



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్
ANDHRA PRADESH GRAMEENA BANK
(Scheduled Bank owned by Government)
HEAD OFFICE – GUNTUR

Request for Proposal in GeM Portal [RFP] for

Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank for implementation of Face pay Kiosk.

RFP Ref. No.: GEM/2026/B/7739877 dated 04/07/2026

GEM BID No: GEM/2026/B/ 7739877

Issued by: **Andhra Pradesh Grameena Bank,
Department of Information Technology,
Head Office, Guntur**

Mobile: 9281404943, 9390478378

procurement@apgb.bank.in



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SCHEDULE [A]: IMPORTANT DATES AND INFORMATION ON RFP SUBMISSION

S. No	Particulars	Timeline
1	Issuance Date of RFP (Date of RFP Issuance)	04-07-2026
2	Last Date of request for Queries/ Clarifications (Last Date of Receiving request for queries / clarifications)	As per GeM terms and conditions Queries received after cutoff time will not be entertained. Prebid queries to be submitted the following mail ID - procurement@apgb.bank.in
3	Pre-bid Meeting Date and Time (Virtual Mode)	Based on the clarification sought by the bidders through mail, bank may take decision to conduct online/virtual meeting for pre bid queries.
4	Last Date of Submission/ Closing Date in GeM portal (Last Date of Submission of RFP Response)	As per GeM bid document
5	Eligibility cum Technical Bid Opening Date	As per GeM bid document
6	Online Bid Submission Details	Documents to be submitted only through Government e-Market Place (GeM) portal.
7	Contact details of the Bank Officials	1. G Vishnu Charan, HOD-IT 2. K V Santosh - Sr. Manager -IT Mobile: 9281404943 Email: Procurement@apgb.bank.in Website: https://www.apgb.bank.in



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The RFP document can also be downloaded from:

Bank's website: <https://www.apgb.bank.in/tenders> and

Government e- Market Place (GeM) portal

Clarifications, modifications and date of extensions, if any, will be published in the Bank's website and GeM portal only.

- I. Note: Andhra Pradesh Grameena Bank, does not take responsibility of any bid/ offer damaged/ lost in transit/ delivered at incorrect address prior to its receipt at the Bank's designated office.
- II. Bank will follow two bidding system. Part-I (Technical Bid) of the bid contains compliance details of the eligibility, Technical Specifications and terms & conditions set in the RFP document (including annexures) for which proposal/ quotation is called for. Bids have to be submitted in **online mode only** through **Government e- Market Place (GeM) portal**. Further, Bidders must submit their commercial bid as per the format given in the RFP along with the technical bid on the e procurement (GeM) portal. Technical bids submitted by all the bidders will be evaluated and only technically qualified bidder's commercial bid will be opened among the technically qualified bidders for finalization of the commercial quotes.
 1. Bidders should enroll/ register themselves on Government e- Market Place (GeM) portal before participating in bidding. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Except as provided in this RFP, any document sent by any other mode will not be accepted.
 2. Documents which are to be uploaded online are required to be duly signed by the Authorized Signatory under the seal of the bidder company/ firm in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/ or if there is any deviation or non-compliance of the stipulated terms and conditions, the bid will be liable for rejection.
 3. The price quoted should be unconditional and should not contain any string attached thereto. Bid, which do not confirm to our eligibility criteria and terms & condition, will be liable for rejection.
- III. The RFP document (along with addendums, if any) needs to be signed and stamped by the authorized signatory of Bidder and it must be submitted along with the Technical Bid as an evidence of having read and understood the contents of RFP and its addendums (if any).
- IV. Time wherever mentioned in this RFP is as per Indian Standard Time. The above dates and timelines are tentative and subject to change with prior notice or intimation. If a holiday is declared on the dates fixed for submission of bids, opening of bids (Technical or Commercial) or presentation, the same shall stand revised to the next working day at the specified time and place unless communicated otherwise.

This RFP is issued by:

General Manager-IT,
Andhra Pradesh Grameena Bank
Door. No, 5-37-234,
4th floor, Raghu Mansion,
4/1 Brodipet, Guntur, Andhra Pradesh - 522002



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REQUEST FOR PROPOSAL (RFP)

Andhra Pradesh Grameena Bank is a Regional Rural Bank having 1360 branches network in all districts of Andhra Pradesh and its Head Office is located at Door. No. 5-37-234, 4th floor, Raghu Mansion, 4/1 Brodipet, Guntur, Andhra Pradesh.

Bank had initially procured the required computer hardware for implementation of the Face Pay Kiosk under the POC. The hardware procured has been found to be compatible and suitable for successful operationalization of the Face Pay Kiosk. Accordingly, for ensuring compatibility, ease of maintenance, and seamless deployment, the Bank proposes to procure computer hardware i.e. **Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes** with the same specifications for deployment of Face Pay Kiosks at the identified branches.

Details of requirement as mentioned below:

S. No	Description of Item	Qty
1	Laser Printers-Brother B2100db	25
2	Portable Touch Monitor- View sonic TD1655 Touch screen portable monitor	25
3	Electrical Extension Boxes (Spike 4 Socket)	25
4	Web Cam- Logitech webcam -C270	25
5	Zebronics Zeb- Pluto 2.0-Multimedia Speaker 2.0 with Aux Connectivity, USB Powered and Volume Control	25

The Bank is interested in selection of vendor for supply of **Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes** to Andhra Pradesh Grameena Bank.

In connection to this, Bank invites sealed offers ('Eligibility cum Technical Proposal/ Bid' and 'Financial Proposal/ Bid') for selection of vendor as per Bank's requirement and in compliance with the Terms & Conditions, Specifications and Scope of Work described in this document.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the supply and services. The provision of the supply and services is subject to observance of selection process and appropriate documentation being agreed between Bank and the successful bidder as identified by the Bank, after completion of the selection process as detailed in this document. This RFP is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process.

Bank will follow two bidding system. Technical Bid of the bid contains eligibility criteria/compliance details of the specifications for which quotation is called for. The Bidders should enroll/ register themselves on GeM portal before participating in bidding. **Bids have to be submitted online only through GeM portal.** The Commercial Bid will be submitted separately along with the bid document.



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Interested eligible bidders may submit their quotation for supply of **Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes.**

General Terms & conditions:

1. Bidders should Apply through GeM Portal only. **All the documents in support of eligibility criteria, technical specifications, annexures etc. are also to be scanned and uploaded along with the tender documents.** Bid Documents submitted/ sent by any other mode will not be accepted.

2. Technical Bid:

Bidder should submit the following documents through Gem portal

1. Pre-qualification Criteria
2. Annexure-I
3. Annexure-II
4. Annexure-III
5. Annexure-IV
6. Annexure-V
7. Annexure-VI(Masked)
8. Annexure-VII
9. Annexure-VIII

Bidder has to submit the above documents to meet the eligibility criteria.

3. Financial Bid:

L1 bidder has to submit the following document

1. Annexure-VI

4. Technical Bid and Financial Bid documents to be uploaded online duly signed by the Authorized Signatory under the seal of the bidder company/ firm in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/ or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted in the Commercial bid should be unconditional and should not contain any strings attached thereto. The bids which do not conform to our specifications will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.
5. Bank has the right to accept or reject any quotation/ cancel the tender at its sole discretion, at any point, without assigning any reason thereof. Also, Bank has the discretion for amendment/ alteration/ extension before the last date of receipt of bid.
6. In this RFP either the authorized bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product. If participated, the bids of Principal/OEM/OSD and the authorized bidder/s are liable for rejection.



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7. If related parties (as defined below) submit more than one Bid then both/ all bids submitted by related parties are liable to be rejected at any stage at Bank's discretion: a) Bids submitted by holding company and its subsidiary company;

- Bids submitted by two or more companies having common director/s
- Bids submitted by partnership firms / LLPs having common partners
- Bids submitted by companies in the same group of promoters/management etc.

Details of requirement are mentioned below:

S. No	Description of Item	Qty
1	Laser Printers	25
2	Touch screen Portable Monitor	25
3	Electrical Extension Boxes (Spike with 4 socket)	25
4	Web Cam	25
5	Multimedia Speaker 2.0 with Aux Connectivity, USB Powered and Volume Control	25

<u>Delivery location:</u>	<u>Qty</u>	<u>Delivery timeline</u>
Andhra Pradesh Grameena Bank, Head Office, Raghu Mansion, 4th floor, 4/1 Brodipet, Guntur-522002. GST No: 37AAAJA3329G1ZK	Total mentioned quantity in the Bid	15 days

Warranty

- The bidder has to provide comprehensive On-site warranty for supplied items as mentioned in this RFP.
- The Bidder warrants that the Software/Solution/Hardware will be free of defects in workmanship and materials for a period of time consistent with industry standards and the nature of the Software ("Warranty Period").
- The Bidder has to replace all the defective spares with new spares during warranty period. All parts should be covered under warranty
- The entire equipment's/hardware/software deployed for this project shall be under Comprehensive Onsite Warranty covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period from the Date of Installation/commissioning.
- If the hardware /software do not perform in accordance with the Contract during the Warranty Period, then the selected bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Successful bidder's expense and shall include all media, parts, labor, freight and insurance to and from the Department's site.
- If any defect in the Hardware/Software/Solution is not rectified by the selected bidder



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before the end of the Warranty Period, the Warranty Period shall be extended until in the opinion of the Bank: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.

- The selected bidder shall provide, after the warranty commences for all Hardware/Software/Solution components, telephone support to the Bank during Business Days for assistance.
- The selected bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Selected bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.
- Escalation matrix should be provided for support, technical, project, etc. as per Annexure-VIII.



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Pre-Qualification Criteria

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2026/B/7739877 dated 04/07/2026

Sl. No.	Criteria	Documents to be submitted for Compliance	Bidder's Response and Documents Submitted
1	The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership (LLP) company under the Limited Liability Partnership Act 2008 in India	Certificate of incorporation/certificate for commencement of business along with the copies of Memorandum and Articles of Association and full address of the registered office is to be submitted	
2	Bidder should have supplied at least 25 No. of Printers & Touch screen monitors to any organization in India during last 3 years as on bid published date Relaxation only for MSE/ Start-up: GOI Extent Guidelines Relevant for start-ups/MSE will be applicable	Annexure-3 & PO copies has to be submitted by the bidder relevant certificate should be submitted by the bidder in support of relaxation for MSE/Startup	
3	The Bidder or firm should have an average Turnover of ₹ 10 Lakhs for the last three FY 2022-23, 2023-24 & 2024-25. Relaxation only for MSE/ Start-up: GOI Extent Guidelines Relevant for start-ups/MSE will be applicable	Auditor confirmation certificate/IT Returns should be submitted as per the Annexure-3	
4	Whether the Bid is authenticated by authorized person?	Signed persons will be authorized persons from the company as per-Annexure-4	
5	Bidder profile & Bid security declaration should be submitted	Annexure-1 & Annexure -2 should be submitted by the Bidder	



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6	The bidder should be authorized Dealer/Distributor of OEM and should be having back-to-back support of Original Equipment Manufacturers (OEM) for the equipment/item. (OR) If the bidder is an authorized dealer/distributor, an authorization letter from their OEM to deal/market their product in India and it should be valid for entire contract period from the date of submission of the bid	Annexure-5(separately for printer and touch screen monitors) should be submitted by the Bidder	
7	Payment terms 100 % within 30 days after receipt of Goods, invoice and 3% Performance Bank Guarantee for 26 months, if any defective item is received, same should be replaced	Acceptance of bidder should be provided	
8	Bidder must have GST registered vendor Note: Composite bidder not eligible to participate in this Bid	GST certificate submitted by bidder	
9	Bidder must comply technical specifications as per the annexure-VII	Annexure-VII has to be submitted by the bidder	
10	Bidder has to submit the Escalation matrix for resolution of the complaints during the warranty period	Annexure- VIII has to submit in this effect	

- Bidder response should be complete along with the evidence
- Documentary evidence must be furnished against each of the above criteria. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.
- We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection. All documentary evidence / certificates confirming compliance to Pre-Qualification Criteria should be part of the GeM bid.

Date:

Signature with seal

Name:

Designation:



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Annexure-I
Bidder's Profile

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2026/B/7739877 dated 04/07/2026

#	Particulars	Details
a)	Name of the Bidder Firm/Company	
b)	Constitution (Ltd./Pvt. Ltd/Firm etc.)	
c)	Date of Incorporation and / or Commencement of business with supporting documents	
d)	Certificate of Incorporation (CIN)	
e)	Whether registered as MSE for the item under the GeM Bid? (Proof of registration as MSE for the item under the GeM Bid)	
f)	Address	
g)	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name
		Designation
		Address for Correspondence
		Phone Number (Landline)
		Mobile Number
		Email address
h)	Particulars of the Secondary Contact Person	Name
		Designation
		Mobile Number
		Email address
i)	Firm / Company Website address	
j)	Firm/Company PAN number Firm/Company GST Number <u>Beneficiary Bank Details</u> Beneficiary Name Beneficiary Account Number Type of Bank Account (Current/OD/OCC etc.) IFSC Code Beneficiary Bank Name & Branch address	

Date:

Signature with seal

Name:

Designation:



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Annexure-II
Bidder Declaration

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

To,
The General Manager
Andhra Pradesh Grameena Bank,
Head Office, IV Floor, Raghu Mansion,
4/1 Brodipet,
Guntur - 522 002

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2026/B/7739877 dated 04/07/2026.

Dear Sir

We hereby declare that, in the event of being awarded the contract, if we fail to supply the items within the stipulated time, we agree and accept that we shall be **suspended from participating in any bidding processes with Andhra Pradesh Grameena Bank for the period specified on the GeM portal**. In addition, the bidder shall comply with **Clause 23.5 of the General Terms and Conditions on GeM (List of Prohibitive Activities)**.

Place:
Date:

[Signature of Authorised Signatory]
Name:
Designation:
Seal:



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Annexure-III

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2026/B/7739877 dated 04/07/2026

We have been supplying _____ for the past _____ years.

HARDWARE DELIVERED DETAILS:

(Bidders have to submit Xerox copies of POs as support documents for each item).

Sl.No.	PO No and date	Order placed by (Name of the Bank/FI/any organization)	Qty.	Cumulative total

TURNOVER AND P&L DETAILS: (Bidders have to submit Xerox copies of audited balance sheet/P&L).

(Amount in Rs.)

FY	Turnover	Profit and Loss
2024-25		
2023-24		
2022-23		

Date:

Signature with seal of the bidder

Name:

Designation:



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Annexure-IV

LETTER OF AUTHORISATION TO BID

To,
General Manager-IT,
Andhra Pradesh Grameena Bank
Door. No, 5-37-234,
4th floor, Raghu Mansion,
4/1 Brodipet, Guntur, Andhra Pradesh - 522002

Date

SUB: Authorization Letter for submitting bid documents.

GeM Bid Ref: GEM/2026/B/7739877 dated:04-07-2026

This has reference to your above RFP Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to Andhra Pradesh Grameena Bank, Mr/Mrs/Miss_____ is hereby authorized to submit the bid documents, to submit on-line bid, to participate in reverse auction/negotiation if any and to sign the contract on behalf of our organization for all the services/ goods required by the bank as called vide the bank's request for proposal vide **GeM Bid ref. no. GEM/2026/B/7739877 dated:04-07-2026** on behalf of our organization. We confirm that the person so authorized above has digital signatures (**with encryption feature**) issued in the name of company and confirm that all the prices quoted in on-line-sealed bid or in reverse auction by him shall be binding on us. He/ She is also authorized to take decisions on behalf of the company till RFP process is completed.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority (Certified Xerox copy of P/A of authorized Signatory/authority is to be submitted/)

Note: 1. This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Bidder in its bid.



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Annexure-V
Manufacturer Authorization Form

[Note: This Format Letter should be on the letterhead of the OEM/OSO/OSD concern and should be ink signed by an Authorized Signatory of the OEM/OSO/OSD]

No. _____ dated _____

The General Manager
Andhra Pradesh Grameena Bank,
Head Office,
IV Floor, Raghu Mansion, 4/1 Brodipet,
Guntur - 522002

Dear Sir,

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref:GeM Bid ref. no. GEM/2026/B/7739877 dated 04/07/2026

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ 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 tender offer.

We (Manufacturer) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the **Supply of _____ to the Andhra Pradesh Grameena Bank**, products/equipment and services offered against this invitation for tender offer by the above firm and will extend full support and ensure availability of **spare parts** during the contract period from the date of installation.

We undertake that in case of failure in supplying of items mentioned in the RFP by the <bidder name>, we will take ownership to implement the same either ourselves or through our other authorized partner as per scope of the RFP.

The cost quoted by M/s is inclusive of back-to-back support from OEM.....

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract.

Yours
faithfully
(Name)
For and on behalf of
M/s



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Annexure-VI Bill of Material

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2025/B/ 7739877 dated 04/07/2026.

[Amount in Rs.]

1	2	3	4	5	6
S. No	Description of Item	Make/Model of the item	Quantity (A)	Base Price per unit (B)	Total Base Price (C=A*B)
1	Laser Printers	Brother B2100db with 1 year warranty	25		
2	Portable Touch Monitor	View sonic TD1655 Touch screen portable monitor with 2 years warranty	25		
3	Electrical Extension Boxes	Please specify	25		
4	Web Cam	Logitech webcam -C270	25		
5	Speakers	Zebronics Zeb- Pluto 2.0- Multimedia Speaker 2.0 with Aux Connectivity, USB Powered and Volume Control	25		
				Total	XX
				GST	XX
				Total Price (Incl of GST)	XX

Declaration

- ✓ Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ✓ **Total Price (Incl of GST) in Column 6 will be considered L1 for the Bid.**
- ✓ We confirm that we have gone through GeM bid clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- ✓ We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- ✓ We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- ✓ We are agreeable to the payment schedule as per “Payment Terms” of the GeM bid.
- ✓ Price of the above components is valid for 180 days after issuance of First Purchase order/as per terms of GeM.
- ✓ Bank reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. and also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates.
- ✓ The price (Incl. of GST) quoted by bidders on the GeM portal must match the **Total Price (Incl of GST) in Column 7** provided in the Bill of Materials (BoM) submitted by the bidder. In case of any discrepancy in pricing, and if the bidder fails to provide a satisfactory justification for such variation, the bidder shall be disqualified from further evaluation.

Date:

Place:

Authorized signatory

Name:

Designation:

Company seal:



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Annexure-VII
Technical specifications

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2026/B/ 7739877 dated 04/07/2026.

a. Technical Specifications of Laser printer:

#	Description	Specifications	Bidder response(Y/N)
1	Printer Type	A4 laser printer with A5 support for voucher printing	
2	Print speed(A4)	Up to 34 PPM	
3	Connectivity	USB Hi speed 2.0	
4	First Print Out Time	Less than 8.5 Sec	
5	Warranty	OEM Warranty	
6	Cartridge	Full yield original cartridge must be supplied along with printer it should not be a demo cartridge/Startup cartridge	
7	Dimension(W*D*H)	356*360*183 mm	

b. Technical specifications of the Touch screen portable monitors;

#	Description	Specifications	Bidder response(Y/N)
1	Display size	16 inches	
2	Viewable area	15.6 inches	
3	Resolution	1920*1080	
4	Resolution Type	FHD (Full HD)	
5	Aspect Ratio	16:9	
6	Panel Type	IPS Technology	
7	Touch Screen	Projected Capacitive, 10-point multi-touch	
8	Response Time (Typical GTG)	6.5ms	
9	Brightness	250 cd/m ² (typ)	
10	Surface Treatment	Glossy w/ anti-finger print, Hard Coating (≥6H)	
11	Warranty	OEM Warranty	
12	Display port Alt mode	2(60 W power charger)	
13	Audio out	1(3.5 mm audio)	
14	HDMI	1 mini-HDMI	
15	Power in	USB Type C (with video & Data)	



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c. Technical specifications of the Web Camera:

	Description	Specifications	Bidder response(Y/N)
1	Video Resolution	720p/30fps	
2	Connectivity	USB-A 2.0 (1.5m / 5ft cable)	
3	Camera	HD 720p video & clear facial capture	
4	Focus type	Fixed	
5	Lens technology	Standard	
6	Cable length	5ft/1.5m	
7	Warranty	OEM Warranty	

d. Technical specifications of the Speakers

#	Description	Specifications	Bidder response(Y/N)
1	Features	2.0 channel speaker	
2		USB powered	
3		Volume control	
4	Line input	3.5mm jack	
5	Frequency response	120Hz-15kHz	
6	Warranty	OEM Warranty	

e. Specifications of the Electrical Extension Box (Spike)

#	Description	Specifications	Bidder response(Y/N)
1	Electrical Extension Box (Spike)	Spike with 4 sockets, switch control, and a minimum 1.5 m power cord with OEM Warranty	



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Annexure-VIII
Escalation Matrix

SUB: Supply of Touch Monitors, Printers, Cameras, Speakers & Electrical Extension Boxes to the Andhra Pradesh Grameena Bank.

Ref: GeM Bid ref. no. GEM/2025/B/ 7739877 dated 04/07/2026.

Sl. No.	Name	Level of Contact	Office Postal Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 24 Hours)					
c.		Regional/Zonal Head (If response not received in 48 Hours)					
d.		Country Head (If response not received in One week)					

Service Related Issues:

Sl. No.	Name	Level of Contact	Office Postal Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not received in 12 Hours)					
d.		Country Head (If response not received in 24 Hours)					

Any change in designation, substitution will be informed by us immediately. Further service centers will be mandatorily covered all locations of the Bank

Date

Signature with seal
Name:
Designation :