



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్
ANDHRA PRADESH GRAMEENA BANK
(Scheduled Bank owned by Government)

Request for Proposal
For
Comprehensive Annual Maintenance Contract for CCTV
Systems at Bank Branches/Offices for a period of one year

(RFP No: 19/CAMC/CCTV/2026 dated 20.01.2026)

RFP Reference No : **19/CAMC/CCTV/2026 dated 20.01.2026**
Date of Tender Document : 20.01.2026
Last Date for submission of bid : 09.02.2026 , 05.00 PM
Date of Opening of Technical Bid : 10.01.2026, 11.00 AM
Bid Cost : Rs. 5000/-
Earnest Money Deposit : Rs. 100000/-

Issued by:

General Manager
Services Department
HEAD OFFICE, 2nd Floor,
ANDHRA PRADESH GRAMEENA BANK
Opp H P Petrol Bunk, 5/2th Line,
Brodipet, Guntur – 522 002
Ph: 9490158007

NOTICE INVITING TENDER

1. GENERAL

Andhra Pradesh Grameena Bank, a Regional Rural Bank, a body corporate constituted under Regional Rural Banks Act 1976 and having a network of 1351 branches and 23 Regional Offices located in all Districts of Andhra Pradesh.

The Bank Invites Request for proposal (RFP) for Rate Contract for Comprehensive Annual Maintenance for existing CCTV Systems **at our Bank Branches for period of one year**. Bids in GeM portal under two bids concept (Technical Bid and Financial Bid) are invited. A Firm submitting the proposal in response to this tender shall hereinafter be referred to as Bidder.

The details of CCTV systems proposed for entering into CAMC are as under

S. No	No of CCTV systems	CAMC Period
1	1300	01/04/2026 to 31/03/2027

The number of CCTV systems is indicative and may vary by $\pm 5\%$ (plus or minus five percent). Some may be given in pro rata Basis.

2. SCOPE OF THE WORK:

The scope of the work is for providing Comprehensive Annual Maintenance services (CAMC) for existing CCTV Systems at Branches/Offices of Andhra Pradesh Grameena Bank.

Financial bids of the technically qualified bidders will be considered for finalization of L-1 vendor for entering into Comprehensive Annual Maintenance Contract for CCTV Systems for a period of one year.

3. SCHEDULE:

The following is an indicative timeframe for the overall process. Changes to the time frame, if any, shall be communicated to the Respondents during the process, through Bank website.

Sl. No.	Description	Details
1	Bank's Address for Communication	The General Manager, Andhra Pradesh Grameena Bank, Services Department, 2 nd Floor, Head Office, D.No. 5-38-27/28, 5/2 th Lane, Opp H P Petrol Bunk, Brodipet, Guntur – 522002 Mobile – 9490158007, Email: Services@apgb.bank.in
2	Date of commencement of issue of Tender document	20/01/2026
3	Last Date to Queries	26/01/2026

4	Last Date for Submission of Bids	09/02/2026
5	Date and time of Opening of Technical Bid	10/02/2026
6	Date and time of Opening of Financial Bid	Communicated In due course in GeM
7	Comprehensive Annual Maintenance Contract period	01/04/2026 to 31/03/2027

4. ELIGIBILITY CRITERIA FOR BIDDERS

The Applicant for entering into Comprehensive Annual Maintenance Contract should be reputed firm/registered dealer and who have experience in supply, installation, Commissioning & Maintenance of CCTV systems.

S.No	Criteria	Documents Required
1.	The bidder should have minimum 5 years' experience in the field of supply, installation, Commissioning & Maintenance of CCTV Systems prior to 31.12.2025.	Valid certificates and Order copies and satisfactory completion certificates prior to 31.12.2025
2.	The bidder should have done AMC for CCTV Systems in minimum of 600 branches in PSU/PSB/RRB during last three years as on 31.12.2025. Note: Out of the above, AMC services should have been provided to at least 200 Branches (PSU/PSB/RRB) in Andhra Pradesh.	Work order for AMC from concerned PSB/PSU/RRB shall be submitted by bidder Satisfactory service certificate from PSU/PSB/RRB shall also be submitted by bidder
3.	The bidder's firm should be in profit after tax as on 31.03.2025, 31.03.2024 and 31.03.2023	Income Tax return, P & L Statement and Certificate from Chartered Accountant
4.	The bidder should have average turnover of Rs.0.50 Crores for last three financial years (i.e. 2022-23,2023-24 and 2024-25).	Audited balance sheet and P&L account for the years mentioned and certificate from the Chartered Accountant.
5.	The bidder should have minimum net worth of Rs.0.25 Crores as on 31.03.2025	Certificate from the Chartered Accountant.
6.	The firm must have Goods & Service tax registration number and PAN number.	Copies of the GST registration certificate and PAN card copy shall be enclosed.
7.	The bidder should not be a blacklisted/debarred company as on the date of submission of RFP by any Government Department /Financial Institution/ Public sector Units/Scheduled Commercial bank in India.	In this respect, the Bidders shall submit declaration as outlined in the format on their Company Letter head duly sealed & signed.
8.	The bidder should have at least one Authorised Service Center in Operational Area of Bank.	Address and contact details of the office and service centre in to be furnished.

		Copy of document proof of local address i.e. lease agreement of the firm entered with landlord, tax paid receipt or GST registration has to be submitted. The same may be inspected by Bank officials.
9.	The bidder should not be from a country which shares a land border with India unless the bidder is registered with the Competent Authority (as detailed in Office Memorandum- F. No. 6/18/2019-PPD of Dept. of Expenditure, Ministry of Finance). Bidder from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. a natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above	. A declaration in letter head of the firm/company stating "We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; we certify that we are not from such a country or; if from such a country, have been registered with the Competent Authority (copy attached). We hereby certify that we fulfil all requirements in this regard and are eligible to be considered ". Has to be submitted. ii. Bidder and OEM both have to submit an undertaking as per the format attached in Annexure-3.
10	Service provider should have Minimum ten Technical service engineers across Andhra Pradesh as on date of RFP	Salary Certificate/EPF statement along with PF Number etc. to be submitted as proof.

Rating chart as per Annexure-N shall be prepared for the bidders who meets the minimum eligibility criteria as mentioned above.

Financial bids of those bidders who gets minimum 55 marks in rating chart as per Annexure-N will be opened in GeM portal.

Technical bids of those bidders who gets less than 55 marks in rating chart as per Annexure-N will be disqualified.

Before submission of the offer, the Bidders should read the following instructions and the terms and conditions.

5. DETAILS REQUIRED TO BE SUBMITTED

- a. Name of the firm -
- b. In the business since when -
- c. Registration particulars -
- d. PAN or Income Tax Registration Certificates -

- e. Goods & Services Tax Registration No. -
- f. Proof of having offices and complete after sales service infrastructure in centers, where it is bidding.
- g. Proof of adequate availability of technical expertise & staff strength including name of persons, address, phone no's, manpower, etc.
- h. Proof of having their manufacturing facility for the items mentioned in RFP or authorized dealership from the manufacturer. Copy of agreement to be submitted or OEM certificate.
- i. Proof of execution of such works in last three consecutive years (copy of work orders, completion certificate to be enclosed).
- j. Proof of providing Annual Maintenance services for at least 600 Branches in PSU/PSB/RRB. Performance report/ certificate for same to be enclosed.
- k. An undertaking that firm is capable of undertaking installation & maintenance work in rural areas where majority of bank's branches are located.
- l. Audited Financial Statement for last three consecutive years (CA Certificate is accepted)

The above details Must be submitted with proof.

6. TWO BID SYSTEM

- The tender submission is through GeM Portal as per the details given in the said Portal.
- No submission of Physical Documents is permitted
- BID cost and EMD if any, shall be submitted in GeM and the physical copy should reach us by 09.02.2026 at 05.00 PM.
- Please note to submit filled Bid Forms (as per Annexure A, B, C, D(i), E,F,G,H,I (for Technical bid) in GeM portal.
- **The Authorized Signatory has to sign on all pages of printed bid documents, in token of having accepted all the terms and conditions of the Bid.**
- Financial Bids are to be submitted through GeM Portal as per the format **Annexure J** in GeM.
- **Financial bids of those bidders who gets minimum 55 marks in rating chart as per annexure-N will be opened in GeM portal. Technical bids of those bidders who gets less than 55 marks in rating chart as per Annexure-N will be disqualified.**
- The L1 will be selected as per GeM Portal guidelines.
- The preferred bidder will be the L1 bidder for the above policy. However, the Bank reserves the right to cancel the bid, if not found according to the proposal made and the bank also reserves the right to accept or reject any tender without assigning any reason/s whatsoever.

7. SUBMISSION OF BIDS:

Bid (both Technical & Financial) made strictly as per provisions of the tender should be submitted latest by 05.00 PM on 09.02.2026 through GeM Portal.

No hard copy of the completed tender document will be accepted.

8. OPENING OF BIDS:

First the Technical Bids will be opened as per the following schedule:

Date	Time	Venue
10.02.2026	11.00 AM	Online through GeM Portal

Only those financial bids which qualify the eligibility criteria under technical evaluation and those bidders who gets minimum 55 marks in rating chart as per Annexure-N will be opened in GeM portal on the above specified day or such other date intimated by Bank. Technical bids of those bidders who gets less than 55 marks in rating chart as per Annexure-N will be disqualified

9. AGREEMENT FOR SERVICE STANDARD:

The selected Bidder should enter into an agreement for service standard(SLA). The bidder/s whose bid is accepted by the bank will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the website /Notice Board of the Bank.

Bank will enter into SLA with the selected Bidder.

The effective date shall be from 01.04.2026 for One Year period. The format for the agreement is provided as per Annexure – K to this RFP.

Renewal of the AMC for the next financial year may be considered if the price is maintained as proposed or agreed upon mutually at a reasonable rate.

10. OFFER VALIDITY PERIOD.

The Offer submitted and the Price quoted therein shall be valid for **6 Months** from the date of opening of tender i.e. technical bid and for such further period as may be requested for by the bank, and agreed to in writing by the bidder.

11. PROPOSAL OWNERSHIP

The proposal and all supporting documents submitted by the bidder shall become the property of the Bank.

12. MODIFICATIONS AND WITHDRAWALS OF BID/S

Offer cannot be modified or withdrawn by a Bidder after submission of Bid/s. In case any modification required on account of clarifications in Technical bids, such modifications can be done with the prior approval of the bank.

13. CLARIFICATION OF OFFERS

During the process of scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank, failing which the bids are liable for rejection.

14. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER

- a. The Bank is not bound to accept the lowest bid or any offer / bid or to assign any reason for non-acceptance. It also reserves its right to reject any or all the offers / Bids without assigning any reason thereof whatsoever.
- b. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.
- c. The bidder including those, whose RFP is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by them through or in connection with his submission of RFPs, even though the Bank may opt to modify/withdraw the RFP / Recall the RFP.

15. INCOMPLETE OFFERS WILL BE REJECTED.

The incomplete offers will be rejected without any further reference. Such rejections may take place in case of non-adherence to the format or partial submission of technical information as per the format given in the offer or not furnishing the information sought for.

16. ERASURES OR ALTERATIONS.

Offer shall be submitted on prescribed format only. The documents downloaded from GeM portal/ Bank's website have to be duly filled and submitted and no other format shall be used, except for Proformas which shall be submitted in the letter head. Wherever required, particulars can be submitted in annexure but such details shall be clearly mentioned in respective columns in the original document.

All the documents, enclosures, and correspondence will form the part of contract. Offer in any other format other than the prescribed in this document shall be liable for rejection.

17. ALTERNATIVE OFFERS /BIDS.

A Bidder/s should specifically submit quote for AMC for the model as mentioned in **Annexure D of four erstwhile RRBs** Any bidder with quoting for different models will be rejected. **The model quoted for spare parts should be mentioned in Annexure D of four erstwhile RRBs.**

18. EARNEST MONEY DEPOSIT (EMD).

- 18.1. The bidder shall furnish Earnest Money Deposit (EMD) of Rs.100000/- by way of Demand Draft drawn on any scheduled Commercial bank in favour of Andhra Pradesh Grameena Bank, Head Office, Guntur payable at Guntur. No interest is payable by Bank on EMD.
- 18.2. EMD can also be submitted in the form of Irrevocable Bank Guarantee. The same shall be issued by Scheduled Commercial Bank in India for Rs. 100000/- with validity for a minimum period of one year from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee shall be as per Annexure-I. The

EMD can also be submitted in the form of fixed deposit receipt with lien noted in favour of Andhra Pradesh Grameena Bank, Head Office, Guntur.

- 18.3. The bidder has the provision to remit the Earnest Money Deposit through online mode to below mentioned account for this RFP (No interest will be paid)

Account Name : APGB Procurement

Account No : 79991029391037

IFSC Code : UBIN0CG7999

- 18.4. Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field.

- 18.5. The EMD of the Bidders, not qualified under Technical Bid and unsuccessful bidder in the financial bid will be returned.

- 18.6. The EMD of the successful bidder shall be returned within 7 days after signing of agreement and depositing of the Security Deposit as per terms & conditions of the RFP by the bidder.

- 18.7. **The EMD may be forfeited in the following instances:**

18.7.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.

18.7.2. If the successful bidder fails to sign the agreement and / or fails to furnish Performance Guarantee/ Security Deposit in accordance with the terms of this RFP within 14 days from the date of receipt of the Purchase Order from the Bank.

19. SECURITY DEPOSIT:

- a. The successful bidder shall submit security deposit / Bank Guarantee to the tune of **5% of the Tender amount** for a period of 14 Months, within 7 days from the date of receipt of the Bank's work order. If the Security Deposit is not submitted within the stipulated time, Bank reserves rights to cancel the order and forfeit the EMD.
- b. The successful bidder should submit Security Deposit by way of DD drawn on Andhra Pradesh Grameena Bank or Performance Bank Guarantee issued by a Scheduled Bank in India other than Andhra Pradesh Grameena Bank. No interest shall be payable by the Bank on the above security deposit. The format of performance BG is shall be as per **Annexure L**.
- c. The bidder has the provision to remit the Security Deposit through online mode to below mentioned account for this RFP (No interest will be paid)
- Account Name : APGB Procurement
Account No : 79991029391037
IFSC Code : UBIN0CG7999
- d. Bidders are requested to clearly mention the Name of the Firm with RFP No. in the Narration field.
- e. Security deposit if submitted in the form of Performance Bank Guarantee, the guarantee period should be valid for 14 months from the date of placing the order. The guarantee should also contain a claim period of three months from the last date of validity.
- f. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incomplete work and unsatisfactory performance during the warranty period.
- g. The Bank shall invoke the Bank guarantee before the expiry of validity, for breach of contract and or if the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The proceeds of the guarantee shall be payable to the Bank.

20. PROVISIONS FOR MICRO & SMALL ENTERPRISES (MSES): -

As per Government of India's Public Procurement Policy act 2012, certain benefits will be given for MSE Units. The details are as under.

It is mandatory to submit [Annexure M](#) to get the preference under MSEs.

MSEs participating in tenders, quoting price with in price band of L1+15% shall also be allowed to supply a portion of requirement by bringing down their price to L1 in a situation where L1 is other than MSE& such MSE shall be allowed to supply at least 25% of the total tendered value. In case there are more than one MSEs within such price band and agree to bring down their price to L1, the 25% quantity is to be distributed proportionately among these Bidders and the awarding of such contract is solely at the discretion of the bank.

MSEs are also exempted from paying **Tender Cost and EMD**. For getting the benefits in case of MSE firms, shall submit relevant documents such as valid MSE registration Certificates as per clause 13.1 of Government of India's Public Procurement Policy act 2012.

21. ORDER CANCELLATION.

The Bank reserves its right to cancel the entire / unexecuted part of Purchase Order at any time by assigning appropriate reasons.

The Bank shall invoke the Security Deposit/Performance Guarantee given by the bidder towards nonperformance / noncompliance of the terms and conditions of the contract, to appropriate the damages.

22. LOCAL SUPPORT.

The bidder should be capable of meeting the service & support standards as specified in this RFP. Service support should be available in all Service area of our bank during all Bank working days/ hours.

23. GENERAL GUIDELINES

Comprehensive Annual Maintenance Contract is for the period from 01.04.2026 to 31.03.2027

1. The existing Make & Model of CCTV system at our Bank Branches is **ANG, HIK Vision, Dahua,**
2. **The Spare parts replaced during the Comprehensive Annual Maintenance Contract should be compatible with the existing model.**
3. The Bidder shall quote his rates per year per unit for Comprehensive AMC service Charges/Fee, TA, DA charges, but **exclusive of applicable Taxes/Service tax/GST**, which will be paid as per actual by Bank
4. It may be noted by the bidder that Bank will not provide any kind of assistance in the form of men/material and the Bidder will have to make his own arrangements for deputing the required skilled manpower including all necessary spares for setting right the reported/observed defects.

These rates shall remain firm and valid for a period of **one year**.

5. If the services are satisfactory, CAMC could be extended for following years at same AMC rates.
6. **Warranty:**

In case the supply is not according to the order or the components, if any, are found to be varying from the order in any respect, you will undertake to replace at no extra cost to the Bank, during the period of CAMC.
7. There shall be 4 compulsory visits per year (once in quarter) apart from on call services and reports shall be submitted within 15 days to RO, Services Department for the Quarter concerned.
8. The AMC is Comprehensive AMC, if any spare parts required for Maintenance & component replaced, the cost of parts will be borne by the AMC service provider only.
9. The payment will be done at Regional Office level on Quarterly basis only after submission of service reports for that Quarter to RO- Services department.
10. The complaints should be addressed within two working days of the complaint lodge time.
 - i. If the complaints are not addressed within a maximum period of seven days as per the escalation matrix, a penalty will be levied @ ₹ 500/- per day up to a maximum amount of ₹ 5000/- per complaint
 - ii. The penalty amount will be deducted at the time of payment.
11. If the service is not satisfactory during the CAMC period, the bank has the right to cancel the order at any point of time and the amount will be paid on pro rata basis for that quarter.
12. The systems shall be made working for considering payment of CAMC charges
13. The number units of CCTV systems may increase/ decrease based on the expiry of the warranty period of the existing machines/ purchase of new machines during CAMC period.
14. All GST related returns should be filed timely and enable us to claim GST-input credit tax at our end. Any loss of input tax credit to the Bank on account of delay/wrong filing of GST returns shall be recovered from the vendor.
15. Pending complaints list shall be submitted to HO, Services Department on every Monday by 11 A.M. Quarterly payment will be made only after checking the submission of weekly reports.
16. Agreement for CAMC shall be executed within 7 days on receipt of the purchase order.
17. Bank reserve rights to forfeit the Security Deposit /invoke the performance guarantee deposited by the vendor in case of any breach / deviations from the vendor side on any service related issues or any breach in the contact during the contract period.
18. Is any complaint arises to the parts of existing CCTV system, Vendor should replace the damaged part with branded and ISI hall marked spare parts only.
19. Technical Specification of the existing CCTV Systems in branches are as mentioned in Annexure-F.
20. The details of Major spare parts are as per Annexure-d
21. Shifting and reinstallation charges shall be furnished by the L1 bidder after issuing work order for CAMC

24. PATENT.

The bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of spare parts of CCTV system.

25. PUBLICITY.

Any publicity by the bidder in which the name of the Bank is to be used will be done only with the explicit written permission of the Bank.

26. SPARE PARTS

The bidder will make the spare parts for the CCTV Systems available for a minimum period of 2 years after AMC period.

If any of the peripherals / components are not available during the warranty / CAMC period, the substitution shall be carried out with peripherals / components of equivalent or higher capacity.

27. NEGLIGENCE

In connection with the contravenes the provisions of General Terms, If the bidder neglects to execute the order with due diligence or expedition or refuses or neglects to comply with any reasonable order given to him in writing by the Bank, in such eventuality, the Bank may after giving notice in writing to the bidder calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable and in default of the said notice, the Bank shall have the right to cancel the Contract holding the bidder liable for the damages that the Bank may sustain in this behalf. Thereafter, the Bank may make good the losses at the risk and cost of the Contractor.

28. RESPONSIBILTY FOR COMPLETENESS

Any supplies and services which might not have been specifically mentioned in this RFP but are necessary for the design, engineering, manufacture, supply and operationalizing, completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the equipment under Indian condition.

The Bidder shall be responsible for any discrepancies, errors and omissions in the drawings or other information submitted by him irrespective of whether these have been approved, reviewed or otherwise accepted by the bank or not. The bidder shall take all corrective measures arising out of discrepancies, error and omission in drawings and other information as mentioned above within the time schedule and without extra cost to the bank.

29. FORCE MAJEURE

The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation.

In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Under no circumstances the bidder will be entitled to any compensation, damages or extra cost. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

30. RESOLUTION OF DISPUTES.

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. In case, the Proposal is not received as required above on or before the said date and time, Bank shall presume that bidder is not interested proceeding with the dispute. The venue of arbitration shall be Guntur, Andhra Pradesh

31. JURISDICTION

The Purchase Contract / Annual Maintenance Contract shall be governed by the Laws and Regulations of India for the time being in force and will be subject to the exclusive jurisdiction of the Courts in Guntur, Andhra Pradesh.

**General Manager
Premises, Maintenance & Service Department,
Andhra Pradesh Grameena Bank**

ANNEXURE – A

Covering letter format

Offer Reference No:

Date:

To

**The General Manager,
Services Department,
Head Office,
Guntur**

Dear Sir,

RFP: 19/CAMC/CCTV/2026 dated 20.01.2026

Having examined the tender document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to CAMC Services for CCTV Systems for a period of one year and maintain them in conformity with the said tender in accordance with the schedule of prices indicated in the financial offer and made part of this offer.

We enclose a Demand Draft for Rs.5000/- as Bid Cost and Rs. 100000/- as EMD in favour of Andhra Pradesh Grameena Bank, Guntur if applicable.

We agree to abide by this offer till 180 days from the date for opening of the tender and for such further period as may be requested for by the bank, and agreed to in writing by us. We also agree to keep the Earnest Money Deposit/Bank Guarantee in lieu of EMD during the entire validity period of the RFP. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD/invoke the Bank Guarantee in lieu of EMD, without reference to us. We agree to abide by and fulfill all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance for entering into Comprehensive Annual Maintenance Contract for CCTV Systems .

We enclose a list of clients in India (giving their full addresses) where the model quoted by us now have been supplied by us and the name and addresses of our Bankers.

We also confirm that we have not been disqualified by any PSU banks/ Financial Institutions for supply & installation of CCTV Systems and CAMC Services.

Our PAN number for Income Tax is_____.

We are registered with the Goods & Service Tax authorities and our registration numbers are as follows.

Goods & Service Tax Registration Number is _____.

We accept all the Instructions and Terms and Conditions of the subject RFP.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this _____ day of _____ 2026 Signature. _____

Signature of the Authorized Signatory with date & seal

- ENCLOSED:
- 1) Bid Cost : DD No.
 - 2) EMD: DD No.s

BG No.

ANNEXURE – B

Particulars of Bidders

S.No	Criteria	Documents Required												
B	Company/Bidder Profile													
1.	Name of the Bidders/Firm Company													
2.	Constitution													
3.	Date of Establishment/Incorporation													
4.	Address Registered Office Corporate Office													
5.	E-mail Address Website Telephone Number Mobile number													
6	The Bidder should have GST & PAN Registration Number													
7	Is your annual sales turnover Rs. 50.00 Lakh or higher in each of the last 3 financial years	Latest CA's certificate and Audited Balance sheets and Profit & Loss statements of last 3 financial years mentioning the turnover <table border="1"><thead><tr><th>Turnover (Cr)</th><th>FY 2022-23</th><th>FY 2023-24</th><th>FY 2024-25</th></tr></thead><tbody><tr><td>Gross</td><td></td><td></td><td></td></tr><tr><td>Net</td><td></td><td></td><td></td></tr></tbody></table>	Turnover (Cr)	FY 2022-23	FY 2023-24	FY 2024-25	Gross				Net			
Turnover (Cr)	FY 2022-23	FY 2023-24	FY 2024-25											
Gross														
Net														

8	<p>Are you a profitable organization in India having profit in each of the last 3 financial years</p>	<p>Latest CA's Certificate indicating quantum of profit in each of the last 3 financial years – along with Audited Balance sheets and Profit & Loss Statements of last three years.</p> <table border="1" data-bbox="820 325 1437 556"> <thead> <tr> <th>Profit</th> <th>FY 2022-23</th> <th>FY 2023-24</th> <th>FY 2024-25</th> </tr> </thead> <tbody> <tr> <td>Profit after Tax</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Profit	FY 2022-23	FY 2023-24	FY 2024-25	Profit after Tax			
Profit	FY 2022-23	FY 2023-24	FY 2024-25							
Profit after Tax										
9	<p>The Bidders desirous of quoting should have their own manufactured brand and plant in any part of the world for the spare parts of CCTV Systems and should have a permanent office or a subsidiary company in India.</p> <p>OR</p> <p>If the Bidder is not an Original Equipment Manufacturer (OEM) and only an authorized dealer, they should have valid authorization letter from their OEMs to deal/market their product in India and such authorization letter should be valid for a further period of minimum 3 years from the date of RFP.</p>	<p>Declaration from the manufacturing company signed by the Competent Authority with details of address of manufacturing plant and address of Office / Subsidiary in India.</p> <p>Authorization letter from OEM as per Annexure E in case of authorized dealers.</p>								
10	<p>Have you ever been blacklisted / barred by any PSU Bank / Private Bank/ NBFC/ Cooperative Bank/ PSU Enterprises/Government departments in last 3 years</p>	<p>A written under taking has to be given by the bidder, as per Annexure - G</p>								
11	<p>Letter of undertaking that the firm is capable to undertake installation & Maintenance work in rural areas where the majority of Banks's Branches are located.</p>	<p>A written under taking has to be given as per Annexure - H</p>								
12	<p>EMD for Rs.100000/- & Cost of Bid of Rs.5000/-</p>	<p>DD no. Amt & Payable at APGB, Guntur (exempted, if MSME certificate shall be enclosed)</p>								
13.	<p>Service Net Work (Number of Service centers in Operational Area of Bank)</p>									
14	<p>Experience in Similar Field</p>	<p>Minimum 5 years (Enclose supporting documents)</p>								

15	All spare parts should be certified by the BIS/UL/EN/FCC/CE	Copy of initial BIS license granted to the bidder/OEM which must be prior to issue of this tender as well as the latest valid renewed license must be enclosed
----	---	--

Signature of the Authorized Signatory with date & seal

ANNEXURE – C

Details of Offices/ Branches /Service Support in Our Bank Service Area

Sr No	Place	Postal Address	ContactDetails (Including Name of Incharge and his contact RO email etc)	Service Facilities Available (Describe)	No of Engineers	Jurisdiction
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Signature of the Authorized Signatory with date & seal

ANNEXURE – D

Technical compliance Statement

ANNEXURE – D Component Prices

Declaration

We hereby undertake to agree to abide by all the terms & Conditions stipulated in the RFP document

We certify that the equipment / services offered by us for RFP conform to the specifications stipulated in the RFP form

We have quoted for AMC for the Model of APGB 1300 Branches

1. The details of Major spare parts are as under along with prices

S. No	Spare Part	Brief Description	Price (₹)	Remarks
1	NVR – 8 Channel	8CH IP NVR with dual SATA, H.265+		
2	NVR – 16 Channel	16CH IP NVR with dual SATA		
3	DVR – 4 Channel	4CH H.265 DVR, single SATA		
4	DVR – 8 Channel	8CH Hybrid DVR		
5	DVR – 16 Channel	16CH Hybrid DVR		
6	2 MP IP Dome Camera	Indoor IR PoE camera		
7	2 MP IP Bullet Camera	Outdoor IR PoE camera		
8	2 MP Analog Dome Camera	Indoor IR camera		
9	2 MP Analog Bullet Camera	Outdoor IR camera		
10	Wireless Lobby Camera	Wi-Fi camera with SD slot		
11	HDD – 2 TB	Surveillance grade hard disk		
12	HDD – 4 TB	Surveillance grade hard disk		
13	HDD – 6 TB	Surveillance grade hard disk		
14	HDD – 8 TB	Surveillance grade hard disk		
15	HDD – 10 TB	Surveillance grade hard disk		
16	8 Port PoE Switch	PoE switch with uplink ports		
17	4 Port PoE Switch	PoE network switch		
18	CAT-6 Cable	Networking cable (305 mtr)		
19	RJ-45 Connector	Network connector		
20	SMPS – 4 Channel	CCTV power supply		
21	SMPS – 8 Channel	CCTV power supply		
22	SMPS – 16 Channel	CCTV power supply		

S. No	Spare Part	Brief Description	Price (₹)	Remarks
23	DVR/NVR Adapter	Power adapter		
24	Camera Adapter	Camera power supply		
25	Spike Guard	5 mtr power strip		
26	4U Rack	Rack for DVR/NVR		
27	6U Rack	Wall mount rack		
28	Wired Mouse	USB mouse		
29	Wireless Mouse	USB wireless mouse		
30	HDMI Cable	5 / 10 mtr cable		
31	VGA Cable	Display cable		
32	PVC Camera Box	Junction box		
33	BNC Connector	Video connector		
34	DC Pin Connector	Power connector		
35	3+1 CCTV Cable	Camera wiring cable		
36	PVC Pipe	Cable conduit		
37	LED Monitor 18.5"	CCTV display monitor		
38	LED Monitor 22"	Full HD monitor		
39	CMOS Battery	DVR/NVR battery		
40	Extension Board	Power extension		

The above quoted make & model for spare parts should be compatible to the existing systems in our Branches.

Signature of the Authorized Signatory with date & seal

ANNEXURE –E

Manufacturer's Authorization Form

No. _____.

dated. _____.

To

**The General Manager,
Services Department,
Head Office,
Guntur.**

Dear Sir,
Tender Reference No. _____

We _____ who are established and reputed manufacturers of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for RFP offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the RFP and the contract for the equipment and services offered against this invitation for RFP offer by the above firm and will extend technical support for a period of **2 years** from the date of submission of this RFP.

Yours faithfully

(Name)

For and on behalf of
M/s _____ (Name of Manufacturers)

Note: This letter of authority should be on the letter head of the manufacturing concern and should be signed by a competent person of the manufacturer.

Annexure – F

Technical Specifications of A Category Branches:

S. No	Description	Specification	Make	Model
1	NVR - 8 Channel with 2 SATA HDD Ports	8 Channel, 1U, UL/EN/EU/CE certified, H.265+, H.265, Smart H.264+ codec decoding, Max 80 Mbps incoming bandwidth, up to 8MP resolution preview & playback, HDMI/VGA simultaneous output, TCP/IP, UPnP, ONVIF compatible, 2 SATA III ports up to 8TB each, 1 RJ-45 port (10/100/1000 Mbps)	Dahua	DHI-NVR4208-4KS2/L
2	Monitor - LED 21.5" Monitor	18.5" or higher surveillance grade monitor with HDMI & VGA input, Full HD resolution (1920 x 1080)	Secureya	SE-MON-22H
3	2 MP Fixed Dome IP IR Vandal Proof Camera	2MP IP Network IR Camera, H.265+/H.265/H.264/MJPEG dual stream encoding, 1/2.7" CMOS, 25/30fps @1080P, DWDR, Day/Night (ICR), 3DNR, AWB, AGC, BLC, fixed lens 3.6mm, Max IR LEDs 11m, IP67, PoE	Dahua	DHI-IPC-HDBW2230EP-S-S2
4	2 MP Bullet IP IR Vandal Proof Camera	2MP IP Network IR Camera, H.265+/H.265/H.264/MJPEG dual stream encoding, 1/2.7" CMOS, 25/30fps @1080P, DWDR, Day/Night (ICR), 3DNR, AWB, AGC, BLC, fixed lens 3.6mm, Max IR LEDs 11m, IP67, PoE	Dahua	DH-IPC-HFW2230SP-S-S2
5	8TB Surveillance Hard Disk	UL certified	Seagate / WD	
6	6TB Surveillance Hard Disk	UL certified	Seagate / WD	
7	4TB Surveillance Hard Disk	UL certified	Seagate / WD	
8	2TB Surveillance Hard Disk	UL certified	Seagate / WD	
9	Rack 4U with Lock and Fan for 8 Channel	Front door with toughened glass, adjustable mounting rails, front & back fan	Standard	

	NVR	mounting, top & bottom cable entry, wall mount provision		
10	8 Port POE Network Switch	1×10/100 Base-T + 8×10/100 Base-T PoE, PoE power consumption per port ≤60W, total ≤96W, Layer-2 commercial switch, IEEE802.3/802.3u/802.3x, MAC auto learning & aging, 2K MAC address capacity, PoE+, Hi-PoE	Dahua	DH-PFS3010-8ET-96
11	CAT 6 Cable	Cat 6, core diameter 0.585mm, 305m CCA, transmission distance up to 85m	D-Link / Dahua	
12	Wired Mouse	ISI Standard		

A Category Branches: Nine Regions

Anantapuram, Kadiri, Kadapa, Kurnool, Nandayl, Rajampeta, Nellore, Ongole and Markapuram

Signature of the Authorized Signatory with date & seal

Technical Specifications of CCTV in B Category 278 Branches:

B Category- 278 Branches	
Technical Specifications (NVR Type)	Make
1) 2 MP 8 CH CH NVR WITH TWO SATA UP TO 10 TB HARD DISK SAPORT	ANG ,HIK Vision
2) 2 MP IP DOME AND BULLET CAMERA	ANG,HIK vision
3) WIRE LESS LOBY CAMERA WITH SD SLOT	ANG
4) 6 TB,8 TB,10TB HARD DISK	SEAGATE,THOSHIBA,WD
5) 18",22"inch MONITOR LCD OR LED	HIK Vision
6) CAT 6 CABLE	HIK Vision,TP LINK,D LINK CP PLUS..
7) RJ45 JACKS	HIK Vision,TP LINK,D LINK CP PLUS..
8) 5X5 PVC BOX	ISI BRAND
9) 6 U RACK	ISI BRAND
10) WIRE LESS MOUSE	ISI BRAND
11) 5 OR 10mtr HDMI CABLE	4 K SAPORT
12) SPIKE 5mtr	GM
13) POWER SUPPLY	ANG
14) WIRE LESS POWER AND NET WORK ADAPTER	SANG
15) 8 PORT POE SWITCH TWO UP LINK FULL GIGA	ANG
16) 4 PORT POE SWITCH	ANG

B Category Branches: Five Regions

Srikakulam, Parvathypuram, Vizianagarm, Visakhapatnam and Markapuram

Signature of the Authorized Signatory with date & seal

Technical Specifications of CCTV in C Category Branches:

C Category	
Item Name	Model/Company
DVR Type – 221 Branches	
1) 2 MP 8ch DVR WITH SINGLE SATA	HIK Vision
2) 2MP HD DOME AND BULLET CAMERA	HIK Vision
3) 2 TB HARD DISK	SEAGATE,THOSHIBA,WD
4) 4 TB HARD DISK	SEAGATE,THOSHIBA,WD
5) 6 TB HARD DISK	SEAGATE,THOSHIBA,WD
6) 15" & 22" INCHES MONITOR	HIK Vision
7) 4U RACK	ISI
8) 3+1 CCTV WIRING	DLINK ,HONY WELL,HIK,CP PLUS
9) BNC & DC CONNECTORS	DLINK ,HONY WELL,HIK
10) 4X4 PVC BOX	ISI
11) WIRELESS MOUSE	I BOLL
12) 5 OR 10mtr HDMI CABLE	4K SAPORT
13) SPIKE 5mtr	GM
14) DVR POWER SUPPLY	ISI BRAND
15) CAMERA POWER SUPPLY	ISI BRAND
NVR- 51 Branches	
1) 2 MP 16 CH NVR WITH TWO SATA UP TO 10 TB HARD DISK SAPORT	HIK Vision,PRAMA,CP PLUS
2) 2 MP IP DOME AND BULLET CAMERA	HIK Vision,PRAMA,CP PLUS
3) 6 TB,8 TB,10TB HARD DISK	SEAGATE,THOSHIBA,WD
4) 22" MONITOR LCD OR LED	HIKVISION
5) CAT 6 CABLE	DLINK ,HONY WELL,HIK,CP PLUS
6) RJ45 JACKS	DLINK ,HONY WELL,HIK,CP PLUS
7) 5X5 PVC BOX	ISI BRAND
8) 6 U RACK	ISI BRAND
9) WIRE LESS MOUSE	ISI BRAND
10) 5 OR 10mtr HDMI CABLE	4 K SAPORT
11) SPIKE 5mtr	GM
12) POWER SUPPLY	ISI BRAND
13) 8 PORT POE SWITCH TWO UP LINK FULL GIGA	HIK,TP LINK,D LINK CP PLUS..
14) 4 PORT POE SWITCH	HIK,TP LINK,D LINK CP PLUS..

C Category Branches: Four Regions

Rajamundry, Eluru, Guntur and Narasaraopeta

Signature of the Authorized Signatory with date & seal

Technical Specifications of D-Category 246 Branches:

S. N O	NAME OF THE ITEM	SPECIFICATION	MAKE	MODEL
1	4 CHANNEL DVR	4 Turbo HD/AHD/Analog interface input, 4-ch video&4-ch audio input, 1 SATA interface, H.265/H.265+ compression, 5MP:12fps, 4MP: 15fps, 3MP: 18fps, 1920×1080P: 25(P)/30(N) fps/ch, support CVBS output, standalone 1U case	HIK VISION	ds-7104hghi-k1
2	8 CHANNEL DVR	HIKVISION 8 Channel 1080P Lite Upto 2MP(WITHOUT HARD DRIVE) [Support all brands cameras Upto 2MP] HDTV/ AHD/ CVI/ CVBS/ IP video input H.265 DVR with higher compression rate Encoding ability up to 1080p lite @ 25/30 fps Up to 10-ch IP camera input	HIK VISION	DS-7108HGHI-K1
3	16 CHANNEL DVR	HIKVISION 16CH H.265 Upto 1080P/2MP HYBRID DVR (Turbo HD Technology) With Audio Recording (All Ch's), Human/Vehicle Analysis (Deep learning based human and vehicle targets classification of Motion Detection 2.0), H.265Pro+, XVR IP/Analog - Up to 18-CH IP Camera Input (up to 5 MP) or (16HD + Extra 2IP), Support The 3rd Party Cloud Storage, 1 SATA, Support HDTV/ AHD/ CVI/ CVBS/ IP video input, Audio via coaxial cable, Compatible with major Wi-Fi dongle products in the market.	HIK VISION	DS-7116HGHI-K1
4	2MP IR DOME CAMERAS	Hikvision 2 Megapixel Indoor CCTV Compatible with 2 MP and above DVR only. True Day/Night, Smart IR Up to 20m IR distance	HIK VISION	Ds-2Ce5Ad0 T-ltp Eco
5	2MP IR BULLET CAMERAS	3.6mm Lens, IR Range of 20 Mtr, Can Be Watched Online, Free Mobile View (Android and Windows Phone), High Quality Branded Product, Hikvision DS-2CE1AD0T-IRP/ECO 2MP (1080P) Night Vision Plastic Body Bullet Camera	HIK VISION	DS-2CE1AD0 T-IP/ECO
6	2TB HARD DISK	Seagate SkyHawk 2 TB Surveillance Internal Hard Drive HDD – 3.5 Inch SATA 6 Gb/s 64 MB Cache for DVR NVR Security Camera System (ST2000VX008)	WD/ SEAGATE	ST2000VX008
7	4TB HARD DISK	Seagate SkyHawk 4 TB Surveillance Internal Hard Drive HDD – 3.5 Inch SATA 6 Gb/s 64 MB Cache for DVR NVR Security Camera System with Drive Health Management (ST4000VX007)	WD/ SEAGATE	ST4000VX007
8	6TB HARD DISK	Seagate SkyHawk 6TB Surveillance Hard Drive - SATA 6Gb/s 128MB Cache 3.5-Inch Internal Drive (ST6000VX0023)	WD/ SEAGATE	ST6000VX0023

9	4 CHANNEL SMPS	ERD AD11 CCTV Camera 4 Channel Power Supply SMPS support All HD Cameras Worldwide Adaptor (Grey)	ERD/FYBER/D LINK	ERD AD11 CCTV Camera 4
10	8 CHANNEL SMPS	ERD AD11 CCTV Camera 8 Channel Power Supply SMPS support All HD Cameras Worldwide Adaptor (Grey)	ERD/FYBER/D LINK	ERD AD11 CCTV Camera 8
11	16 CHANNEL SMPS	ERD AD11 CCTV Camera 16 Channel Power Supply SMPS support All HD Cameras Worldwide Adaptor (Grey)	ERD/FYBER/D LINK	ERD AD11 CCTV Camera 16
12	DVR ADPTOR	Biomax 12 Volt 2 Amp Adapter Compatible for Biometric and DVR/CCTV.	ERD/FYBER/D LINK	ADPTOR
13	CMOS BATTERY	CMOS BATTERY	ISI	ISI
14	BNC CONNECTOR	BNC PINS VIDEO PIN	ISI	ISI
15	DC PINS CONNECTOR	DC PIN POWER PIN	ISI	ISI
16	3+1 WIRE CABLE	WIRE CABLES	D LINK/HIK VION/CP PLUS	D LINK
17	PVC PIPE	PVC PIPE	ISI	ISI
18	WIRELESS MOUSE	MOUSE	DELL/HP/LOGISTIC/ZEBRONICS	DELL
19	4U RACK	DVR	D LINK	D LINK
20	VGA CABLE	VGA CABLE	ISI	ISI
21	HDMI CABLE	HDMI CABLE	ISI	ISI
22	POWER STRIP EXTENSION BOARD	POWER	GM/GOLD MEDAL/FYBER, Etc	ISI
23	MONITOR 19" INCH	Samsung S19A330 19-inch Full HD Monitor/Acer 19.5 inch (49.53 cm) LED Backlit Computer Monitor - K202HQL (Black)/	ACCESR/DELL/HP/SAMSUNG	ISI
24	PVC CAMERAS BOX	PVC PIPE	ISI	ISI

D Category Branches: Five Regions

Vijayawada, Gudiwada, Tirupathy, Madanapalle and Chittoor

Signature of the Authorized Signatory with date & seal

Annexure – G
Undertaking Letter

To
The General Manager,
Andhra Pradesh Grameena Bank
Head Office,
Services Department
Guntur.

Dear Sir,

Sub: 19/CAMC/CCTV/2026 dated 20.01.2026

We hereby declare that our company has not been debarred/ black listed by any PSU Bank / Private Bank / Cooperative Bank/NBFC/ PSU Enterprises / Government Departments.

Yours faithfully,

(Authorized Signatory)

Signature of the Authorized Signatory with date & seal

Annexure – H
Undertaking Letter

To
The General Manager,
Andhra Pradesh Grameena Bank
Head Office,
Services Department,
Guntur.

Dear Sir,

Sub: Ref: 19/CAMC /CCTV/2026 dated 20.01.2026

We hereby declare that our company / firm will undertake the installation and Maintenance work in rural areas where APGB branches are located.

Yours faithfully,

(Authorized Signatory)

Signature of the Authorized Signatory with date & seal

Annexure – I

BANK GUARANTEE FORMAT FOR EARNEST MONEY DEPOSIT

WHEREAS _____ (Name of bidder) (hereinafter called "the bidder" has submitted its RFP dated _____ (Date) for the execution of (Name of Contract) _____ (hereinafter called "the RFP") in favour of Andhra Pradesh Grameena Bank hereinafter called the "Purchaser ";

KNOW ALL MEN by these presents that we, _____ Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at _____ amongst others a branch at _____ (hereinafter called "the Bank" are bound unto the employer for the sum of Rs _____ (Rupees _____ only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

- (a) If the bidder withdraws its RFP during the period of RFP validity specified in the RFP; or
- (b) If the bidder having been notified of the acceptance of his RFP by the Employer during the period of RFP validity;
 - i. Fails or refuses to execute the Agreement, if required; or
 - ii. Fails or refuses to furnish the performance security or security Deposit, in accordance with Terms and Conditions of this RFP.

We undertake to pay to the Bank up to the above amount upon receipt of his first written demand without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein,

- 1) our liability under _____ this Bank guarantee shall not exceed Rs _____ (Rupees _____ only)
- 2) The bank Guarantee is valid upto _____ and
- 3) We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only and only if you serve upon us a written claim or demand on or before _____ (mention period of the Guarantee as found under clause (ii) above plus claim period)

Dated _____ day of _____ 20_____

SIGNATURE OF THE BANK

Annexure-J

(Financial Bid)

AMC Charges:

S.No	Particulars	No of units (a)	Rate (including GST) in ₹ Per system per Annum (b)	Total bid amount Including GST $c=(a*b)$
1	CAMC Charges for A-Category Branches	500		
2	CAMC Charges for B-Category Branches	278		
3	CAMC Charges for C-Category Branches	221		
		55		
4	CAMC Charges for D-Category Branches	246		
	Total value	1300	(1+2+3+4)	

Note :-

- The total value quoted under Column 'C' (Rate Including GST) of the above Price Bid Table shall be considered for quoting and uploading on the GeM Portal.
- The total quantity / number of CCTV systems is indicative and may vary by $\pm 5\%$ (plus or minus five percent). The bidder shall be bound to support the revised quantity at the same quoted rates and terms & conditions.

Signature of the Authorized Signatory with date & seal

ANNEXURE - K- AGREEMENT FORMAT

The memorandum of agreement concluded at Guntur this day of.....2026 between Andhra Pradesh Grameena Bank, a body corporate constitute under the Regional Rural Act 1976 carrying on banking business and having its Head Office at Guntur, Andhra Pradesh, India (here in after referred as the Bank) on the one part and M/s..... (CAMC Service Provider Name and address) hereinafter called "The CAMC Service provider" of the other part:

WHEREAS the Bank has invited quotations for providing services/maintenance of CCTV systems at our Bank Branches. The Bank has received the same and the CAMC Service Provider has accepted the terms and conditions of the offer as described below and agreed to undertake Comprehensive Annual Maintenance Contract on the following terms and conditions. The quoted prices (hereafter called "The Contract Price") are as under.

The details of CAMC rates for FY 2026-27 are as under:

S.No	Particulars	No. of systems	Cost of CAMC per unit/per Year (Base price)
01	CCTV systems		

The prices are exclusive of GST

Having considered the same, the bank has accepted the quotation and accorded the Comprehensive Annual Maintenance Contract (CAMC) for the period from **01.04.2026 to 31.03.2027**.

Both the AMC Service Provider and the Bank have mutually agreed to the below mentioned terms and conditions.

NOW THE AGREEMENT WITNESSETH AS FOLLOWS;

1. This CAMC shall be valid for ONE YEAR only i.e. from 01.04.2026 to 31.03.2027. There shall be 4 compulsory visits per year (once in quarter) apart from on call services and reports shall be submitted within 15 days to Regional Office, Services Department for the Quarter concerned.
2. The AMC is Comprehensive AMC, if any spare parts required for Maintenance & component replaced, the cost of parts will be borne by the vendor only.
3. The Quarterly payment of CAMC charges @ ₹ _____/- (base price) per Quarter per system shall be paid only after submission of service reports for that Quarter to RO-services department.
4. The complaints should be addressed within two working days of the complaint lodge time.
 - i. If the complaints are not addressed within a maximum period of seven days as per the escalation matrix, a penalty will be levied @ ₹ 500/- per day up to a maximum amount of ₹ 5000/- per instance.
 - ii. The penalty amount will be deducted at the time of payment.
5. If the service is not satisfactory during the CAMC period, the bank has the right to cancel the order at any point of time and the amount will be paid on pro rata basis for that quarter.

- 6. All the allotted systems shall be visited compulsory, once in a Quarter without fail.
- 7. The systems shall be made working for considering payment of CAMC charges.
- 8. The number units of CCTV systems may increase/ decrease based on the expiry of the warranty period of the existing machines/ purchase of new machines during CAMC period.
- 9. Pending complaints list shall be submitted to HO, Services Department on every Monday by 11 A.M. Quarterly payment will be made only after checking the submission of weekly reports.
- 10. All GST related returns should be filed timely and enable us to claim GST-input credit tax at our end. Any loss of input tax credit to the Bank on account of delay/wrong filing of GST returns shall be recovered from you.

In witness whereof the parties hereto have caused this agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said

Name:
For _____

In the presence of:

Name:

Signed, Sealed and Delivered by the
said

For Andhra Pradesh Grameena Bank

In the presence of.....

ANNEXURE – L
SECURITY DEPOSIT FORMAT

BANK GUARANTEE FORMAT FOR SECURITY DEPOSIT

Guarantee No.....

Amount of Guarantee Rs.....

Guarantee cover from Dated:

To Dated:

Last Date for Lodgment of claim:

To:

.....
.....
.....
.....

In consideration of (Herein after called "Beneficiary") having agreed to exempt- ----- Ltd., having its Registered Office situated at (Herein after called the "the obligator(s)") from the demand of security deposit of Rs _____ (Rupees _____ only) under the terms and conditions of an agreement dated _____ (hereinafter called the "said Agreement") for the due fulfillment by the said obligator of the terms and conditions contained in the said agreement, on production of the Bank Guarantee for Rs _____ (Rupees _____ only), at the request of the obligator _____ Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at _____ amongst others a branch at _____ (hereinafter referred to as "the Bank") has agreed to give following guarantee in favour of the beneficiary for an amount not exceeding Rs..... (Rupees.....only) against any loss or damage caused to or suffered or would be caused to or suffered by reason of any breach by the said Obligator(s) of any of the terms and conditions contained in the said agreement.

....2/-

1. We, the Bank to hereby undertake to pay the amount payable under this guarantee without any demur merely on a demand from the beneficiary stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by reason or any breach of the terms and conditions contained in the said agreement or by reason of the obligator's failure to perform the said agreement. Any such demand in writing made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....
2. We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the beneficiary under or by virtue of the said agreement have been fully paid and its claims satisfied or till the beneficiary certifies that the terms and conditions of the said agreement have been fully discharged this guarantee. Unless a demand for claim under this guarantee is made on us in writing on or before we shall be discharged from all liabilities under this guarantee thereafter.
3. We, the Bank further agree that the beneficiary shall have the fullest liberty, without consent and without effecting in any manner or obligations hereunder, to extend time of performance the said obligator(s) from time to time or to postpone for any time any of the powers exercisable by the beneficiary against the said obligator(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved of our liability by reason of any extension being granted to the said obligator(s) for any forbearance, act or omission on the part of the beneficiary or any indulgence by the beneficiary to the said obligator(s) or by any such matter or thing whatsoever which under the law relating to sureties would not for this provision have effect of so relieving us.
4. We, the Bank lastly undertake not to revoke this guarantee during its currency except with the prior consent of the beneficiary in writing.
5. Notwithstanding anything contained herein:
 - (i) Our liability under this Bank Guarantee shall not exceed Rs. (Rupees only)
 - (ii) This Bank Guarantee is valid upto and
 - (iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before (mention period of the guarantee as found under clause (ii) above plus claim period)

Place:

Date:

Signature:

Annexure M
Certificate of waiver for MSE Firms

(In Letter head of Chartered Accountant)

Ref. No.

Date:

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. _____, having registered office at _____ has made an investment of Rs. _____ in _____, as per Audited Balance Sheet as on 31.03.2025. Further we certify that the Company is classified under Micro and Small Enterprise (MSE) as per MSME Act 2006 and subsequent government notifications.

We have checked the books of the accounts of the company and certify that the above information is true and correct.

Chartered Accountant Firm Name

Firm seal

Signature:

Name:

Reg No.

Vid No.

**ASSESSMENT CRITERIA
ANNEXURE-N**

S. No.	Criteria	Point system	Secured marks
01	Experience in supply and installation the CCTV Systems 5 years Above 5-10 years Above 10 Years	05 08 10	
02	Experience in maintenance of CCTV Systems 5 years Above 5-10 years Above 10 Years	05 08 10	
03	No of branches in PSU/PSB/RRB done AMC during last 3 years as on 31.12.2025 600 branches 601 to 900 branches Above 900 branches	05 08 10	
04	Net worth of Bidder as on 31.03.2025 0.25 Crores Above 0.25 crores and up to 1.00 Crores Above 1.00 Crores	02 03 05	
05	Average Annual Turnover of Bidder's firm for the Last Three years 0.50 crore Above 0.50 crore up to 1.00 crore Above 1.00 Crore	05 08 10	
06	Average Profit after Tax of the bidder for the last 3 financial years. 0.05 Crores Above 0.05 crores and up to 0.10 Crores Above 0.10 Crores	02 03 05	
07	Whether bidder is Manufacturer of Spare parts/Authorised Dealer of Spare parts Authorised Dealer of Spare parts Manufacturer of Spare parts	05 10	
08	No of Authorised service centres in Operational area of Bank Only 1 Above 1 and up to 3 Above 3	05 08 10	
09	No of Authorised Technical service engineers in Operational area of Bank Up to 10 Above 10 and up to 15 Above 15	05 08 10	
	Total		