



ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

Head Office:: Guntur

RFP Ref. No.: GEM/2026/B/7431959 dated 10/04/2026

Corrigendum/Addendum-1 Dated:29-04-2026

Selection of service provider for providing CMC/AMC and technical support services for Desktops, Printers and Scanners located at Branches/Offices for a period of Two (02) years in Andhra Pradesh Grameena Bank (APGB)

Sr. No	Page No	Para No	Description	Query/Clarification Sought	Amendments/ Clarifications/Remarks
1	3	Bid Schedule	As per the RFP, the successful bidder is required to submit a Performance Bank Guarantee (PBG) equivalent to 5% of the contract value.	<p>We request the Bank to kindly consider accepting Insurance Surety Bond as an alternative to Performance Bank Guarantee (PBG), issued by IRDAI-approved insurance companies, in line with Government of India guidelines and recent procurement reforms promoting ease of doing business.</p> <p>Insurance Surety Bonds are now widely accepted in government tenders as a valid security instrument and provide equivalent financial assurance to the procuring entity.</p>	<p>Clarification:</p> <p>Please adhere to terms and conditions of the RFP</p>
2	59	Pre-Qualification Criteria	The bidder should have executed & provided AMC services for minimum 10,000 IT assets (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2022-23, 2023-24 & 2024-25) for organizations having geographically spread branch networks.	<p>The stipulated requirement of handling minimum 10,000 IT assets with a single order of 5,000 assets is highly restrictive and significantly limits participation from competent and experienced bidders.</p> <p>The condition of “geographically spread branch network across the country” is restrictive and not aligned with many valid organizations having centralized or regional operations. Hence, this condition may be removed or suitably relaxed.</p>	<p>Amendment:</p> <p>The bidder should have executed & provided AMC services for minimum 10,000 IT assets(desktops, printers & scanners) (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations.</p>



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					<p>Relaxation only for MSE/ Start-up:</p> <p>The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations.</p> <p>If the bidder was issued the purchase order prior to 2023-24 and within the last five years from the bid publication date, and the contract is still active, it will be considered for evaluation, provided that valid purchase orders and satisfactory performance confirmation from the respective organization are submitted.</p>
3	8	Section B - Requirement Details / Scope of Work	Annexure 9 - Hardware Details to be covered under AMC Details of assets covered (Desktops, Printers, Scanners)	<p>The RFP does not provide details regarding the year of purchase / age of IT assets (desktops, printers, scanners) to be covered under AMC. Further, detailed technical specifications and configuration details of the assets are also not provided.</p> <p>In absence of these details, bidders may be forced to assume higher operational risk, which may lead to inflated pricing or limited participation.</p>	<p>Please adhere to terms and conditions of the RFP</p>



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4	8	Section B - Requirement Details / Scope of Work Annexure 9 - Hardware Details to be covered under AMC	Details of assets covered (Desktops, Scanners) Printers,	We request the Bank to kindly provide the following details: Year of purchase / age-wise distribution of assets Make and model details of desktops, printers, and scanners Configuration details (processor, RAM, storage, etc.) Type of printers Type of scanners Warranty status (in-warranty / out-of-warranty)	Please adhere to terms and conditions of the RFP
5	14	Section C	3.1 Payment Terms	Monthly Payment Cycle: We request the Bank to kindly consider monthly payment instead of quarterly, to reduce working capital burden and ensure uninterrupted service delivery. Reduction in Payment Timeline: We request to reduce the payment timeline from 30 days to 15 days from the date of invoice submission.	Please adhere to terms and conditions of the RFP



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6	16	Section C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	<p>4. Uptime 4.8 The percentage uptime is calculated on monthly basis as follows (Total contracted hours in a month - Downtime hours within contracted hours) / total contracted hours in a month *100 4.9 Contracted hours of a month = No. of days in that month X 24 Hours.</p>	<p>We request the department to kindly considering to allow servicing of the devices during the bank's official working hours.</p> <p>Servicing of devices during the bank's official working hours is requested to ensure proper coordination with branch staff, availability of authorized personnel for access and supervision, and adherence to security protocols. This will also help in minimizing operational risks, ensuring transparency in activities, and enabling immediate validation/testing of devices post-servicing. Additionally, it avoids delays caused by restricted access outside working hours and ensures efficient and timely completion of maintenance activities</p>	<p>Amendment:</p> <p>4. Uptime</p> <p>4.9 Contracted hours of a month = No. of working days in that month X 8 Hours.</p>
7	59	Annexure-2 Pre Qualification Criteria	<p>5. Bidder should have valid ISO 9001 and ISO 20000 Certification.</p>	<p>Request you to kindly make the below amendment:</p> <p>Bidder should have valid ISO 9001, ISO 20000, ISO 27001 & CMMI Level 3 Certification.</p> <p>(The inclusion of ISO 27001 and CMMI Level 3 certifications, in addition to ISO 9001 and ISO 20000, is recommended to ensure a higher standard of information security, process maturity, and service delivery</p>	<p>Please adhere to terms and conditions of the RFP</p>



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				capability. ISO 27001 certification demonstrates that the bidder follows internationally recognized best practices for information security management, which is critical for safeguarding sensitive data and systems involved in the project.)	
8	59	Annexure-2 Pre Qualification Criteria	7. The bidder should have executed & provided AMC services for minimum 10,000 IT assets (out of which single order should be minimum 5,000 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2022-23, 2023-24 & 2024-25) to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large Branch network geographically spread across the country.	The bidder should have successfully executed or be currently executing Annual Maintenance Contract (AMC) services for a minimum of 10,000 IT assets, out of which at least one single order should comprise a minimum of 3,000 IT assets. The assets should include desktops, printers, and scanners, and the experience should be within the last five (5) years as on the bid calling date. Such services must have been provided to Branches/Offices of Commercial Banks, Financial Institutions, Public Sector Undertakings (PSUs), or Government Organizations in India, having a wide branch network geographically spread across the country. Relaxation for MSE/Start-up:	Amendment: The bidder should have executed & provided AMC services for minimum 10,000 IT assets(desktops, printers & scanners) (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations. Relaxation only for MSE/ Start-up: The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2023-24,2024-25 &



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			<p>Relaxation only for MSE/ Start-up: The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2,500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2022-23, 2023-24 & 2024-25) to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large Branch network geographically spread across the country.</p>	<p>In case of Micro and Small Enterprises (MSEs) and Start-ups, the bidder should have executed or be executing AMC services for a minimum of 5,000 IT assets, out of which at least one single order should comprise a minimum of 1,000 IT assets, under similar conditions and within the same time frame as specified above.</p>	<p>2025-26) to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations.</p> <p>If the bidder was issued the purchase order prior to 2023-24 and within the last five years from the bid publication date, and the contract is still active, it will be considered for evaluation, provided that valid purchase orders and satisfactory performance confirmation from the respective organization are submitted.</p>
9	59	ANNEXURE-2 POINT NO 6	7 AND 46 ENGINEERS	<p>RESIDENT ENGINEERS LOCATIONS FOR BETTER PRICE QUOTE</p> <p>AS PER THE CVC GUIDELINES PRINCIPLE EMPLOYERS NEED TO TAKE CARE OF SERVICE PERSONEL DEPLOYED FOR THEIR WORK, SO WHICH WAGES ACT NEED TO BE TAKEN FOR ENGINEER SALARY CALCULATION CENTRAL OR STATE. IS ESI AND PF REQUIRED OR NOT.</p>	<p>Amendment:</p> <p>The selected bidder(s) shall be responsible for compliance with all laws, rules, regulation, orders, notifications and directions applicable in respect of its personnel including, but not limited to, the Contract Labour (Prohibition and Regulation) Act 1986, the Payment of Bonus Act 1965, the Minimum Wages Act 1948, the Employees Provident Fund Act 1952 and the Workmen Compensation Act 1923 and shall maintain proper records, including but not</p>



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					limited to, accounting records required under applicable laws or any code or practice or Corporate Policy.
10	60	ANNEXURE-2 POINT NO 9	TURNOVER OF THE VENDOR	IN THIS TURNOVER ONLY AMC TURNOVER IS TAKEN TO CONSIDERATION OR AMC AND SALES BOTH ARE TAKEN TO CONSIDERATION.	Please adhere to terms and conditions of the RFP
11	28	SECTION E - SELECTION OF BIDDER Point No. 6.2	BANKS RIGHT	IF ANY ONE WANT TO MATCH WITH L1 WILL YOU SPLIT THE ORDER WITH THE AMONG THE VENDORS. TO REDUCE MONOPOLY AND FOR BETTER SERVICE ENVIRONMENT.	Please adhere to terms and conditions of the RFP
12	70	Annexure-8 Scope of Work POINT NO 24	WARRANTY ITEMS	IF WE SUPPORTED FOR WARRANTY SYSTEMS FOR SOFTWARE UPDATE AND OTHER SUPPORT WILL IT BE CHARGEABLE FOR FIELD ENGINEERS	Please adhere to terms and conditions of the RFP
13	3	PAYMENT TERMS POINT NO 3.1	PAYMENT	IS AMC PAYMENT CENTRALIZED OR BRANCH WISE COLLECTION	Please adhere to terms and conditions of the RFP
14	59	Annexure-2 POINT NO 5	ISO CERTIFICATION	IS ISO CERTIFICATION HIGHER THAN THE RFP IS ALLOWED?	Please adhere to terms and conditions of the RFP
15	2	GEM/2026/B /7431959 GEM DOCUMNET	ESTIMATED BID VALUE-2 CR	AS PER THE TENDER REQUIREMENTS WE HAVE CALCULATED A VALUE BUT ITS NOT AS PER THE SUFFICIENT. AS PER YOUR AVERAGE BRANCHES FOR RO ARE 70. TOTAL RO'S 23	Please adhere to terms and conditions of the RFP



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				<p>FEILED ENGINEERS PER RO 2. PER ENGINEER 35 BRANCHES.</p> <p>TOTAL NO OF ENGINEERS ARE 46. RESIDENT ENGINEERS 7. TOTAL NO OF ENGINEER 53.</p>	
16	16	Section-C DELIVERABLE AND SERVICE LEVEL AGREEMENTS	<p>4. Uptime</p> <p>4.8 The percentage uptime is calculated on monthly basis as follows (Total contracted hours in a month - Downtime hours within contracted hours) / total contracted hours in a month *100</p> <p>4.9 Contracted hours of a month = No. of days in that month X 24 Hours.</p>	<p>Request to consider Down should only in working hours/ Banking Hours</p> <p>The AMC provide for Desktop, printers, scanners in banking hours</p>	<p>Amendment:</p> <p>4. Uptime</p> <p>4.9 Contracted hours of a month = No. of working days in that month X 8 Hours.</p>
17	59	Annexure-2 Pre Qualification Criteria	<p>7. The bidder should have executed & provided AMC services for minimum 10,000 IT assets (out of which single order should be minimum 5,000 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2022-23, 2023-24 & 2024-25) to various Branches/offices</p>	<p>7. The bidder should have executed/executing AMC services for minimum 10,000 IT assets (out of which single order should be minimum 3,000 IT assets) comprising of desktops, printers and scanners in last 5 Years as on bid calling date to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large Branch network</p>	<p>Amendment:</p> <p>The bidder should have executed & provided AMC services for minimum 10,000 IT assets(desktops, printers & scanners) (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations.</p>



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		<p>of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large Branch network geographically spread across the country.</p> <p>Relaxation only for MSE/ Start-up: The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2,500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2022-23, 2023-24 & 2024-25) to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large Branch network geographically spread across the country.</p>	<p>geographically spread across the country.</p> <p>Relaxation only for MSE/ Start-up: The bidder should have executed/executing AMC services for minimum 5,000 IT assets (out of which single order should be minimum 1000 IT assets) comprising of desktops, printers and scanners in last 5 Years as on bid calling date to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations in India having a large Branch network geographically spread across the country.</p> <p>We request the Department to kindly consider this provision to ensure participation of bidders possessing adequate technical expertise, robust supply chain capabilities, and sound financial strength to successfully execute large-scale procurement within the stipulated timelines, thereby promoting healthy competition among qualified and competent bidders</p>	<p>Relaxation only for MSE/ Start-up:</p> <p>The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks / Financial Institutions / PSU / Govt. Organizations.</p> <p>If the bidder was issued the purchase order prior to 2023-24 and within the last five years from the bid publication date, and the contract is still active, it will be considered for evaluation, provided that valid purchase orders and satisfactory performance confirmation from the respective organization are submitted.</p>	
18	59	Annexure-2 Pre Qualification Criteria	5.Bidder should have valid ISO 9001 and ISO 20000 Certification.	Bidder should have valid ISO 9001, ISO 20000, ISO 27001 & CMMI Level 3 Certification.	Please adhere to terms and conditions of the RFP



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				This certification provide services to the branches with standardised processes, effective use of risk, quality and security management frameworks	
19	59	Annexure-2 Pre Qualification Criteria	6.The Bidder shall have Service Centre in locations as per Annexure-10 with minimum of 46 engineers having experience in maintenance of Hardware/ Software items.	The Bidder shall have local office with GST in AP & Service Centre in locations as per Annexure-10 with minimum of 46 engineers having experience in maintenance of Hardware/ Software items.	Please adhere to terms and conditions of the RFP
20	3	Bid Schedule- Performance Bank Guarantee	As per the RFP, the successful bidder is required to submit a Performance Bank Guarantee (PBG) equivalent to 5% of the contract value.	We request the Bank to kindly consider accepting Insurance Surety Bond in lieu of Performance Bank Guarantee (PBG), issued by IRDAI-approved insurers, in line with Government of India guidelines.	Please adhere to terms and conditions of the RFP
21	8	Section B - Requirement Details / Scope of Work Annexure 9 - Hardware Details to be covered under AMC	Details of assets covered (Desktops, Printers, Scanners)	The RFP does not provide details regarding the age, configuration, and technical specifications of IT assets under AMC. Absence of such details may lead to assumptions, impacting pricing accuracy and participation. - We request the Bank to kindly provide the following details: Year of purchase / age-wise distribution Make and model details Configuration details (processor, RAM, storage, etc.) Type of printers	Please adhere to terms and conditions of the RFP



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				Type of scanners Warranty status (in-warranty / out-of-warranty)	
22	14	Section C- Clause - 3	Payment Terms	We request the Bank to kindly consider monthly payment instead of quarterly, to reduce working capital burden and ensure smooth service delivery. Further, we request reduction of payment timeline from 30 days to 15 days from the date of invoice submission.	Please adhere to terms and conditions of the RFP
23	59	Pre- Qualification Criteria- Experience in AMC Services for IT Assets	The bidder should have executed & provided AMC services for minimum 10,000 IT assets (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2022-23, 2023-24 & 2024-25) for organizations having geographically spread branch networks.	The requirement of handling minimum 10,000 IT assets (including a single order of 5,000 assets) appears highly restrictive and may limit participation from competent bidders. We request the Bank to kindly revise the eligibility criteria to 1,000 assets, including corresponding relaxation in single order requirement. Further, the condition of “geographically spread branch network across the country” may be relaxed, as many eligible organizations operate in centralized or regional setups.	Amendment: The bidder should have executed & provided AMC services for minimum 10,000 IT assets(desktops, printers & scanners) (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations. Relaxation only for MSE/ Start-up: The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of



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					Commercial Banks /Financial Institutions / PSU / Govt. Organizations. If the bidder was issued the purchase order prior to 2023-24 and within the last five years from the bid publication date, and the contract is still active, it will be considered for evaluation, provided that valid purchase orders and satisfactory performance confirmation from the respective organization are submitted.
24	59	Annexure-2 Sl.No.5	Bidder should have valid ISO 9001 and ISO 20000 Certification.	We have initiated the process of obtaining these certifications and request additional time to submit them	Please adhere to terms and conditions of the RFP
25	59	Annexure-2 Sl.No.7	Relaxation only for MSE/ Start-up: The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2,500 IT assets) comprising of desktops, printers	We have successfully executed and are currently providing AMC for 3,356 IT assets, including a single order of 1,869 assets. We are also currently handling APGB systems with 2,705 IT assets. We request exemption from the quantity requirement. Year wise IT assets under AMC: <ul style="list-style-type: none">• FY 2022-23: 295 systems• FY 2023-24: 2,992 systems• FY 2024-25: 3,356 systems (including a single order of 1,869 assets)• FY 2025-26 (current): 2,705 assets (APGB)	Amendment: The bidder should have executed & provided AMC services for minimum 10,000 IT assets(desktops, printers & scanners) (including a single order of minimum 5,000 IT assets) during the last 3 financial years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations.



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			and scanners in last 3 Years (FY 2022-23, 2023-24 & 2024-25) to various Branches/offices		<p>Relaxation only for MSE/ Start-up:</p> <p>The bidder should have executed & provided AMC services for minimum 5,000 IT assets (out of which single order should be minimum 2500 IT assets) comprising of desktops, printers and scanners in last 3 Years (FY 2023-24,2024-25 & 2025-26) to various Branches/offices of Commercial Banks /Financial Institutions / PSU / Govt. Organizations.</p> <p>If the bidder was issued the purchase order prior to 2023-24 and within the last five years from the bid publication date, and the contract is still active, it will be considered for evaluation, provided that valid purchase orders and satisfactory performance confirmation from the respective organization are submitted.</p>
26	60	Annexure-2 Sl.No.9	<p>Relaxation only for MSE/ Start-up:</p> <p>The bidder should have an average annual turnover of Rs.1 Crore during last 3 financial years (i.e. 2022-23, 2023-24 & 2024-25)</p>	<p>Our average turnover for FY 2022-23 to 2024-25 is Rs. 51,51,540. Our turnover for FY 2025-26 is approximately Rs.1.5 Crore, reflecting strong growth. We request exemption from the turnover threshold.</p> <p>Year wise Turnover FY 2022-23: Rs. 18,61,717 FY 2023-24: Rs. 49,94,624 FY 2024-25: Rs. 85,98,278 FY 2025-26: Rs. 1,50,00,000 (approximately).</p>	<p>Amendment:</p> <p>The bidder should have an average annual turnover of Rs.2 Crore during last 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.</p> <p>Relaxation only for MSE/ Start-up: GOI Extent Guidelines Relevant for start-ups/MSE will be applicable</p>



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27	23	6.1	EMD/Bank Guarantee of Rs. 10,00,000 valid for 180 days from the last date of bid submission.	Please confirm if the 180-day validity starts from the <i>original</i> submission date or the <i>actual</i> date if an extension is granted.	The bank will accept the EMD/Bank Guarantee if it is valid from the original submission date or any approved extension date.
28	23	6.1	Relaxation if any, extended by GOI/competent authorities for furnishing the EMD shall be passed on.	We request the Bank to confirm that valid MSE/NSIC certificates will be accepted for a full EMD waiver as per GOI guidelines.	A valid certificate for MSEs, issued by the Department of Micro, Small and Medium Enterprises (MSME), or the relevant Ministry/Department, is required.
29	60	Annexure-2 Sl.No.9	<p>The bidder should have an average annual turnover of Rs.2 Crore during last 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.</p> <p>Relaxation only for MSE/ Start-up:</p> <p>The bidder should have an average annual turnover of Rs.1 Crore during last 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual</p>	<p>Bidder should submit Audited Balance Sheet copies for last 3 financial years i.e., 2022-23, 2023-24 & 2024-25 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.</p>	<p>Amendment:</p> <p>The bidder should have an average annual turnover of Rs.2 Crore during last 3 financial years (i.e. 2022-23, 2023-24 & 2024-25) from Indian operations. This must be the individual company turnover and not of any group of companies.</p> <p>Relaxation only for MSE/ Start-up:</p> <p>GOI Extent Guidelines Relevant for start-ups/MSE will be applicable</p>



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			company turnover and not of any group of companies.		
30	35	4.8	Human Resource Requirement Addition of point no. 4.8	The selected bidder(s) shall be responsible for compliance with all laws, rules, regulation, orders, notifications and directions applicable in respect of its personnel including, but not limited to, the Contract Labour (Prohibition and Regulation) Act 1986, the Payment of Bonus Act 1965, the Minimum Wages Act 1948, the Employees Provident Fund Act 1952 and the Workmen Compensation Act 1923 and shall maintain proper records, including but not limited to, accounting records required under applicable laws or any code or practice or Corporate Policy.	
31	74	Annexure-10	Bidder should have 23 No of service centre/Franchise service centre in Andhra Pradesh as on bid submission date as specified above. In case bidder does not have the service centre/Franchise service centre as on bid submission date bidder should give undertaking to open the service centres as specified above and should submit the service centres/Franchise service centre details before the due date of delivery of the same	Amendment: Bidder should have min 23 No of service centre/Franchise service centre in Andhra Pradesh as on bid submission date as mentioned in annexure-10.	