

Ref:APCOB/IT/3246855/2026-27

Date:11-05-2026



REQUEST FOR PROPOSAL

Invitation of Bids for "Microsoft O365 License Provisioning and Configuration" for APCOB.

Bids are invited through RFP for "**Microsoft O365 License Provisioning and Configuration for APCOB**".

The details of tender are as under.

S.No.	Product	No. of license
1	Microsoft O365 Business Basic	200

The tender documents are available on our website www.apcob.bank.in (for reference only) and same can be downloaded.

INDICATIVE CRITICAL DATE SHEET

Application Fee (Non-refundable)	Rs. 500/- (Rupees Two Thousand Only)
EMD	Rs. 2000/- (in favour of APCOB)
Bid Submission Start Date	11-05-2026
Bid Submission End Date	20-05-2026; 05.00 PM
Technical Bid opening	21-05-2026 11:00 AM (Tentatively)
Commercial Bid Opening	Shall be intimated to Technically Qualified bidders.
Point of Contact for Bid Submission	Sri M. Vijay Kumar, Dy. General Manager, The Andhra Pradesh State Cooperative Bank Ltd., NTR SahakaraBhavan, Governorpet,Vijayawada 520002 Phone:8121028402 e-mail: itinfra@apcob.org Time: 10 AM to 5 PM
Address for Tender Submission	Sri M. Vijay Kumar, Dy. General Manager, The Andhra Pradesh State Cooperative Bank Ltd., NTR SahakaraBhavan, Governorpet,Vijayawada 520002 Phone:8121028402 e-mail: itinfra@apcob.org

	Time: 10 AM to 5 PM
Technical Clarifications	Sri B Ramachandraiah Chief Technology Officer (CTO) Phone: 9951904488 email: ramachandraiahb@apcob.org Time: 10 AM to 5 PM

1. Bidder(s) shall submit their bid (comprising of "Technical" and "Financial" bid), offline at APCOB website.
2. **Submission of bids:** The bids will have to be submitted through registered post to the address mentioned above within the time specified on website <https://apcob.bank.in/> in the following manner:

Technical Bid:

- i. The technical information should be prepared very carefully and as indicated in the tender document since it will form the basis for pre-qualification of bidder(s). Only relevant and to the point information/document should be uploaded (Preferable format .pdf). Failure to provide any required information, may lead to the rejection of the offer. Bidder(s) must read the tender document very carefully before signing on it.
- ii. All annexures (including all the pages of tender document) must be signed by the authorized representative along with date as token of acceptance of the terms & conditions of tender.

Financial Bid:

1. Bidder(s) must read the terms and conditions mentioned in this tender document and submit the form accordingly.
2. Bidder(s) are required to check the prices / amount carefully before submitting financial bid as no change will be entertained once the bid is submitted.
3. Submission of more than one bid is not allowed and shall result in disqualification of the bidder.
3. **Validity of bids:** Bid submitted by the Bidder(s) shall remain valid for acceptance for a period of Ninety (90) days from the last date of submission of bid (Technical and Financial), including extensions, if any.
4. APCOB reserves the right to reject any or all the bids without assigning any reasons thereof.
5. **Authorization and Attestation:** Bidder(s) must submit an Authorization Letter or valid Power of Attorney on behalf of firm for signing the document.
6. The Standard Terms and Conditions of this RFP also form part of the Open-Tender specifications. The information furnished shall be complete by itself. Bidder(s) are required to furnish all the details and other documents as required.
7. Bidder(s) are advised to study all the tender documents carefully.
8. Conditional bids shall be summarily rejected without any obligation on APCOB to provide justification or allow rectification.

9. Any submission of bid shall be deemed to have been done after careful study and examination of this RFP document and with the full understanding of the implications thereof.
10. In case of any doubt about the meaning of any portion of this RFP or any discrepancies or omission(s) in the scope of work or any other portion of this RFP or any incomplete portion or requires clarification on any aspect, scope of work etc., Bidder(s) shall contact the authority inviting the tender as per date and time mentioned in the Indicative Critical Data Sheet.
11. Bidder(s) request for clarification shall be with reference to clauses in this RFP document.
12. The specifications and terms and conditions shall be deemed to have been accepted by the Bidder(s) in their offer.
13. Non-compliance with any of the requirements and instructions of this RFP document may result in the rejection of the tender.
14. This document has not been filed, registered, or approved in any Court of Competent jurisdiction. Recipient of this document should inform themselves of and observe any applicable legal requirements.
15. This document constitutes no form of commitment on the part of the APCOB. Furthermore, this document confers neither the right nor an expectation on any party to participate in the tendering process.
16. Mere participation in this Tender Document by any party does not confer or constitute any right of association with APCOB.
17. APCOB reserves the right to reject any or all the bids without assigning any reasons thereof. at any stage of bid or at any point of tie.

REQUEST FOR PROPOSAL

Objective:

This RFP (Request for Proposal) is issued as a request for "Selection of an agency for **Microsoft O365 License Provisioning and Configuration in APCOB.**

1. THE CLIENT – APCOB

The Deputy General Manager (ITD), APCOB, Vijayawada-520002 invites sealed tenders in two bid system (Technical & Commercial) for Microsoft O365 License Provisioning and Configuration in APCOB. Both the bids should be sealed and super scribed as: for Technical Offer & Application Fee for Microsoft O365 License Provisioning and Configuration in APCOB; and for financial bid "Commercial offer for Microsoft O365 License Provisioning and Configuration in APCOB. Both the sealed envelopes should be enclosed in one cover and super scribed "**Microsoft O365 License Provisioning and Configuration for APCOB**".

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”- Andhra Pradesh State Cooperative Bank Ltd.

3. Bid Security / Earnest Money Deposit (EMD)

Bids received without EMD are liable to be rejected. Bidder should pay specified amount towards Earnest Money deposit as follows:

- Rs. 2,000/- (Rupees Two Thousand Only) in the form of Demand Draft drawn on any Nationalized /Schedule bank **in favour of “APCOB”**
- EMD will not carry any interest.
- EMD will be refunded to the unsuccessful bidders after finalization of the bid and EMD of successful bidder shall be returned after acceptance of work order.

4. The Earnest Money Deposit submitted by the bidder may be forfeited if,

- Successful bidder fails to accept the work order within specified time as per intimation/request of APCOB.
- Successful Bidder withdraws his tender or backs out after acceptance.
- Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document.
- Bidder violates any of the terms and conditions of the tender.
- Bidder revises any of the quoted items or commercial terms during the bid validity period.
- Bidder is found to have indulged in fraudulent practices in the bid submission process.

5. INTERPRETATION

In this Tender Document, unless the context otherwise requires,

- a. For the purpose of this Tender Document, where the context so admits:
 - i. The singular shall be deemed to include the plural and vice versa and versa.
 - ii. 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 can apply 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.

6. 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 respect 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.

7. 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.

8. SCOPE OF WORK

The broad scope of work is given below: -

Microsoft O365 Licensing & Email Infrastructure Setup

1. Provisioning of Licenses

Supply, activation, and configuration of 200 Microsoft Office 365 Business Basic licenses, including access to the administrative control panel for centralized management.

2. Email Account Creation & Configuration

Creation and configuration of user mailboxes under the assigned business licenses, including:

- Standardized email ID creation in line with organizational naming conventions
- Configuration of email services (Exchange Online)
- Implementation of security features such as password policies and Multi-Factor Authentication (MFA), if required
- Setup of basic mailbox settings, user roles, and access permissions

3. Subdomain Configuration

Setup and configuration of the subdomain mail.apcob.bank.in under the existing primary domain apcob.bank.in, including all required DNS records (MX, SPF, DKIM, etc.) and proper mail flow configuration.

4. Email Migration & Redirection Setup

Configuration of redirection/forwarding from existing email IDs to newly created mailboxes to ensure continuity of communication.

- Example: Emails sent to itinfra@apcob.org shall be redirected to itinfra@apcob.bank.in
- Ensure no loss of incoming emails during the transition period

9. 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 on the website, only if the clarifications requested for, are considered appropriate by APCOB.

10. ELIGIBILITY CRITERIA

S. No.	Criteria	Required Documents
1.	The bidder should be a company registered in India under the Indian Companies Act 1956/2013 or a partnership firm or a society constituted under the Societies Registration Act 1860 or sole proprietor firm with their registered office in India for the last four years as on 31st March, 2025.	Copy of valid Certificate of Registration, partnership deed etc. attested by Company Secretary/ authorized signatory should be submitted by the bidder. Copy of PAN card attested by authorized signatory should be submitted by the bidder.
2.	The bidder should have valid TIN/ Services Tax/GSTN registration.	Copy of valid Certificate of registration attested by authorized signatory should be submitted by the bidder.
3.	Bidder must have one local office in Vijayawada, Andhra Pradesh or Hyderabad, Telangana.	Copy of address proof of office premises in Andhra Pradesh/Telangana attested by authorized signatory should be submitted by the bidder. The bidder which is not having a toll-free number may provide an undertaking on its letter head duly signed by the authorized signatory to the effect that the same shall be obtained immediately in case the bidder is declared L1 and awarded the work order.
4.	The bidder should not be barred or black-listed by any central/ state govt. departments/ organizations/ PSUs for any reason on the date of bid submission.	As self-declaration certificate from the authorized signatory should be submitted by the bidder.

5.	The bidder should have a minimum average annual turnover of Rs. 50 Lakhs in last three financial Years.	Attested audited copies of bidder`s annual reports for the last three financial years along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnover & average annual turnover during these financial years should be submitted.
6	The bidder shall be an authorised Microsoft Solutions Partner / CSP Partner with valid partnership certification from Microsoft, which includes Solutions Partner for Business Applications and Solutions Partner for Security for supply, implementation and support of Microsoft licenses and related services more than 1 year.	Documentary proof shall be submitted along with the bid.
7	APPLICATION FEE Rs. 500/- (Rupees Five hundred only)	Demand Draft (DD) or Bank Pay order in favor of "APCOB" payable at Vijayawada.
8	EMD Rs. 2000/- (Rupees Two thousand only)	Demand Draft (DD) or Bank Pay order in favor of "APCOB" payable at Vijayawada.

Note: Bid without a valid Application Fee will be rejected outright.

11. 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 regarding bidder`s capacity. Subcontracting of any part of the awarded work is strictly prohibited without prior written approval from 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 rates quoted in the price bid shall be inclusive of all taxes, duties, levies etc. but excluding Service tax and/or GST.
- 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 must be made.
- 90% Payment shall be made after successful completion of the migration. Remaining 10% of payment will be made after the submission of the Bank Guarantee
- No additional charges will be paid.

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.

12. APPLICATION FEE

- The APPLICATION FEE is non-refundable.
- The APPLICATION FEE is non-interest bearing.
- The APPLICATION FEE will be forfeited, if a bidder withdraws his bid during the period of validity. Or in case of a successful bidder, if the bidder fails to accept the work order in accordance with terms and conditions.

13. 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.

14. BID PRICES

- I. The price i.e., offer must be made by the intending bidder covering all important points mentioned in the bid format. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.
- II. The bidder shall include payment of all dues such as taxes & other statutory dues, not specifically mentioned in the specification but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. Though not mentioned in the bid document extra charges if any, shall be paid by the bidder only.
- III. All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

15. PERIOD OF VALIDITY OF BID

i) Validity Period

Online Bids shall remain valid for 180 days after the date of bid opening prescribed by APCOB; APCOB holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

ii) 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.

iii) Amendment of RFP

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

16. MODIFICATIONS/ SUBSTITUTIONS/ WITHDRAWAL OF PROPOSALS

No proposal shall be modified, substituted, withdrawn by the applicant after the proposal due date. Any alteration / modification in the proposal or additional information

or material supplied after the proposal due date, unless the same has been expressly sought for by the authority, shall be disregarded.

17. 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 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.

18. 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. The tendering process or subsequent award does not grant the vendor any exclusive rights, entitlements, or continued business assurances from APCOB.

19. AWARD CRITERIA

- I. 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.
- II. 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 technically 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.

20. PAYMENT TERMS & PERIOD OF CONTRACT

1. APCOB shall pay fixed charges, on mutually agreed basis for the contracted services rendered.
2. No extra boarding, lodging, TA, DA or any other expenses shall be paid by APCOB for providing services.
3. Payments will be made as per the below schedule:

S.No.	Activity	Payment (%) to be released
1.	Successful completion of supply and configuration of Microsoft O365 business licenses as specified in the scope of work.	90%
2.	After Submitting the Bank Guarantee	10%

4. APCOB shall deduct any dues, such as TDS etc. while making payments.

21. LIQUIDATED DAMAGES

Failure to install and commission the products in the stipulated period of forty five (45) Days from the date of purchase order will result in imposition of penalty of 0.5% of the total contract value for a maximum of one week of delay and 02% of the total contract value per week for a maximum of

another one week of delay. Delay beyond one month may attract forfeiture of the Performance Security and cancellation of contract, at the discretion of APCOB.

22. TAXES AND DUTIES

The prices must be quoted inclusive of all applicable duties, levies, and statutory charges, but exclusive of GST which will be reimbursed as per actuals. 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.

23. 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 within 3 working days and shall send his acceptance to enter the Contract within Seven (7) days from the receipt of the Letter of Intent notification of work award (Purchase Order).

24. 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.

25. 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.

26. 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.

- a. If the contractor fails to deliver any or all the goods and perform services within the time period(s) specified in the contract, or any extension thereof granted by the company.
- b. if the contractor fails to perform any obligation(s) under the contract.

c. 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.

27. GOVERNING LAW

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

28. SUBMISSION OF BIDS

Bid should comprise

- ❖ Technical Bid
 - Signed and Sealed hard copies
- ❖ Commercial Bid
 - Price bid undertaking
 - Schedule of price bid in the form of proposal/Commercials
- Bidder who has downloaded the tender from the APCOB's Website shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited, and bidder is liable to be banned from doing business with APCOB.
- Bidders are advised to visit again APCOB website at least 1 day prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

29. 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.

30. RESPONSIBILITY OF BIDDER

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

31. 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.

32. 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.

33. ANNOUNCEMENT OF BIDS

The Bidder's names, bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the time of opening. No bid shall be rejected at bid opening, except for late bids.

34. BIDS NOT CONSIDERED FOR EVALUATION

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

35. OPENING OF COMMERCIAL BIDS

Commercial Bids will be opened and compared at the specified date and time. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the APCOB at the Commercial Bid opening.

36. 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.

37. 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.

38. 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.

39. REJECTION OF BID

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by APCOB and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the bidder.

Sd/-
Dy. General Manager,
IT Department

MANUFACTURER'S AUTHORIZATION FORM

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

Ref: Tender No. APCOB/IT/3246855/2026-27

**Sub: Manufacturer Authorization for Tender No.
APCOB/IT/3246855/2026-27**

Dear Sir,

We, < OEM > having our registered office at < OEM address>, are an established manufacturer of < name of quoted item >. We < OEM> solely authorized to quote our product for above mentioned tender.

Our full support is extended in all respects for supply and maintenance of our product. We also ensure to provide the service support for the supplied antivirus solution at least for a period of 3 years from the date of installation & configuration of the antivirus solution as per tender terms. In case of any difficulties in logging complaint at bidder end, user will have option to log complaint at our call support centre. We also undertake that in case of default in execution of this tender by the bidder, we will take all liabilities and responsibilities and necessary steps for successful execution of this tender. We also undertake that to meet the timelines defined in the tender. We will ensure that the EPS solution is made available to APCOB in time. If the supplied product is declared end of life, we will ensure that a suitable equivalent or higher roll over product is offered to APCOB for due approval and order execution thereafter.

Thanking You

For Name:

Designation:

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

Technical Response

Ref No.

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

Sub: RFP for **Microsoft O365 License Provisioning and Configuration** for APCOB-
Submission of Proposal – Reg.

Ref No: **APCOB/IT/3246855/2026-27** dated _____

S. No.	Criteria	Required Documents
1.	The bidder should be a company registered in India under the Indian Companies Act 1956/2013 or a partnership firm or a society constituted under the Societies Registration Act 1860 or sole proprietor firm with their registered office in India for the last four years as on 31st March, 2025.	Copy of valid Certificate of Registration, partnership deed etc. attested by Company Secretary/ authorized signatory should be submitted by the bidder. Copy of PAN card attested by authorized signatory should be submitted by the bidder.
2.	The bidder should have valid TIN/ Services Tax/GSTN registration.	Copy of valid Certificate of registration attested by authorized signatory should be submitted by the bidder.
3.	Bidder must have one local office in Vijayawada, Andhra Pradesh or Hyderabad, Telangana.	Copy of address proof of office premises in Andhra Pradesh/Telangana attested by authorized signatory should be submitted by the bidder. The bidder which is not having a toll-free number may provide an undertaking on its letter head duly signed by the authorized signatory to the effect that the same shall be obtained immediately in case the bidder is declared L1 and awarded the work order.
4.	The bidder should not be barred or black-listed by any central/ state govt. departments/ organizations/ PSUs for any reason on the date of bid submission.	As self-declaration certificate from the authorized signatory should be submitted by the bidder.

5.	The bidder should have a minimum average annual turnover of Rs. 50 Lakhs in last three financial Years.	Attested audited copies of bidder`s annual reports for the last three financial years along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnover & average annual turnover during these financial years should be submitted.
6	The bidder shall be an authorised Microsoft Solutions Partner / CSP Partner with valid partnership certification from Microsoft, which includes Solutions Partner for Business Applications and Solutions Partner for Security for supply, implementation and support of Microsoft licenses and related services more than 1 year.	Documentary proof shall be submitted along with the bid.
7	APPLICATION FEE Rs. 500/- (Rupees Five hundred only)	Demand Draft (DD) or Bank Pay order in favor of "APCOB" payable at Vijayawada.
8	EMD Rs. 2000/- (Rupees Two thousand only)	Demand Draft (DD) or Bank Pay order in favor of "APCOB" payable at Vijayawada.

Yours Truly

Authorized signatory of bidder

[Seal, Name, Signature and authority]

COMMERCIAL RESPONSE

Ref No.

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

Sub: RFP for **Microsoft O365 License Provisioning and Configuration** – Submission of Proposal – Reg.

Ref: **APCOB/IT/3246855/2026-27** dated _____

Total Price (Exclusive of all taxes): _____

Amount _____ in _____ Words:

Note:

1. The Agencies will not indicate separate discount, discount if any should be merged in the quoted rates.
2. If there is any discrepancy between words and figure, the amounts in words shall prevail and will be adopted for evaluation.
3. 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.
4. The Lowest quote arrived based on the above will then be considered as L1.
5. If more than one agency stands on equal Price Quote, then the agency having more relevant experience can be considered for award of contract.

DECLARATION REGARDING CLEAN TRACK RECORD

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: RFP for APCOB IT – **APCOB/IT/3246855/2026-27** - Submission of Proposal –
Reg

Ref: **APCOB/IT/3246855/2026-27**, 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 5 years. I further certify that I am competent officer in my company to make this declaration.

Yours Truly

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

BIDDER INFORMATION

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	Whether Authorized Dealer/ Service provider	If Yes, provide relevant document
7	Authorized Nominated person to participate in the bid process Name & Mobile Number and Office Phone Number	

Yours Truly

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