



**ANDHRA PRADESH MAHESH CO-OP URBAN BANK LIMITED**  
(Multi-State Scheduled Bank), Head Office: Hyderabad

***Tender Document***  
***for***  
**Facility Management Services for**  
**Data Center**  
**and**  
**Support to Branches.**

**Andhra Pradesh Mahesh Co-Op Urban Bank Ltd**  
**Head Office : 8-2-680/ 1 & 2**  
**Road No.12, Banjara Hills**  
**Hyderabad - 500034**  
**Phone Nos: 24615296, 24615299, 23437100-1,2,3 & 5**  
**Fax:040-24616427.**  
**Website: [www.apmaheshbank.com](http://www.apmaheshbank.com)**







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**TERMS & CONDITIONS OF THE TENDER DOCUMENT**

**1. ELIGIBILITY :**

- i. The bidder must have at least 5 years of experience in the field of supply, installation and support of Data Centre and critical IT infrastructure. They should carry necessary experience in maintenance of IT infrastructure which includes Servers /Storage / Network Infrastructure / Data bases / PCs.
- ii. The bidder should have proven ability in maintaining IT support personnel to support critical IT infrastructure.

**2. FINANCIAL CAPABILITY :**

The bidder should be a Private / Public limited company and Turn over should be minimum 5 crores for either FY 2021-22 or average of three financial years FY 2019-20, 2020-21 and 2021-22. Documents evidencing the same are to be submitted along with the bid.

**3. EXPERIENCE:**

The bidder should have successfully executed at least one contract of similar nature (Managing the IT infrastructure which includes DC, Servers and PCs, Network Infrastructure, Data bases) during the last 2 years.

**4. PERIOD OF THE CONTRACT :**

The services are expected to be in place commencing from 1<sup>st</sup> Feb 2023. The period of the contract is for one year which is extendable, at the sole discretion of the Bank, at the same terms, for a period of five years on yearly basis.

**5. DOCUMENTS TO BE SUBMITTED :**

- 1) Application for the Tender has to be submitted in two separate sealed covers as under:
  - i. First sealed cover should contain documentary evidence to support eligibility criteria.
  - ii. Second sealed cover should contain the commercials of the BID. Bids submitted that are not in conformity with these conditions will be out rightly rejected.







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**6. PAYMENT TERMS:**

Payment shall be made on Quarterly basis, at the end of each Calendar Quarter. Execution of Service Level Agreement (SLA) by the vendor.

**7. SERVICE DESK:**

Facility Management Services shall be available on 24x7x365 basis for IT Infrastructure of the Bank which includes Servers, Storage, Network Infrastructure, PCs and Database, at our Data Center as well as our branches.

**8.SCHEDULE OF THE TENDER:**

Particulars	Details
Tender Reference No	APMB/IT/FMS/JAN-1/2023
Date of release of the Tender	10.01.2023
Last date for submission of the Tender	16.01.2023, 5:00 PM
Extended date for submission of the Tender	21.01.2023, 5:00 PM
Cost of the Tender Document	Rs. 5,000/-
Earnest Money Deposit (EMD)	Rs. 1,00,000/-

**Address for communication:**

Deputy General Manager,  
Information Technology Dept,  
Andhra Pradesh Mahesh Co-operative Urban Bank Limited  
Head Office - 8-2-680/1 & 2, Road No. 12,  
Banjara Hills, Hyderabad-500 034, Telangana.  
E-mail : [info@apmaheshbank.com](mailto:info@apmaheshbank.com), website: [www.apmaheshbank.com](http://www.apmaheshbank.com)

**9.EARNEST MONEY DEPOSIT :**







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a. Bidder shall furnish, as a part of the proposal, Earnest Money Deposit of Rs. 1,00,000/- (One Lakh only) in the form of a Demand Draft or Pay Order. The draft / pay order should be drawn in favour of "Andhra Pradesh Mahesh Coop Urban Bank Ltd.," payable at Hyderabad.

The EMD draft / Pay Order should form part of the response to the BID submitted by the Vendor. Failure to comply with this condition shall result in rejection of the bid offer and no vendor shall be exempted from the requirement of the EMD.

The EMD amount of the unsuccessful vendor(s) shall be returned only after completion of the Tender Process and for successful vendor it will be adjusted towards security deposit.

b. The EMD amount shall be forfeited if the Vendor –

- Withdraws their Bid during the period of the Bid validity ; or
- Having been notified of the acceptance of the bid by the Bank and the Vendor during the period of bid validity :
  - i. Fails or refuses to execute the Contract formalities; or
  - ii. Fails or refuses to perform, in accordance with the Terms and Conditions of the BID or Contract; or
  - iii. Fails or refuses to complete the required formalities in accordance with the terms and conditions of the BID.
- No interest will be paid on the EMD amount.
- The Bank's decision in the above cases will be final.

**10. SCOPE OF FACILITY MANAGEMENT SERVICES:**

- i. Bank has its on-site Data Centre at Hyderabad and off-site Disaster Recovery Site in a Managed Facility in Mumbai.
- ii. Type of Infrastructure that Bank has deployed in Data Centre is Set of servers with required OS including Linux and various version windows servers on Stand alone or on virtual setup, along with various network infrastructure. This is reflective in nature and may not be exhaustive. Actual deployment may vary or additional equipment may be added in due course of time.
- iii. Apart from the above Bank has 45 branches, as of now, and all are connected to Head Office through various service providers through MPLS connectivity. IT



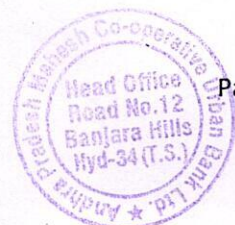




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Infrastructure, consisting of servers, PCs, dot-matrix printers, laser printers, passbook printers, firewalls and switches and other peripherals is deployed in Branches.

- iv. Managed Services to be available on 24x7x365 basis for IT Infrastructure of the Bank which includes Servers, Storage, Network infrastructure, PCs and data bases at our Data Center as well as at our branches.
- v. Managing Team at Head office, to maintain the IT Service Desk, with sufficient number of support staff, **at least 6 resources and a supervisor**, as single point of contact, with proven capabilities and expertise to address the above activities and provide effective support and time bound solution. Support personnel should be in a position to visit branches and address the issues.
- vi. Windows/HP-UX/RHEL System Administration and on-site break fix support & also from remote NOC
- vii. Database Administration and Support.
- viii. Network Configuration, Administration, Monitoring, Expansion and Support.
- ix. Implementation of ITIL Service Management Practices.
- x. In case of critical problems with regard to Servers, Operating Systems, Data bases, Network and IT Security Infrastructure, Vendor should demonstrate proven capabilities to enlist support of OEMs / subject experts to address and set right the problem in less than 8 hours, while day-to-day issues need resolution in less than 2 hours.
- xi. Vendor Management – Existing OEM, System Integrator - Coordination with vendor till issue closure, SLA Tracking with the vendor etc.
- xii. Escalation Management to OEM, System Integration with regard to Incidents of Production environment.
- xiii. Change Management / Release Management / Patch Management.
- xiv. Capacity & Availability Management – Monitoring System utilization, capacity thresholds, capacity recommendations, Proactive configuration, Analyzing application requirements, quantifying their impact on capacity, Monitoring controlling and managing each problem arising from or relating to the services.
- xv. IT Trend Analysis on the volume and nature of problems in order to identify areas for improvements and reporting on quarterly basis.
- xvi. Performing Root Cause Analysis, Identifying preventive measures.
- xvii. Developing / configuring tools and enhancing processes to proactively perform problem management and predicting problems before they occur.

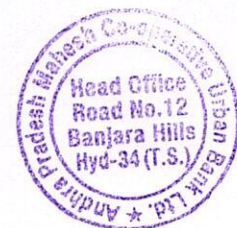






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- xviii. IT Asset Management through system, Deploy an auto-asset inventory management suits, integrate with DC Governance module, maintain asset management register, warranty lists, define and implement asset tracking processes, Perform periodic audits to capture any deviation.
- xix. Manage and Monitor Services / Process :
- Desktop Management
  - Service Desk
  - Server & Storage System Admin & Management
  - Infrastructure Equipment Management
  - Database Admin Services
  - Network Admin Service
  - Mail / Messaging Platform
  - Virtualization Administration
  - Anti-Virus Administration at HO and Branches
  - Firewalls Administration at HO and Branches
  - Peripheral Management Service
  - Power Management
  - Backup Management
  - Asset Management
  - Vendor Management
  - IT Audit & Compliance Support
  - IT Road Map Implementation Advisory Service
- xx. IT consultancy regarding sizing of hardware for various applications, advisory on benefits and drawbacks of various IT infrastructure items like servers, desktops, laptops and various communication equipments, security operatus Management.
- xxi. Advisory and consultancy with regard to deployment and configuration of various network and IT security appliances / gadgets / infrastructure to meet the current trends in IT and Cyber security and in the light of various guidelines issued by controllers.







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**11. GENERAL TERMS:**

Interested parties may collect Tender Document from IT Department, Head Office on all working days from 10.01.2023 to 16.01.2023 during office hours. The Cost of the Tender Document is Rs.5,000/-per Document (Rupees Five Thousand Only) in the form of a Demand Draft or Pay Order. The draft / pay order should be drawn in favour of "Andhra Pradesh Mahesh Coop Urban Bank Ltd.," payable at Hyderabad. The cost Tender Document is non-refundable.

Filled in Tender Documents should be submitted on or before 16.01.2023 by 5:00 P.M. at IT Department, Head Office, at the above mentioned address. E.M.D. of Rs.1,00,000/- has to be paid by way of Demand Draft favoring "Andhra Pradesh Mahesh Co-operative Urban Bank Limited", payable at Hyderabad, along with sealed tender. Tender form/s without EMD will be rejected outright. Bank reserves the right to accept or reject any/all the tender (s) without assigning any reason whatsoever. Bank reserves its right to select or reject any of the applications in the tender process and no correspondence will be entertained in this regard.

**DATE : 10.01.2023**  
**PLACE : HYDERABAD**



**Sd/-**  
**DY. GENERAL MANAGER**