



**The Andhra Pradesh
State Cooperative Bank Ltd.**
(A State Partnered Scheduled Bank)



International Year
of Cooperatives

Ref: APCOB/IT/F02/1640251/2025/02

Date: 09.05.2025

REQUEST FOR PROPOSAL

Invitation of Bids for subscription of Barracuda email gateway defense in APCOB

ANDHRA PRADESH STATE COOPERATIVE BANK LIMITED

NTR Sahakara Bhavan, Governorpet, Besant Road

Vijayawada - 520002

Date: 09.05.2025

Bids are invited for "*Invitation of Bids for Supply, Installation and support of Barracuda email gateway defense*". The details of tender are as under.

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

2. INDICATIVE CRITICAL DATE SHEET

Application fee INR (Non-Refundable)	Rs. 2,000/- (Rupees Two thousand Only)
EMD (Refundable)	Rs. 15,000/- (Rupees Fifteen thousand Only)
Bid Submission Start Date	09.05.2025
Bid Submission End Date	19.05.2025 @05.00PM
Bid open date	20.05.2025 @11.00AM tentatively.
Point of Contact for Bid Submission	B Dinesh Kumar, DGM (IT) The Andhra Pradesh State Cooperative Bank Limited NTR Sahakara Bhavan, Governorpet, Besant Road, Vijayawada – 520002 dineshb@apcob.org itinfra@apcob.org Ph no: 7729996722
Address for Tender Submission	The Andhra Pradesh State Cooperative Bank Limited, NTR Sahakara Bhavan, Governorpet, Vijayawada - 520002
Technical Clarifications	B Ramachandraiah, CTO/CGM (IT) ramachandraiahb@apcob.org itinfra@apcob.org +91 9951904488

3. Bids shall be submitted only at APCOB communication address. Tenderers/Contractors are advised to follow the instructions provided on indicative critical date sheet.
4. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations 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.

5. Tenderer who has downloaded the tender from the APCOB'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.
6. Intending tenderers are advised to visit again APCOB website www.apcob.org atleast one day prior to closing date of submission of tender for any corrigendum/ addendum/ amendment.

APPLICATION FEE Payment & Tender cost

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

Submission of Tender

All the pages of bid being submitted must be sequentially *numbered* by the bidder irrespective of nature of content of the documents before submitting.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

SEARCHING FOR TENDER DOCUMENTS

1. Bidders can log on to APCOB portal and search for tenders under Tenders tab.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules.
3. The bidder should make a note of the point of contact assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

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 need 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.

SUBMISSION OF BIDS

1. Bidder should submit well in advance for bid submission so that they can avoid last minute hurry. Bidder will be responsible for any delay due to other issues.
2. The bidder has sign and put seal 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.

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.

REQUEST FOR PROPOSAL

Objective:

This RFP (Request for Proposal) is issued as a request for "Selection of an agency for *Invitation of Bids for Supply, Installation and support of Barracuda email gateway defense*."

1. THE CLIENT - APCOB

The Deputy General Manager (ITD), APCOB, Vijayawada-520002 invites sealed tenders for *Invitation of Bids for Supply, Installation and support of Barracuda email gateway defense*.

Envelopes should be enclosed in one cover and super scribed APPLICATION FEE "*Invitation of Bids for Supply, Installation and support of Barracuda email gateway defense*"

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.,

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 is provided 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 other purpose than selection of a company for *"Invitation of Bids for Supply, Installation and support of Barracuda email gateway defense"*.

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 accept 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.

4. 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 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. 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.

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.

7. SCOPE OF WORK

The broad scope of work is given below:

Bill of Material	Qty	Term
Barracuda email gateway defense.	900 users	12 months

S.No.	Technical Specifications	Compliance Yes/No
1	Solution should be cloud based and should have advanced AI/ML engine included	
2	The Email security cloud datacenter should be in India	
3	The Vendor should be atleast be part of strong perfromers in the Forrester Wave"_ Enterprise Email Security, Q2 2023	
4	For Phishing and Ransomware Protection the Vendor should have scored atleast 4 or above in forresters for "Malicious URL and web content security"	
5	The Email security Solution must have received a score of 4 and above from latest Forresters Wave report in the category of Machine learning models and training	
6	Solution should be able to scan all inbound and outbound emails	

7	Should provide Cloud Protection Layer for: -- Email spooling up to 96 hours -- Inbound email filtering -- Real-Time Protection	
8	Solution should be able to add and manage multiple domains under same console	
9	Proposed Solution should offer AI based protection that can automatically predict which employees are likely to be targeted by spear-phishing attacks, based on their role and their day-to-day access to sensitive information.	
10	Solution should offer Encryption feature (Data at rest) without a separate license	
11	Solution should be able to integrate with Directory Services (LDAP, Azure AD)	
12	Solution should provide Sender Spoof Protection to detect and block spoof emails	
13	Solution should be able to protect against Spam and Scan Email for Viruses.	
14	Solution should have its own Dedicated Reputation Block list (RBL)	
15	Solution should also be able to configure Custom RBLs	
16	Solution should have advanced service to detect zero-hour spam and virus outbreaks even where traditional heuristics and signatures to detect such messages do not yet exist.	
17	Solution should have spam scanning engine, assigns a score to each message processed ranging from 0 (unlikely spam) to 10 (definitely spam) and configuration setting to assign score threshold for block and quarantine of mails.	
18	Solution must have Email Categorization such as Corporate Emails, Transactional Emails, Marketing Materials, Mailing Lists, Social Media and should be able to allow, block, quarantine based on policy.	
19	Solution must have Bulk Email Detection feature to take action with inbound messages that contain anything that looks like unsubscribe links or unsubscribe instructions in the message body (Block or Quarantine).	
20	Solution should be able to apply Rate Control on inbound message as well as outbound emails going out from organization.	
21	Solution should provide ability to configure Rate Control Exemptions based on IP address	
22	Solution must have Internal Rate Control control to Exempt Rate Control Between Domains	
23	Solution must have ability to define Rate control on Maximum Messages per Sender IP Address per 30 minutes	
24	Solution must have ability to configure IP Address block and exempt per IP address	
25	Solution must have option to define Trusted Forwarders	

26	Solution must have Regional Policies to block GeoIP (Sender Policies)	
27	Solution must have option to block emails based on multiple languages.	
28	Solution must have an option to define policies based on Recipient (Scan/Exempt)	
29	Solution must have option to define Sender Policies such as block, exempt and quarantine based on email ID, Domain.	
30	Solution must have option to configure Sender Authentication based on below checks: Use Domain Based Message Authentication (DMARC) DomainKeys Identified Mail (DKIM) Action Use Sender Policy Framework	
31	Block on No PTR Records	
32	Solution must have option to define Exemptions for DMARC, DKIM, SPF and Missing PTR	
33	Solution must have option to define Message Content Filter Policies to control the delivery of a message based on characteristics of the message Subject, Header, Body, Sender, Recipient, and Attachment(s).	
34	Solution should have Attachment Filter policies For inbound mail to choose File Name filtering or MIME Type filtering for attachments.	
35	Solution must have option of filtering Password Protected Archive and Password Protected Microsoft Office Documents Filtering and allow to configure Ignore, Block and Quarantine for such file types	
36	Solution should have ability to protect against advanced phishing attack, BEC, Impersonation attacks	
37	Solution must have Anti-Fraud Intelligence	
38	Solution must have ability to add External Sender Warning. This feature should add a banner to the top of all inbound emails that originate from outside your organization, cautioning your users about opening attachments and clicking links.	
39	Solution must have Intent Analysis, for catching phishing attacks. It involves researching email addresses, web links, and phone numbers embedded in email messages and email attachments, to determine whether they are associated with legitimate entities.	
40	Solution should have Content Intent which identifies messages that include URLs in the message body for which the website contains suspicious content.	
41	Solution must have Link Protection feature to automatically rewrite any URL in an email message	
42	Solution must have Typosquatting Protection feature to check for common typos in the domain name of the URL and, if found, rewrites the URL to the correct domain name so that the user visits the intended website.	

43	Solution must have an option to define either exempt (Ignore) trusted domains from Intent Analysis and/or add domains which, if found in an email message body, should result in blocking or quarantining the message based on intent.	
44	Solution must have option to Specify the IP address ranges that are allowed to send outgoing emails from your domains	
45	Solution must have ability to add Tagline/Footer automatically in outgoing messages	
46	Solution must have option to define DLP & Encryption without additonal licenses	
47	Solution must have option to define Content Policies on all outgoing message based on File type, password protected documents (Microsft Office & Archives).	
48	Solution must have option to configure Message Content Filter policies based on keywords, regular expressions. If matched solution sould have ability of either Block, Allow, Quarantine, or Encrypt for Subject, Header, Body, Sender address, Recipient address, or Attachment.	
49	Solution should have Predefined Filters which include Credit Card, Social Security Numbers, Privacy, and HIPAA formats.	
50	Solution should have ability to monitor outbout virus outbreak and if found solution must have ability to suspend the email address to block outbound emails from specific address.	
51	Solution should have option to configure Notifications: Admin Quarantine Sender Quarantine Notification Notification to sender for rejected message Admin Spam Notification	
52	Solution must have Advanced Threat Protection to protect against zero day attack and ability to define ATP Exemptions (email address/Domains and sender IP address)	
53	Solution should have option to define User Role such as domain admin, user & helpdesk	
54	Solution must provide Email Continuity service without additional license which Allows end users the ability to receive and send emails when designated mail servers are unavailable. Email Continuity service will auto-expire after 96 hours.	
55	Soultion should have ability to define Quarantine Notification and period	
56	Solution should have ability to define policy for users such as: Allow users to exempt senders Allow users to block senders Allow end users to view and deliver blocked messages Allow users to change Default Time Zone	

57	Solution must have ability to generate reports such as: Inbound Traffic Outbound Traffic Top Email Senders Top Email Recipients Top Spam Senders Top Spam Recipients Top Virus Senders Top Virus Recipients Top Blocked Senders Top Blocked Recipients	
58	Solution must have an option of Syslog / SIEM Integration for longer retention of logs	
59	Solution must have a Dashboard include summary of below: Threat Origin Top Recipient Domains Volume/Blocked/Allowed Subscriptions Inbound Email Statistics Overview/Blocked/Allowed/Quarantined Inbound TOP Recipients/Sender Blocked Outbound Email Statistics Overview/Blocked/Allowed/Quarantined Outbound Top Recipients/Sender Blocked Total Threats / Viruses Overview/File Type Last Blocked ATP Message Log ATP Log Outbound Quarantine	
60	Solution should be able to protect Social engineering attack	
61	Solution should be able to detect & prevent conversation hijacking attack along with domain impersonation, BEC, CEO Fraud, Blackmail email, social engineered attacks.	
62	The solution should analyse email and based on parameters like Language used, unusual request, threat to user to stop spear phishing attacks (This can also be referred to as sentiment analysis)	
63	The solution should automatically create rules to stop threats in future	
64	Should block phishing URLs including targeted spear phishing attacks	
65	Solutions should be able to centrally manage policies and do administration.	
66	Soluton should be able to offer Link protection & typo squatting protection via cloud	
67	Solution should offer Advance Threat Protection to protect against zero day attack.	
68	Exempt IP from SPF check, Exempt Domain from DKIM, Exempt Domain from DMARC	

69	The Solution should provide a separate dashboard for Zero-day threats logs/ ATP logs	
70	Migration of exiting on prem Email security to cloud email security charges	
71	Migration should happen with minimum downtime	
72	Training should be provided post implementation	

The support services will include the following:

- **Business-driven response priority** based on severity levels.
- **Problem resolution support** for troubleshooting and issue resolution.
- **24x7 global toll-free telephone support** for immediate assistance.
- **24x7 web support access and onsite support** whenever required by the Bank.
- **Transfer rights** for software usage as per licensing terms.

8. 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.

9. 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 or a society constituted under the Societies Registration Act 1860 or sole proprietor firm with their registered office in India for the last five years as on 31st March, 2024.	<ul style="list-style-type: none"> ➤ 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.	The bidder should have a technical support office in operation in Andhra Pradesh or Telangana and support centers manned with qualified staff.	Copy of address proof of office premises in Andhra Pradesh or Telangana attested by authorized signatory should be submitted by the bidder. The bidder which is not having a customer care/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 contract.

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 by the bidder.
6.	Letter of authorization from the OEM for bidder to bid against this tender specifically.	Letter from OEM
7.	The bidder should have a minimum of 3 years of experience in providing similar email security solutions and must have implemented the solution for at least 900 users or more	Any document related to supply of product
8.	APPLICATION FEE Rs. 2,000/- (Rupees Two thousand only)	Demand Draft (DD) or Bank Pay order in favor of "The Andhra Pradesh State Cooperative Bank Ltd.," payable at Vijayawada.

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

10. 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 tender document.
- Rates quoted in the item rate 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 will be inclusive of all taxes, fees, levies etc.

- 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.

11. PROCESSING FEE

- i. The Application fee is non-refundable.
- ii. The EMD is non-interest bearing.
- iii. The successful bidders EMD will be discharged upon expiry of "Offer Validity Period" or upon receiving of Performance Bank Guarantee. EMD of unsuccessful bidders shall be refunded after finalization of Tender.
- iv. The EMD 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 sign the contract in accordance with terms and conditions.

12. 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.

13. 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.

14. PERIOD OF VALIDITY OF BID

- I. **Validity Period:**
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.

15. MODIFICTIONS/ 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 subsequent to the proposal due date, unless the same has been expressly sought for by the authority, shall be disregarded.

16. 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.

17. 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.

18. 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.

19. PERFORMANCE SECURITY

Within seven (7) days of the receipt of Notification of Award/ Letter of Intent from the Purchaser, the successful bidder shall furnish the Performance Security of the value of 10% of the total contract value in the form of Demand Draft (DD) or Bank Pay Order or Bank guarantee in the favor of "The Andhra Pradesh State Co-operative Bank Ltd.," payable at Vijayawada.

This Performance Security shall be non-interest bearing and shall be refunded preferably within days from the end date of the contractual period, subject to it not being forfeited in full or deducted in parts or full on account of any penalty imposition by APCOB.

20. PAYMENT TERMS

- 90% of the contract value will be released against delivery and successful installation of the software and on submission of delivery challan, installation report and invoice.
- 10% balance payment will be released on submission of bank guarantee within 90 days or completion of 90 days from the date of installation.
- 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 sixty (60) 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 0.2% of the total contract value per week for a maximum of another one week of delay. Delay beyond four (4) weeks may attract forfeiture of the Performance Security/ EMD and cancellation of contract, at the discretion of APCOB.

22. TAXES AND DUTIES

The prices (including all taxes, duties etc.) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labor 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 and shall send his acceptance to enter into the Contract within three (3) days from the receipt of the Letter of Intent notification of work award. Bidder shall also enter into the agreement with APCOB within 7 days of acceptance.

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 of 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

Any Disagreement or dispute arising between them under or in connection with the contract. Either party may require that the dispute be referred for resolution to the formal mechanisms and may refer the same within 30 days from the date of failure of negotiations to the Arbitrator in accordance the provisions of the Arbitration and conciliation Act, 1996. The jurisdiction of the settlement of the disputes shall be Vijayawada, Andhra Pradesh State only.

28. SUBMISSION OF BIDS

Bid should be submitted only

- a) Bidder who has downloaded the tender from the APCOB Website and shall not tamper/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 EMD would be forfeited and bidder is liable to be banned from doing business with APCOB.
- b) 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.
- c) The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

Signing and Submission of Tender

Participation in the Tendering process implies giving consent to all the terms, conditions and other requirements contained in any part of the Tender document.

The Tender shall be typed or written in indelible ink as instructed in respective parts and shall be signed by the vendor or person or persons duly authorized to bind the vendor to

the Contract. The person or persons signing the Tenders shall initial all pages of the Tenders.

Any interlineations, erasures, or overwriting shall be valid if only they are authenticated by full signature of the person signing the Tenders.

Proposals for Technical Bid and Commercial Bid are to be sealed in separate envelopes and submitted to the address given below. All the envelopes must be super-scribed with the following information:

- Type of Offer
- Due Date
- Name of Vendor

Commercial Offer:

The Commercial Offer (C.O.) should give all relevant price information in Indian Rupees.

If the envelopes are not sealed and marked as indicated above, the Bank will assume no responsibility for the Tender's misplacement or premature opening.

The envelopes duly sealed should be submitted on or before 05.00 PM on 19.05.2025 at the address mentioned in critical date sheet.

29. 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.

30. 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.

31. 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.

32. 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.

33. 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.

34. 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.

35. 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.

36. 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.

37. 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 EMD may be forfeited.

38. 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.

Thanking You

Yours faithfully,

Sd/-
Dy. General Manager (ITD),
The AP State Cooperative Bank Ltd.,

Commercial Response

Date:

Ref Number:

To

**The Deputy General Manager (ITD),
The Andhra Pradesh State Cooperative Bank Ltd.,
NTR Sahakara Bhavan, Governorpet,
Vijayawada - 520002**

Dear Sir

SUB: RFP/Tender Reference:

1. Supply, Installation and support of *Barracuda email gateway defense*

in APCOB

Description	No. of users	Unit Price	Taxes	Total Amt
<i>Barracuda email gateway defense.</i>	900			

Yours Truly

Authorized signatory of bidder

[Seal, Name, Signature and authority]

MANUFACTURER'S AUTHORIZATION FORM

Date:

The Deputy General Manager (IT),
The Andhra Pradesh State Cooperative Bank Ltd.,
NTR Sahakara Bhavan, Governorpet,
Vijayawada - 520002

Sub: Manufacturer Authorization for Tender No. Ref:
APCOB/IT/F02/1640251/2025/02

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 Firewalls at least for a period of 1 year from the date of installation & configuration of the Firewalls 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 center. 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 product 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

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.