; address anomalies proactively to minimize backup window violations.

32. Establish and manage retention policies for backup media in compliance with RBI's record retention directives and Bank's internal audit policies.
33. Ensure backup and restore documentation (runbooks) are updated regularly and are readily available for audit or BCP activation.
34. Provide assistance in integration and support of backup management tools (e.g., Commvault, Veeam, NetBackup, etc.) if used by the Bank.
35. Participate in periodic DR drills, restoration exercises, and submit restoration validation certificates signed by both vendor and Bank teams.
36. Ensure backup jobs do not interfere with peak production system performance; configure job scheduling accordingly in coordination with the Bank's IT team.
37. Manage and rotate backup tapes (if tape-based backup is in use) in accordance with Bank's secure storage and disposal policies.
38. Submit monthly audit reports on restore test outcomes, data discrepancies (if any), and recommend corrective actions.
39. Implement secure logging and access auditing for all backup and storage operations; maintain logs as per regulatory retention period.

NETWORK & SECURITY MANAGEMENT SERVICE

Scope –

It covers the LAN/WAN at Primary DC, DR site, Head Office of APCOB.

List of deliverables –

1. Monitoring health of leased lines.
2. Monitoring network hardware.
3. Bandwidth monitoring and utilization
4. Configuring all network components & their management.
5. Trouble shooting
6. Liaising and coordinating with service providers/ internal team/ external team etc. for problems, and issue resolution and for procurement of new lease line etc.
7. Maintaining documentation of Network & Security architecture, configuration, firewalls, Routers, Switches, Modems and other all other network components and updating the same on regular basis
8. Internet and Web Gateway Management.
9. RCA of any network related incidents and proper documentation for resolve of the same.
10. Traffic monitoring, performance analysis and fine tuning, reporting of unusual traffic identified on any node/interface of Network/Security devices.
11. Setting up the additional nodes in network as and when required.
12. Daily activity logging and reporting.
13. Stay updated with regulatory requirements issued by authorities such as NABARD, RBI, etc., and ensure timely upskilling to implement all mandated security and operational measures in compliance with such guidelines.
14. Maintain complete audit trails and adhere to a structured change management process for all changes made across network environments.

15. Continuously enhance skills related to cybersecurity practices and ensure all network management activities are aligned with prevailing cybersecurity standards and best practices.
16. Provide ongoing support, guidance, and training to the Bank's Technical Support team and end users as required, ensuring seamless knowledge transfer and capacity building.
17. Actively support and assist in the continuous enhancement, modification, and upgradation of the Bank's network infrastructure to meet current operational demands and future scalability needs.
18. The Team should conduct DR Drills as per bank defined policy and as per Bank's requirement.
19. Management of WAF and any networks tools, Firewalls, Switches, Routers and SD-WAN devices procured by the Bank.

Security Management

This includes management of firewalls and IPS. The deliverables are as follows:

1. Incident Management
2. Monitoring Status of security components and alerts, ports on firewalls
3. Monitoring Bounced Messages
4. Spam database update status
5. Monitoring Service Status (Up & Running),
6. Virus Alerts from Critical Servers
7. Logging security incidents
8. Assigning severity to the Incidents logged based on the definition.
9. First level analysis (investigating problems) and closure of known and low priority
10. security incidents. Logging Problem Ticket for unresolved Incidents
11. Sending Security Alert messages on newly found vulnerabilities

Problem Management

12. Implementation of Change and Release Management
13. Installation of security patches & bug fixes
14. System health checks for all security devices
15. Vulnerability scanning using the tools
16. Adhering and Implementing guidelines and policies
17. Defining Rules in line with the security policy.
18. Responding to events and fixing vulnerabilities in IT infrastructure (like IPS, Checkpoint logs)
19. Implementing Resolution provided in the Vulnerability Report of External and Internal VAPT.
20. Implementing the recommendation as per the circulars, advisories of Cert-In, Nabard, RBI and any other regulatory authority applicable to the Bank.
21. Resolving the Issues identified by implementing the recommendation of Auditors.
22. Integration of Logs of network devices with the Tools of the Bank.
23. Timely plan and implement the upgrades, updates and patches as recommended by OEM and roll out across the Bank.

24. Conduct quarterly performance review for Network devices and report to bank.
25. All resources should be competent in managing complex network in BFSI domain and any future requirements of the bank as and when required, the resource must support and in case the resource is not competent and has no knowledge on the network then the bidder must provide other resource as replacement in such scenarios
26. The resource must maintain the list of escalation matrix of all the network link service providers (Network links encompasses network links of DC, DR, HO, Links between these three and escalate the issue with the Service provider and get it resolved immediately and report it to the bank team after the resolution.
27. Prepare Root Cause Analysis document with the root cause and resolutions provided for major issues such as:
 - o Delayed response times
 - o Network Performance issues
 - o Cause of downtime if any.
28. Managing/updating/troubleshooting/issue resolution/configuring changes for network integration with other vendors or service provider of bank.
29. Vendor Management Services: Resource shall be coordinating / deal with all network service providers including BSNL/Airtel/Vodafone/Jio/Railtel/Powertel/Sify etc., for the link / bandwidth availability as per service levels. Resource has to immediately log call / book the complaint against the same. Bidder has to continuously follow up with the Link provider for immediate restoration of required link services. Furthermore, after link is restored, Bidder shall have to give details about the nature of fault/attributable reason to Bank for each link on daily / weekly / monthly / quarterly reports.
30. Coordinating and managing any Network tools if procured by the bank in future.
31. The Resource must maintain an updated list of all the network hardware along with interfaces, IP address, IOS version etc. and provide the details to the Bank team on periodic basis and as and when required and requested by the bank
32. The Resource must coordinate with Server team when there is a need.
33. Maintaining complete details of network hardware along with interfaces, IP address, IOS version etc.
34. provide the Link uptime report, Device uptime report, latency report as decided by the Bank from time to time
35. Assist and coordinate with bank team in preparation of Secure configuration document.'
36. Configure all the network devices as per SCD and other security requirements as per the Framework of NABARD, RBI and any other regulatory authorities.
37. Implementation of Firewall

38. One-time activities like Migration, Upgradation, New design, Consultation on architecture and IT Services include Standard Deliverables for the above Services.
39. Taking backup of all network and security devices at required time interval and ensuring secure storage.

Network Management Enhancements

1. **Define and implement a Zero Trust Network Access (ZTNA)** model, segmenting access based on identity, device, and behavior analysis.
2. **Establish and enforce network segmentation** (core, DMZ, branches, PCI zones) using VLANs, firewalls, and ACLs.
3. **Implement automated network configuration compliance** against CIS/NIST benchmarks for routers, firewalls, and switches.
4. **Set up automated backups** of all network/security device configurations daily, with secure offsite/cloud retention.
5. **Implement real-time threshold alerting** for bandwidth/utilization spikes, packet loss, or abnormal routing behaviors.
6. **Ensure redundancy** of all critical network links using MPLS, SD-WAN, or leased line failovers.
7. **Document geo-redundant path architecture** between DC and DR with RTO/RPO mapped.
8. **Track MAC-level device connectivity logs** to monitor unauthorized access in branch LAN.
9. **Monitor DNS tunneling, IP spoofing, and ARP poisoning** attempts within LAN/WAN.

B. Security Management Enhancements

10. **Integrate all network & security device logs into SIEM tools** like Forticlient/QRadar/Splunk for continuous monitoring.
11. **Implement Data Loss Prevention (DLP)** policies at endpoint, network, and email gateways.
12. **Integrate with CERT-IN threat feeds**, blacklisted IPs, hash blocklists, and reputation-based firewalls.
13. **Enforce Security Configuration Baseline (SCB)** in line with RBI/NABARD standards for routers, firewalls, IPS.
14. **Setup and test port security** and rogue device detection alerts on switches.
15. **Ensure patch compliance using central patch management tools** with monthly reporting.
16. **Include Mobile Device Management (MDM)/Endpoint Detection & Response (EDR)** for BYOD or remote access.
17. **Include IT forensics readiness**, including device logging, chain of custody protocols, and log immutability.
18. **Incorporate weekly and monthly security drill validation**, including simulations of DDoS, MITM, internal rogue access, etc.

C. Compliance, Audit, and Documentation

19. **Include mapping of controls to NABARD Cyber Security Framework** and reporting against these regularly.
20. **Maintain Configuration Management Database (CMDB)** for all network & security assets.

21. **Conduct Periodic capacity planning exercise** and submit network expansion recommendations.
22. **Establish SLA and OLAs** with defined escalation metrics and monthly SLA dashboard.
23. **Periodic Penetration Testing** on network edge devices (quarterly) and internal VLANs (semi-annually).

List of Deliverables -

1. Maintain a sheet of resolution time, root cause analysis (RCA), and post-resolution follow-ups and share the findings with IT-IM Team
2. Any security-related incident (e.g., data breaches, unauthorized access) is logged, reported, and escalated to the security team immediately.
3. The Network Engineer shall maintain an up-to-date escalation matrix for all link service providers/vendors and ensure timely escalation and resolution of issues as per defined SLAs.
4. The Network Engineer shall be responsible for attending to all network-related issues and ensuring their resolution in coordination with relevant stakeholders. Escalate the calls, to the AGM, IT Infrastructure, APCOB.

Ensure that all issues are attended immediately during prime time (8:00 a.m. to 6:00 p.m.) and immediately beyond prime time, over phone and on holidays.

Reports to be submitted for Performance Monitoring

1. Weekly- Pending & Closed calls reports for the Help desk location
2. Monthly – CPU utilization report, disk usage, report on change in user data base
3. Monthly IMAC (Install, Move, Add, Change) report for servers and Network equipment.
4. Monthly report on the details of mail boxes created, deleted and transferred and time taken for the same.
5. Monthly report on planned backups and backups actually taken.
6. Monthly report on DC-DR Log shipping and DB restoration Integrity Check.
7. Monthly Servers' Uptime and Utilization Report.
8. Monthly Network (LAN/SDWAN/WAN) Availability, Utilization and Uptime Report.
9. Monthly statistics on ftp/mail/DMZ server activity
10. Quarterly report on the number and success of the restoration drills.
11. Quarterly Servers' Capacity Planning Report.
12. Monthly Report on Security Patches Applied: Summary of critical OS, application, and firmware patches deployed on servers, network devices, firewalls, and endpoints.
13. Periodic Vulnerability Assessment Report: Status of vulnerabilities identified through automated/manual scans and their remediation timeline.
14. Monthly Incident Management Report: Summary of incidents (security or operational), root cause analysis, resolution time, and escalations involved.
15. Monthly Asset Inventory Report: Report on hardware, software, and licensing status; changes in asset inventory, compliance to audit.
16. Monthly User Access Control Audit Report: Summary of new user creations, privilege escalations, revocations, and anomalies.

17. Monthly Report on Log Review Activity: Ensure firewall, IPS, AD, and critical server logs are reviewed and anomalies flagged as per CERT-In norms.
18. Quarterly Configuration Drift Report: Comparison of actual configurations vs baseline for servers/network devices/firewalls.
19. Monthly Firewall & IDS/IPS Activity Report: Including rules added, logs of blocked traffic, port scans, or anomalies.
20. Monthly Email Security Report: Spam, phishing attempts, quarantined emails, email spoofing protection status.
21. Monthly Change Management Report: Summary of all changes made to IT infrastructure with approval status, rollback plan, and impact analysis.
22. Monthly Backup Test Verification Report: Results of periodic backup restoration tests (not just logs) to ensure data integrity.
23. Monthly Report on Network Latency and Packet Loss: Especially across key branches or data center-SD-WAN tunnels.

Resource Acceptance/Management

The FMS provider need to have sufficient capable man power, which can support to make project function in a required way as desired by APCOB. In case there is change in technology or requirements of the Project, FMS provider should be able to provide support for the required purpose. If the assigned FMS engineer is unable to fulfill the required responsibilities, the vendor shall promptly provide a suitable replacement with equivalent or higher expertise.

- i. Initial screening of the resources identified under FMS contract shall be performed by IT-Infrastructure Department.
- ii. There will be an acceptance test by the bank, after the deployment of resource. In case of discrepancy, in resources deployed, the bank reserves the right to cancel the entire contract.
- iii. The resources will be deemed accepted, only after successful acceptance test and signoff form.
- iv. The scope of work mentioned in the initial requirements given is based on the current requirement and may change subsequently as decided by the bank.

Bank shall have the option to ask for reducing or adding additional professional resources to the FMS Team by giving at least one-month advance notice to the FMS Provider

**Manpower Requirement at THE ANDHRA PRADESH STATE COOPERATIVE BANK LTD FMS Service:
Qualification and Experience of Professional resources and Man power deployment.**

S.No	Role	No of Resources	Deployment	Qualification
1	Server and Storage Admin with the basic knowledge of Database Management - L2 Level	1	On-site	Engineering/ Any Graduation with Minimum 4 Years of Industry Experience (should possess MCSE certification)
2	Network and Security Admin - L2 Level	1	On-site	Engineering/ Any Graduation with Minimum 4 Years of Industry Experience

* Leave shall be sanctioned only after ensuring that an alternative resource of the same level is arranged.

ANNEXURE-II

TERMINATION FOR DEFAULT:

01. The Bank may, without prejudice to any other remedy for breach of Agreement, written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:
 - i) If Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Agreement, or any extension thereof granted by the Bank;
 - ii) If Service Provider fails to perform any other obligation(s) under the RFP/Agreement;
 - iii) Violations of any terms and conditions stipulated in the RFP;
 - iv) On happening of any termination event mentioned in the RFP/Agreement.

02. Prior to providing a written notice of termination to Service Provider, the Bank shall provide Service Provider with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, the Bank shall have right to initiate action in accordance with above clause.

03. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to Service Provider, the Bank may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and subject to limitation of liability clause of this RFP Service Provider shall be liable to the Bank for any increase in cost for such similar Services. However, Service Provider shall continue performance of the Contract to the extent not terminated.

04. If the Contract is terminated under any termination clause, Service Provider shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another Service Provider or to the Bank.

05. During the transition, Service Provider shall also support the Bank on technical queries/support on process implementation.
06. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.
07. In the event of failure of 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 Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, the Bank shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Agreement 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 the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services, provided where transition services are required by the Bank or New Service Provider beyond the term of this Agreement, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Agreement. If existing Service Provider is breach of this obligation, they shall be liable for paying a penalty of 10% of the contract value on demand to the Bank, which may be settled from the payment of invoices or Bank Guarantee for the contracted period or by invocation of Bank Guarantee.

7. ELIGIBILITY CRITERIA:

Applicants must carefully read the eligibility criteria provided below. Proposals of only those Applicants who satisfy these conditions will be considered for technical evaluation process and Financial Evaluation. To be eligible for evaluation of its Proposal, the Applicant shall fulfil the eligibility criteria given below.

S. No	Pre-Qualification Criteria	Required Details
1.	Application Fee of Rs. 2,000/- (Non-refundable)	DD in original
2.	EMD of Rs. 6,000/- Instrument details (Refundable)	DD in original
3.	Bidder is registered as company in India as per Company Act 1956/2013 and having IT Operations for minimum period of 4 Years.	Copy of Certificate of Incorporation should be submitted along with PAN& GST registration.
4.	The organization must have positive net-worth as on 31 st March 2025 and annual turnover of minimum Rs. 50 Lakhs for last 3 years.	<ul style="list-style-type: none"> i. P&L Account Certificate by chartered accountant or statutory auditors of the bidder. ii. IT returns of preceding 03 years. iii. GST returns of preceding 03 years.

5.	Bidder should have the working experience of minimum 1 Bank/Financial Institution /NBFC/ Insurance Company /PSU/Government organization in the last 3 years.	References (contract details, contact details of customer, completion certificate, customer satisfaction certificate, etc.) for these projects to be provided.
6.	Details of company profile & Strength	<p>i. Company background, history and why the proposer is qualified to provide the services described in this RFP.</p> <p>ii. A description of the firm's structure, including resumes of the Technical staff (qualifications, expertise, level of involvement, etc.) who would work directly with APCOB.</p>
7.	The bidder must have company registration certificate.	Copy of certificates to be enclosed
8.	Bidder should submit a self-declaration on its letterhead signed by the authorized signatories and stamp that they have not been debarred by any Government / Statutory / Regulatory / Banks / Insurance Companies / Financial Institutions in the past for any non-compliance or malpractices or delay etc.	Submit the Clean Track record declaration (Annexure III)
9.	Presence of bidder in Vijayawada or Hyderabad.	Supporting Documents / Undertaking by the bidder.
10.	Submission of undertaking complying with all the conditions of the Contract and Technical Specifications of the Bidding Document, no deviation is acceptable.	Bidder in their company's letter head shall provide undertaking to this.

Note: Bid without a valid *APPLICATION FEE and EMD* will be rejected outright.

8. EVALUATION OF BIDS:

- a. Tender Evaluation Committee will carry out a detailed evaluation of the technical bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the RFP. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- b. The Tender Evaluation Committee shall invite only shortlisted bidders to make a technical presentation. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the Tender Evaluation Committee and the key points in their proposals.
- c. Based on the technical evaluation, the financial bids of only the technically qualified bidders shall be opened by Tender Evaluation Committee. The Financial evaluation will take into account the information supplied by the bidders in the Financial Proposal, and shall evaluate the same as per the evaluation criteria specified in this RFP.

8.1 TECHNICAL BID EVALUATION:

- a. The Technical bid would be opened only of those bidders qualifying in Pre-Qualification evaluation that means the bidders should qualify all the conditions mentioned in the pre-qualification criteria.
- b. The objective of the technical bid evaluation is to evaluate the bidders who have the technical expertise/skills that are essential to establish / implement this business activity as envisaged.
- c. The technical bids shall be evaluated by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP document. The Tender Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be basis for this evaluation.
- d. Each of the Technical bids shall be evaluated on a score of 100 points.

8.2 Each Proposal will be evaluated according to the following criteria, but not limited to: -

- a. Project objective, scope of work and understanding along with past experience in projects executed of similar nature. Bidders must demonstrate their experience by submitting documentary proof.
- b. Capability of the company: The Company should have expertise in IT consulting and professional services in Banking industry.
- c. An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria.
- d. Bidders not responding to the complete scope of Work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the Bidder would result into the rejection of the proposal.

8.3 TECHNICAL QUALIFICATION:

S. No	Criteria	Sub Category	Description	Max Score
1.	Experience of the Bidder	Overall Experience in FMS / IT Infrastructure	Experience in providing Network, Server, Data Center and VM infrastructure management services (minimum 5 years)	10
		Banks / Financial Institutions	Experience in providing similar services to PSU Banks / RRBs/Cooperative Banks/ Scheduled Commercial Banks / Financial Institutions	10
		Scale & Complexity of Projects	Handling large and complex environments such as DC/DR, large networks, servers and virtualization platforms	05
2.	Technical Qualifications & Certifications	Network & Server Certifications	Availability of certified professionals (Cisco, Juniper, Fortinet, Microsoft, Linux, VMware, etc.)	10
		Database Knowledge	Basic knowledge on database with any document proof	05
		Information Security Certifications	CEH / CISSP / CISA / ISO 27001 certified professionals	20
3.	Manpower Strength & Support Model	Qualified Manpower Availability	Availability of L1/L2/L3 engineers (onsite & offsite), backup resources	10
		Support Coverage & Escalation	24x7 support, escalation matrix, response mechanism	10

4.	Service Delivery, SLA & Tools	Monitoring & Reporting Tools	Any specified Tools to be used for Monitoring and Reporting the challenges regarding SLA & MIS reporting	10
5.	Compliance, Quality & Past Performance	Past Performance & Client References	Client references, satisfactory completion certificates, performance reports	10
			Total	100

8.4 FINANCIAL BID EVALUATION:

The financial bid would be opened only of those bidders qualifying in Technical Bid evaluation. Financial Bid should contain the total amount for Procurement of Network and Server Infrastructure Maintenance for APCOB for 1 year. The prices quoted shall be exclusive of taxes.

8.5 FINAL EVALUATION OF THE BID:

1. Final evaluation is done based on QCBS method with 60:40 weightages to technical and financial bids respectively.
2. The bidder obtaining highest combined score shall be considered as successful bidder and contract shall be awarded to the successful bidder.
3. For working out the final evaluated score, APCOB will use the QCBS method.
4. The final Evaluated Bid Score (B) will be calculated for each bid, using the following formula in order to have a comprehensive assessment of the financial bid and the technical bid:

$$B = (C_{low}/C) \times 100 \times X + (T/T_{high}) \times 100 \times Y$$

where,

- | | | |
|-------------------|---|--|
| C | = | Evaluated financial Bid Price of the bidder |
| C _{low} | = | The lowest of the evaluated financial bid prices among the responsive bids |
| T | = | The total marks obtained by the bidder against technical bid |
| T _{high} | = | The highest mark scored against technical bid criteria among all responsive bids |
| X | = | 0.4 (The weightage for financial bid is 40 %) |
| Y | = | 0.6 (The weightage for technical bid is 60%) |

- The Evaluated Bid Score (B) shall be considered up to two decimal places.

- Contract shall be awarded to the bidder with the highest Evaluated Bid Score (B).
- In the event of two or more bids having the same highest Evaluated Bid Score (B), the bid scoring the highest marks against 'Quality' criteria will be recommended for award of contract. Even if there is a tie, 'draw of lots' will be resorted to arrive at the recommended bidder.

9. SPECIAL TERMS AND CONDITIONS:

- APCOB shall reserve the right to verify the operation and performance of project by the bidder and the bidder shall permit APCOB to do so. The APCOB will evaluate the information submitted by the bidder with regard to bidder's capacity. The bidder cannot subcontract the work at any stage without prior written approval from the APCOB.
- The job would be awarded to the L1 bidder, whosoever declared as L1 bidder, as per the criteria defined in the item rate BoQ/tender document.
- Rates quoted in the item rate BoQ should be valid for the complete contract period as no changes in the price bid would be considered at a later stage.
- The bidder cannot make any amendment in the Technical Bid /Commercial Bid; neither can he impose any condition. All such bids will be rejected at the discretion of APCOB.
- The agency will submit the invoice supported by complete description of work and rate payable as per job order. Further the invoice should also be supported with detail of documents serial/date wise, with hard/soft copies without duplication containing exact number of pages.
- The invoice should contain PAN No., GST No., Job Order no. and address of the bidder when the payment has to be made.
- **Response time:** The response time of bidder to attend any complaint upon receipt of the complaint/ information from the user should not be more than twenty-four hours.
- The Bank reserves the right to alter/modify/cancel the bid process without assigning any reason at any stage.

10. PERIOD OF VALIDITY OF BID:

I. **Extension of Period of Validity**

In exceptional circumstances, APCOB may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

II. **Amendment of RFP**

At any time prior to the deadline for submission of bid, APCOB may, for any reason, whether at its own initiative or in response to clarifications requested by bidder, modify the RFP document and it will be notified.

11. MODIFICATIONS/ SUBSTITUTIONS/ WITHDRAWAL OF PROPOSALS:

No bid shall be modified, substituted, withdrawn by the bidder after the bid is submitted. Any alteration / modification in the bid or additional information or material supplied subsequent to the bid due date, unless the same has been expressly sought for by the authority, shall be disregarded.

12. ACCEPTANCE & WITHDRAWALS:

The right of final acceptance of the tender is entirely vested with APCOB who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of APCOB to communicate with rejected Bidders. After acceptance of the tender by APCOB, the Bidder shall have no right to withdraw his tender, or claim higher price.

13. APCOB'S DECISION TO BE FINAL:

The final decision would be based on the technical capacity and pricing. APCOB does not bind itself in selecting the firm offering lowest prices alone. The tender shall be submitted neatly and all corrections, over -typing shall be attested with seal and full signature. APCOB reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason. Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

14. AWARD CRITERIA:

Preliminary Scrutiny: APCOB will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. APCOB may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and APCOB reserves the right for such waivers.

The quote received will be first evaluated for completeness and responsiveness. Only those bids which are found to be responsive, will be considered for technical evaluation, those bids which are qualified will be considered for financial bid opening. Non-responsive/non-complete bids shall be summarily rejected and no communication of the same will be obligatory on the part of APCOB.

15. PERFORMANCE SECURITY:

Within thirty (30) days from the receipt of Work order issued by the Bank, the successful bidder shall furnish the Performance Security of the value of 10% of the total contract value in the form of Bank Guarantee in the favour of "The Andhra Pradesh State Cooperative Bank Ltd" (APCOB) payable at Vijayawada.

This Performance Security shall be non-interest bearing and will be refunded upon the expiry of the contract with the Bank, provided it has not been forfeited, either in full or in part, on account of any penalties imposed by APCOB.

16. CONFIDENTIALITY:

16.1. Banks' Confidential Information: - All information relating to Banks' that is known to be confidential or proprietary, or which is clearly marked as such, shall be held in confidence by the vendor and shall not be disclosed or used by the vendor except to the extent that such disclosure or use is reasonably necessary to the performance of the Work.

16.2. Vendor Confidential Information: - All information relating to the vendor that is known to be confidential or proprietary, or which is clearly marked as such, will be held in confidence by Client and will not be disclosed or used by Client except to the extent that such disclosure or use is reasonably necessary to the performance of Client's duties and obligations.

16.3 Vendor Shall agree that the development of the Software/application (but excluding Developer Tools) is "work made for hire" within the meaning of the Copyright Act of 1957, as amended from time to time, and that the Software/application shall be the sole property of Bank. "Developer Tools" means the materials, information, trade secrets, generic programming codes and segments, algorithms, methodologies, processes, tools, data, documents, notes, programming techniques, reusable objects, routines, formulae and templates that:

- a) are developed prior to the Software and utilized by Developer in connection with the Software;
- b) are designed to perform generalized functions not specific to the particular requirements of Client or the Software;
- c) do not contain any of Client's Confidential Information or other information or items provided by Client;
- d) cannot reasonably be expected to provide Client an advantage over its competitor.

16.4 Vendor shall, maintain confidentiality and property rights including intellectual property rights defend and indemnify the Bank against all third party claims of infringement of intellectual property including patent, trademark, copyright, trade secret or industrial design rights arising from use of products or any part thereof at its own cost in including the warranty period

and in the event of settlement claims, the Bank shall settle the claim and recover from the vendor by issuing notice and vendor shall pay the amount to the Bank.

17. PROJECT TIME LINES AND PENALTY:

1. The services as per the detailed Scope of Work shall be provided within the timelines mutually agreed by both APCOB and L1 bidder.
2. Failure to provide the services within the agreed period from the date of acceptance of work order will result in imposition of penalty of 2% of the total contract value for a maximum of one month of delay and 5% of the total contract value per each month from 2nd month until the complete scope of work is provided.

18. PAYMENT TERMS AND TAXES:

Payment of the contract value will be made to the L1 bidder on a quarterly basis.

The prices (including all taxes, duties, etc. but excluding Service tax and/or GST) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the bidder shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

The extended period of Contract for the purpose shall only be considered on merit.

19. NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER:

The Bidder whose Bid has been accepted shall be notified of the award by APCOB, by registered letter, fax or by official mail. The Bidder shall acknowledge in writing, the receipt of the Letter of Indenter Notification of award of work and shall send his acceptance to enter into the Contract within seven (7) days from the receipt of the Letter of Intent notification of work award. Bidder shall also enter into the agreement with APCOB within 30 days of acceptance.

20. EXPENSES FOR THE CONTRACT:

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the APCOB.

21. FAILURE TO ABIDE BY THE CONTRACT:

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of APCOB.

22. TERMINATION FOR DEFAULT:

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole.

- i. If the contractor fails to deliver the software and perform services within the agreed time lines from the date of acceptance of work order.
- ii. If the contractor fails to perform any obligation(s) under the contract.
- iii. If the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from the company.'

23. GOVERNING LAW:

The laws of Republic of India shall govern the Tender Document and the Contract.

24. VALIDATION OF INTERLINEATIONS IN BID:

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

25. REJECTION OF BID:

The Bid Document shall be submitted in the form of printed document. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

26. LATE BIDS:

Any bid received by APCOB after the deadline for submission of bids prescribed by APCOB, will be summarily rejected and returned unopened to the Bidder. APCOB shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

27. CLARIFICATION OF BIDS:

To assist in the evaluation, comparison and an examination of bids, APCOB may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, APCOB reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

28. COMPLETENESS OF BIDS:

APCOB will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

29. RECTIFICATION OF ERRORS:

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his APPLICATION FEE may be forfeited.

Sd/-
Deputy General Manager (ITD)

Technical Response
(Annexure I)

Date:

To
The Dy General Manager (ITD),
The Andhra Pradesh State Cooperative Bank Limited,
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada – 520 002.

Dear Sir/Madam,

Sub: *Network and Server Infrastructure Maintenance for APCOB*– Submission
of Proposal – Reg.

Ref. No: APCOB ITD/PROCUREMENT/1390547/2025 dated _____.

S. No	Pre-Qualification Criteria	Required Details	Complied (Yes or No)
1.	Application Fee of Rs. 2,000/- (Non-refundable)	DD in original	
2.	EMD of Rs. 6,000/- Instrument details (Refundable)	DD in original	
3.	Bidder is registered as company in India as per Company Act 1956/2013 and having IT Operations for minimum period of 4 Years.	Copy of Certificate of Incorporation should be submitted along with PAN& GST registration.	
4.	The organization must have positive net-worth as on 31 st March 2025 and annual turnover of minimum Rs. 50 Lakhs for last 3 years.	1. P&L Account Certificate by chartered accountant or statutory auditors of the bidder. 2. IT returns of preceding 03 years. 3. GST returns of preceding 03 years.	

5.	Bidder should have the working experience of minimum 1 Bank/Financial Institution /NBFC/ Insurance Company /PSU/Government organization in the last 3 years.	References (contract details, contact details of customer, completion certificate, customer satisfaction certificate, etc.) for these projects to be provided.	
6.	Details of company profile & Strength	<ol style="list-style-type: none"> 1. Company background, history and why the proposer is qualified to provide the services described in this RFP. 2. A description of the firm's structure, including resumes of the Technical staff (qualifications, expertise, level of involvement, etc.) who would work directly with APCOB. 	
7.	The bidder must have company registration certificate.	Copy of certificates to be enclosed	
8.	Bidder should submit a self-declaration on its letterhead signed by the authorized signatories and stamp that they have not been debarred by any Government / Statutory / Regulatory / Banks / Insurance Companies / Financial Institutions in the past for any non-compliance or malpractices or delay etc.	Submit the Clean Track record declaration (Annexure III)	
9.	Presence of bidder in Vijayawada or Hyderabad.	Supporting Documents / Undertaking by the bidder.	
10.	Submission of undertaking complying with all the conditions of the Contract and Technical Specifications of the Bidding Document, no deviation is acceptable.	Bidder in their company's letter head shall provide undertaking to this.	

Yours Truly

Authorized signatory of bidder

[Seal, Name and Signature of authority]

COMMERCIAL RESPONSE (Annexure II)

Date:

To
The Dy General Manager (ITD),
Andhra Pradesh State Cooperative Bank Limited,
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada – 520 002.

Dear Sir/Madam,

Sub: Procurement of *Network and Server Infrastructure Maintenance* for
APCOB - Submission of Proposal – Reg.

Ref. No: APCOB ITD/PROCUREMENT/1390547/2025 dated _____

Procurement of *Network and Server Infrastructure Maintenance* for APCOB

Description	Term	Price	Taxes	Total Amt
<i>Network and Server Infrastructure Maintenance for APCOB</i>	12 months			

The total amount must be stated in words (in Rupees)

Note:

1. The above prices are Exclusive of all taxes
2. The Agencies will not indicate separate discount, discount if any should be merged in the quoted rates.
3. If there is any discrepancy between words and figure, the amounts in words shall prevail and will be adopted for evaluation.
4. Duties, taxes and other levies payable as per the statute should not be included in the bid. The price bid shall be quoted exclusive of the applicable taxes.

Yours Truly

Authorized signatory of bidder
[Seal, Name and Signature of the authority]

DECLARATION REGARDING CLEAN TRACK RECORD
(Annexure III)

To
The Dy General Manager (ITD),
The Andhra Pradesh State Coop. Bank Limited,
D.No.27-29-28, NTR Sahakara Bhavan,
Governor pet, Vijayawada – 520 002.

Dear Sir

Sub: Procurement of Endpoint Security & Data Loss Prevention Solutions
for APCOB - Submission of Proposal – Reg

Ref: APCOB ITD/PROCUREMENT/1390547/2025-26 dated _____.

I have carefully gone through the Terms & Conditions contained in the Tender Reference No. _____. I hereby declare that my Company/ Firm/ Partners has not been debarred/ blacklisted by any Central or State Government/ Banks or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices during the past 3 years. I further certify that I am competent officer in my company to make this declaration.

Yours Truly

Authorized signatory of bidder
[Seal, Name and Signature of the authority]

BIDDER INFORMATION (Annexure IV)

1	Name of the Organization	
2	Year of establishment (Enclose copy of certificate without fail)	
3	Registered office address	
4	Phone Number	
5	e-mail	
6.	Authorized Nominated person to participate in the bid process Name & Mobile Number and Office Phone Number	

Yours Truly

Authorized signatory of bidder

[Seal, Name and Signature of the Authority]

Financial Information Summary (Annexure V)

S. No	Name of the Bidder	Turnover (in INR – Lakhs)		
		FY 2022 – 2023	FY 2023 – 2024	FY 2024 – 2025

Note: Statement duly certified by authorized auditor along with IT Returns for the years 2022-2023, 2023 – 2024 and 2024 - 2025. In case of not filled IT Returns for the year 2024-25, balance sheet and Profit & Loss statement duly certified by authorized auditor will also be allowed.

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

Project Experience (Annexure VI)

Name of the Bidder:

Name of the Project:

Past experience of firm in Banking related Solutions.

Description of the Project	Supporting Documents
Name of the Client / Department	
Contact address & details of the department	
Value of the Project	
Date of Start of Work	
Date of Completion of Work	
Description of Work (if applicable)	
Bidder should submit the Work order from client dept. as supporting documents.	

Note:

1. Please submit supporting documents to support the claim
2. Please attach certificate from the client for the successful implementation of project.
3. Submit One form for each project

SIGNATURE

Full name and designation:

Date:

(Seal of organization)