Ref: APCOB/IT-INFRA/3399088/26-27 **Date:**20-11-2026	

REQUEST FOR PROPOSAL (RFP)

Selection of Authorized Microsoft Partner for Microsoft 365 Business Basic License Provisioning, Domain Onboarding, Email Migration, Security Configuration and Support Services for Nine (09) DCCBs under APCOB

1. Introduction

The Andhra Pradesh State Cooperative Bank Ltd. (APCOB), Vijayawada, invites sealed bids under a two-bid system (Technical Bid and Commercial Bid) from eligible Microsoft-authorized partners for supply, provisioning, implementation, migration, configuration and support of Microsoft 365 services for Nine (09) District Cooperative Central Banks (DCCBs) in Andhra Pradesh.

2. Requirement Summary

DCCB	No. of Licenses
Srikakulam DCCB	65
Chittoor DCCB	60
Kurnool DCCB	72
Vizianagaram DCCB	100
Kakinada DCCB	90
Eluru DCCB	60
Prakasam DCCB	66
Nellore DCCB	53
Anantapur DCCB	70
Total	**636**

Product: Microsoft 365 Business Basic

APCOB reserves the right to increase or decrease the quantity by ±25% during the contract period without affecting the quoted rates.

INDICATIVE CRITICAL DATE SHEET

Application Fee (Non-refundable)	Rs. 1000/- (Rupees Two Thousand Only)
EMD	Rs. 3000/- (in favour of APCOB)
Bid Submission Start Date	20.11.2026
Bid Submission End Date	30.11.2026 11:00 a.m.
Technical Bid opening	30.11.2026 12:00 p.m.
Commercial Bid Opening	Shall be intimated to Technically Qualified bidders.
Point of Contact for Bid Submission	Sri Adam Shafi Shaik, Dy. General Manager, The Andhra Pradesh State Cooperative Bank Ltd., NTR SahakaraBhavan, Governorpet,Vijayawada 520002 Phone:0866-2429028 e-mail: itinfra@apcob.bank.in Time: 10 AM to 5 PM
Address for Tender Submission	Sri Adam Shafi Shaik, Dy. General Manager, The Andhra Pradesh State Cooperative Bank Ltd., NTR SahakaraBhavan, Governorpet,Vijayawada 520002 Phone:0866-2429028 e-mail: itinfra@apcob.bank.in Time: 10 AM to 5 PM
Technical Clarifications	Sri B Ramachandraiah Chief Technology Officer (CTO) Phone: 9951904488 email: ram.b@apcob.bank.in Time: 10 AM to 5 PM

3. Scope of Work

The selected bidder shall provide end-to-end implementation and support services including:

3.1 License Provisioning

- Supply and activation of 636 Microsoft 365 Business Basic licenses.
- Assignment of licenses to users.
- Creation of Microsoft 365 tenant administration framework.
- Access to centralized administration console.

3.2 Domain Onboarding & DNS Configuration

The bidder shall configure and validate:

- Custom Domains
- MX Records
- SPF Records
- DKIM
- DMARC
- Autodiscover
- Exchange Online Routing
- Mail Flow Policies

for all participating DCCBs.

3.3 Mailbox Creation

Creation and configuration of user mailboxes including:

- Naming convention standardization.
- Distribution Lists.
- Shared Mailboxes.
- Resource Mailboxes (if required).
- User role assignment.
- Password policy implementation.
- Multi-Factor Authentication (MFA).

3.4 Email Migration

The bidder shall:

- Migrate existing email accounts to Microsoft 365.
- Ensure zero or minimal downtime.
- Ensure no email loss during migration.
- Perform migration validation and reconciliation.
- Provide migration completion reports.

3.5 Security Hardening

The selected bidder shall implement:

- Baseline Microsoft 365 Security Configuration.
- MFA for privileged accounts.
- Conditional Access recommendations.
- Anti-Spam Policies.
- Anti-Malware Policies.
- Safe Links and Safe Attachments (where applicable).
- Mail Authentication Controls (SPF, DKIM, DMARC).

3.6 Knowledge Transfer

- Administrator training for APCOB IT Team and DCCB IT Teams.
- User onboarding guidelines.
- Documentation of complete implementation.

3.7 Post Implementation Support

Provide implementation and handholding support for a period of**12 months** from Go-Live.

Support shall include:

- Configuration issues.
- Mail flow issues.
- License administration support.
- Troubleshooting and vendor coordination.

4. Project Timelines

Activity	**Timeline**
Project Kick-off	Within 7 days of Work Order
License Provisioning	Within 10 days
Domain Configuration	Within 15 days
Mail Migration	Within 25 days
Go-Live Completion	Within 35 days

5. Eligibility Criteria

The bidder must:

Technical Eligibility

- Be registered in India under Companies Act/Partnership Act/Societies Act.
- Have minimum 3 years of IT/Microsoft Cloud implementation experience.
- Be an authorized Microsoft Solutions Partner / CSP Partner.
- Have executed at least **three (03)** Microsoft 365 deployment projects consisting of minimum **250 users each** during the last three years.

Financial Eligibility

- Average annual turnover of at least ₹50 Lakhs during the last three financial years.
- Positive net worth during the last financial year.

Compliance Eligibility

- Valid PAN.
- GST Registration.
- No blacklisting/debarment by Government, PSU, Bank or Regulatory Authority.

6. Bid Security and Tender Fee

Particulars	Amount
Tender Fee (Non-refundable)	₹1000
Earnest Money Deposit (EMD)	₹3,000

Demand Draft shall be drawn in favor of **"APCOB" payable at Vijayawada.**

7. Service Level Agreement (SLA)

Severity	Description	Response Time	Resolution Time
Critical	Email service unavailable	1 Hour	4 Hours
High	Migration/Mail flow issue	2 Hours	8 Hours
Medium	User mailbox issue	4 Hours	1 Business Day
Low	Configuration support	1 Business Day	3 Business Days

8. Security and Confidentiality

The selected bidder shall:

- Maintain confidentiality of all APCOB and DCCB information.

- Not retain any user credentials or banking data.
- Sign Non-Disclosure Agreement (NDA).
- Ensure compliance with:
  - RBI Cyber Security Framework
  - DPDP Act, 2023
  - CERT-In Directions
  - Applicable Data Protection and Privacy Regulations.

9. Payment Terms

Milestone	Payment
Successful license provisioning, migration, configuration and Go-Live	90%
Completion of documentation, training and submission of Performance Bank Guarantee	10%

Applicable statutory deductions shall apply.

10. Performance Security

Successful bidder shall submit a Performance Bank Guarantee (PBG) equivalent to **10% of the contract value** valid for contract period plus three months.

11. Liquidated Damages

In the event of delay attributable to the bidder:

- 0.5% of contract value per week for first two weeks.
- Maximum penalty: 10% of Contract Value.

APCOB reserves the right to terminate the contract in case of prolonged delay beyond 30 days.

12. Evaluation Methodology

Stage 1: Technical Evaluation

Only bidders meeting all eligibility requirements shall be considered technically qualified.

Stage 2: Commercial Evaluation

Commercial bids of technically qualified bidders only will be opened.

Stage 3: Final Selection

The bidder quoting the **Lowest Evaluated Cost (L1)** among technically qualified bidders shall normally be considered for award.

APCOB reserves the right to negotiate, reject, or accept any bid without assigning reasons.

13. Contract Term

The contract shall remain valid for:

- Initial implementation period.
- Additional support period of 12 months from Go-Live.

APCOB reserves the right to extend the support period based on performance and mutual consent.

14. Confidentiality, Audit and Exit Clause

The selected bidder shall:

- Permit APCOB, NABARD, RBI or statutory auditors to audit project records whenever required.
- Provide complete handover documentation and administrative credentials upon completion.
- Assist APCOB and DCCBs during transition to another service provider, if required, without additional cost during exit period.

15. APCOB's Rights

APCOB reserves the right to:

- Accept or reject any bid.
- Cancel the RFP without assigning reasons.
- Modify the scope of work.
- Increase or decrease quantity of licenses.
- Re-tender the requirement if deemed necessary.

Additional Terms & Conditions

1. **Data Ownership Clause** – All mailbox data remains the property of respective DCCBs/APCOB.
2. **Cyber Incident Reporting Clause** – Vendor to report any security incident within 6 hours.
3. **Non-Subcontracting Clause** – No subcontracting without written approval of

APCOB.

4. **Source of Licenses Clause** – Licenses must be procured through authorized Microsoft CSP channel only.
5. **Escalation Matrix** – Mandatory submission of L1/L2/L3 support contacts.
6. **Dedicated Project Manager** – Vendor to nominate a single SPOC for all 9 DCCBs.
7. **Migration Acceptance Certificate** – DCCB-wise sign-off after successful migration.
8. **Exit Management Support** – Minimum 30 days support during transition/termination.
9. **Jurisdiction Clause** – Courts at Vijayawada shall have exclusive jurisdiction.

ADAM SHAFI SHAIK
DEPUTY GENERAL MANAGER
INFORMATION TECHNOLOGY

The following information is to be furnished along with Bids.

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

Sub:	Manufacturer Authorization for Tender No. APCOB/IT-INFRA/3399088/2026-27
Ref:	Tender No. APCOB/IT-INFRA/3399088/2026-27

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:	Tender No. APCOB/IT/3399088/2026-27

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	Documentary proof shall be submitted along with the bid.

	for Business Applications and Solutions Partner for Security for supply, implementation and support of Microsoft licenses and related services more than 1 year.	
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*** for DCCB– Submission of Proposal – Reg.
Ref:	Tender No. APCOB/IT/3399088/2026-27 dt.

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 ***Microsoft O365 License Provisioning and Configuration*** for APCOB– Submission of Proposal – Reg.
Ref:	Tender No. APCOB/IT/3399088/2026-27

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]

Digitally signed by
SHAIK ADAM SHAFI
Date: 20-11-2026
13:24:19