



ఆంధ్ర ప్రదేశ్ గ్రామీణ బ్యాంక్

ANDHRA PRADESH GRAMEENA BANK

(Scheduled Bank owned by Government)

HEAD OFFICE – GUNTUR

Request for Proposal (RFP) for Supply, Installation and Maintenance of Printers
and Scanners Rate Contract.

RFP Ref. No.: GEM/2026/B/7827389 dated 23/07/2026

GEM BID No: GEM/2026/B/ 7827389

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

Mobile: 9281404943,9390478378

procurement@apgb.bank.in



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DISCLAIMER

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidders as identified by the Bank, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Andhra Pradesh Grameena Bank with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Andhra Pradesh Grameena Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Andhra Pradesh Grameena Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



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Abbreviations

The long form of some abbreviations commonly used in the document is given below:

Abbreviations	Description
AMC	Annual Maintenance Contract
ATX	Advanced Technology Extended
Bank/APGB	Andhra Pradesh Grameena Bank
BFSI	Banking, Financial Services and Insurance
BG	Bank Guarantee
B/W	Black & White
CPI	Characters per Inch
CPS	Characters per Second
DPI	Dots per Inch
EPEAT	Electronic Product Environmental Assessment Tool
KYE	Know Your Employee
LED	Light Emitting Diode
MTBF	Mean Time Between Failures
NDA	Non-Disclosure Agreement
NPCI	National Payments Corporation of India
NLQ	Near Letter Quality
OEM	Original Equipment Manufacturer
OS	Operating System
PBG	Performance Bank Guarantee
PCI / PCI-e	Peripheral Component Interconnect /Express
PSB	Public Sector Bank
PSU	Public Sector Undertaking
RAM	Random Access Memory
RBI	Reserve Bank of India
RFP	Request for Proposal
ROHS	Restriction of Hazardous Substance
SFF	Small Form Factor
SLA	Service Level Agreement
SMPS	Switched Mode Power Supply
UAT	User Acceptance Testing
USB	Universal Serial Bus



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BID Details:

Start Date & Time of issue of RFP/ Document Download	As per GeM bid document
Pre bid meeting	As per GeM bid document
Last date and time for submission of query	As per GeM bid document
Last date and time for submission of Bidding Document	As per GeM bid document
Date and Time of Technical Bid Opening	As per GeM bid document
Bank's Address for Communication	General Manager-IT Andhra Pradesh Grameena Bank, IV Floor, Raghu Mansion, 4/1 Brodipet, Guntur - 522002.
Earnest Money Deposit (EMD)	Rs.20 Lakhs in the form of Bank Guarantee (BG) of any scheduled commercial Bank other than Andhra Pradesh Grameena Bank. EMD should have validity period of 225 days from date of submission of RFP. Bidder has to upload scanned copy / proof of the DD/BG along with bid and has to ensure delivery of hardcopy to the Buyer before Bid End date / Bid Opening date.
Performance Bank Guarantee	The successful bidders should provide a Performance Bank Guarantee for 5% of TCO valid for 3 years within 30 days from the date of receipt of purchase order in the format as provided in Annexure L with a claim period of 1 year. The PBG should be of that of scheduled Commercial Bank, other than Andhra Pradesh Grameena Bank.
Pre-bid Queries Submission Date & Time	The Bidder is requested to submit any queries/clarifications to the Bank to the following email id on or before 30-07-2026, 03:00 PM. Subject of the email should be given as "Pre Bid Queries for GEM/2026/B/7827389 dated 23/07/2026". Queries received after cutoff time will not be entertained. Email id: procurement@apgb.bank.in Based on the clarification sought by the bidders through mail, Bank may take decision to conduct online/virtual meeting for pre bid queries, communication/Link will be sent through mail only Submitted queries may be considered based on the acceptance of competent authority.



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NOTE: Submission of any bid document through offline mode will not be accepted and bids should be submitted on or before last date & time of bid submission in GeM portal.

*Bidders are requested to submit bid well in advance from the last date of bid submission to avoid technical glitch/issues in GeM portal. Bank will not extend last date of submission in case of occurrence of technical issues in GeM portal during closing hours.

Bidder has to upload scanned copy / proof of the Integrity Pact (IP) and DD/BG along with bid and has to ensure delivery of hardcopy to the Buyer before Bid End date / Bid Opening date.



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1. Introduction

1. Andhra Pradesh Grameena Bank is a Regional Rural Bank having 1360 branches network in **all districts of Andhra Pradesh**. Andhra Pradesh Grameena Bank Head office is located at Door. No, 5-37-234, 4th floor, Raghu Mansion, 4/1 Brodipet, Guntur, Andhra Pradesh, 522002
2. Offers are invited from reputed bidders for supply, installation and maintenance of Printers and Scanners in its branches/offices spread across Andhra Pradesh, Data Centre at Hyderabad and Disaster Recovery Centre at Chennai, on rate contract basis for 01 year from first PO date.

2. Integrity Pact (IP)

1. The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons/ officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
2. Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible to participate in the bidding process.
3. The Bidders shall submit signed Pre Contract integrity pact (Hard Copy) as per Annexure mentioned in the RFP. Those Bids which are not containing the above are liable for rejection.
4. Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
5. Bidders to disclose the payments to be made by them to agents/ brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
6. Integrity Pact in respect this contract would be operative from the stage of invitation of the Bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
7. The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty/ Guarantee/ AMC if contracted whichever is later.
8. Integrity Pact, in respect of a particular contract would be operative stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
9. Integrity pact shall be signed by the person who is authorized to sign the Bid.
10. The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:



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Shri. P. R. Ravi Kumar, IRS (Retd.)

Akshath, No.84, First Avenue,
Kumaranasan Nagar, Elamkulam P.O.,
Ernakulam, Kerala-682020.

Email: p_r_ravikumar@yahoo.com

11. Any Change in law/ policy/ circular relating to Pre-Contract Integrity Pact which vitiate the agreement shall accordingly be applicable with immediate effect on written intimation from the Bank.
12. Any violation of Pre-Contract Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, Prevention of Corruption Act (PC Act), 1988 or other Financial Rules as may be applicable to the Bank

Andhra Pradesh Grameena Bank shall also have the authority to audit as well as witness production processes to certify the achievement of the requisite local content and/or to obtain complete back up calculation.

3. Objectives of the RFP

1. Andhra Pradesh Grameena Bank (hereinafter called as “APGB” or “the Bank”) is inviting proposals from experienced and eligible entities (hereinafter referred to as “Respondent” or “Bidder” or “Vendor”). Offers are invited from reputed bidders for Supply, Installation & Maintenance of Printers and Scanners in its branches/offices spread across Andhra Pradesh through staggered delivery for a period one year from first PO date.
2. Bidders who are interested in participating in this RFP must fulfill the eligibility criteria mentioned in the document and in a position to comply with the technical specification.
3. Apart from the above the bidder must also agree to all our terms & conditions mentioned under this RFP.
4. Bank may not accept any deviations from the terms and conditions specified in the tender. Deviations could result in the disqualification of the offer made by the bidder at the discretion of the Bank.
5. Bank, for this purpose, invites proposals from Bidders. The bid document is now being issued to enable vendors to submit their responses to the Bank. For commercial evaluation, the Bank will adopt ‘Reverse auction’ process to finalize the vendor for the project as per GeM terms and conditions.

4. Definitions

1. ‘Bank’ means unless excluded by and repugnant context or the meaning thereof, shall mean ‘Andhra Pradesh Grameena Bank’, described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.



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2. 'RFP' means this Request for Proposal prepared by Andhra Pradesh Grameena Bank for Supply, Installation & Maintenance of Printers and Scanners.
3. 'Bidder' means a vendor submitting the proposal in response to this RFP.
4. 'Contract' means the agreement signed by successful bidders and the Bank at the conclusion of bidding process, wherever required.
5. 'Proposal' means that Technical/Financial proposal including any documents submitted by the bidder as per the formats prescribed in the RFP.

5. Invitation of Tender Bids

This bid is an invitation for bidder's responses. No contractual obligation on behalf of the Bank whatsoever shall arise from the bid process unless and until a formal contract is signed & executed by duly authorized officers of the Bank and the successful bidder. However, until a formal contract is prepared and executed, this offer together with Bank's written acceptance & notification of award shall constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the bid document. Failure to furnish any information required by the bid document or to submit a bid not substantially responsive to the bid document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this bid.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder. Consortium bidding is not permitted under this RFP.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder. The RFP Document can be downloaded from Bank's Website www.apgb.bank.in or from GeM portal www.gem.gov.in the response should be uploaded online at the GeM portal.

6. Eligibility Criteria

Only those Bidders fulfilling the eligibility criteria should respond to the RFP. Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in **Annexure C** Eligibility Criteria attached to this document. The bidder would need to provide supporting documents as part of the eligibility proof. The technical bids of only those bidders who qualify in the eligibility criteria will be evaluated. Document/s in support of eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the eligibility criteria are liable to be rejected.



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Note: Vendor must comply with the mentioned criteria. Non-compliance to any of the criteria can entail rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

The participating bidders are required to submit unambiguous documentary evidence, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.

Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

All documentary evidence/certificates confirming compliance criteria should be part of eligibility criteria.

7. General Broad Scope of Work

The Objective of this RFP is to enter into rate contract with one bidder for supply, installation and maintenance of Printers & Scanners. This rate contract will be applicable for all the offices of bank across India. The requirement mentioned in the RFP is estimate only and bank will place the purchase order through its Head Office based on requirement during the validity period of 01 year from first PO date.

7.1. The Contract would be for supply, installation and maintenance of following hardware items for the period of **01 year from date of first PO**, through staggered delivery:

- a) Passbook Printers
- b) LaserJet Printers
- c) High Volume Printers
- d) Ink Tank Printers
- e) Multifunction Printer (MFPs)
- f) Flat Bed Scanners
- g) ADF Scanners

7.2. The bidder should undertake to ensure availability of offered hardware items during the staggering period, as well as maintenance of sufficient inventory of genuine spare parts for a minimum period of 3 (three) years for scanners and Printers.

7.3. The successful bidder should provide the latest available models of hardware items, or system software to meet the RFP requirement. In case the proposed hardware or system software item is not available at the time of staggered



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delivery, bidder must provide the hardware or system Software with higher specification or higher version, post obtaining approval from bank, without any additional cost to the Bank.

- 7.4. Warranty: The bidder must provide 3 (three) years comprehensive on-site warranty irrespective of the volume of printing for Printers and scanners including power adapter.
- 7.5. Installation: Successful bidder has to arrange for installation of Printers and the scanners in the Branches / Offices.
 - 7.5.1 Installation of drivers and configurations for Printers and Scanners as per the requirement of Bank. Copy of driver dump file should be kept in the PC for later use or Driver CD should be provided along with all printers and scanners. Successful bidder should coordinate with RO-IT/HO-DIT for downloading a copy of driver and storing in SFTP/FTP servers of respective Branch/Office. SFTP/FTP servers are accessible from branches and therefore, successful bidder should ensure to keep a copy of driver in each PC installed.
 - 7.5.2 Making necessary configuration and to ensure that printers and scanners are integrated with Finacle core or any other application as per the requirement of Bank. Passbook printers must be configured as per the details supplied by Head office/Regional Office to the satisfaction of branch.
- 7.6. Call log procedure should be simple and able to be done through email. Bidder has to provide email addresses along with format for call logging. Call logging will be done either through Bank official or through third party agency nominated by bank. In addition, Call logging facility should be available for initiating through telephone. An undertaking should be submitted by the bidders participating in the tender process that call log can be done through email option/telephone mentioning telephone number and email address.
- 7.7. Successful bidder/s will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags printed by the successful bidders must have the company's logo along with other details like warranty validity, call logging no., mail id etc. Further, it is clarified that Tagging software & thermal printers is not required. However, vendor has to arrange for stickers and Asset tagging needs to be done as per Bank Nomenclature.
- 7.8. **All the parts and components of Printers & Scanners would be covered under comprehensive warranty except consumables.** Vendor must provide the list of consumables parts which are not covered under warranty. If warranty for any product or parts is not covered by OEM, it is the responsibility of successful bidder to bridge the gap and provide the comprehensive warranty as per the requirement of bank. Cost may be factored within commercials for additional coverage.



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7.9. Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of equipment, accessories etc. covered by the offer. Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. **During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.**

7.10. Printing cartridge / Cleaning Tape Card / Kit (should be easily available in the market and not be proprietary item.)

Scope of work of A4 automatic document feeder scanner (ADF)

7.11. Scope of A4 Automatic Document Feeder (ADF) Scanner. Delivery, installation of A4 ADF (Automatic Document Feeder) Scanner with scanner driver, appropriate training of scanner usage to branch/office officials and commissioning scanners of specified configuration at branches/offices as per location specified.

7.12. Managing and ensuring the availability and installation of scanner driver, Bank's scanning software, compatible versions of supporting software (like .net framework etc.) at branches/offices as per location specified.

7.13. Providing onsite support as and when required and during warranty as per Bank's requirement.

7.14. Bidder should have service support centers at various locations i.e. Andhra Pradesh for speedy and timely support.

8. Proof of Concept (POC)

Bank may ask for POC if required from Bidder during the technical evaluation process. Bidder should carry out successful Proof of Concept (POC) in Bank's environment (Guntur) for all devices i.e. Printers. The POC should be completed in 14 working days from Bank request date. In absence of this, bidder will not be eligible for further evaluation process. In case quoted models of printers are same as supplied to Bank in previous order and is working satisfactorily, Bank shall waive off POC for the model of printers.

9. Terms of execution of work

1. Purchase order will be initially released through GeM portal for the immediate requirement of hardware to be supplied along with the delivery address. Bank will release subsequent PO as and when required by bank along with delivery address for supply and installation.
2. Bank may place order / delivery instruction for any quantity for any of its branches. The successful bidders must provide complete inventory details of each hardware equipment supplied to the Bank as and when required by Bank.
3. The successful bidder shall deliver hardware / equipment **within 04 weeks** from



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the date of Purchase Order (PO) to branches/offices as per details of delivery locations to be provided by the Bank along with the PO. In case of delay in delivery of equipment, penalty will be charged as mentioned in Liquidated Damages clause.

4. The bidder shall install this hardware equipment within overall period of 06 weeks at the respective locations as per Bank's requirement and make them operational after configuring with Bank's Software. In case of delay in installation of equipment, penalty will be charged as mentioned in Liquidated Damages clause. The bidder shall provide service support as and when required during the warranty period of Scanners and Printers.
5. The bidder shall provide service support as and when required during the warranty period of 3 years.

10. Language of Bid

The language of the bid response and any communication with the Bank must be in written English only.

11. Price Validity Period

The offer price should remain valid for 01 year from date of first PO.

12. Additional Procurement under Contingency Requirement

In case of any contingency requirement during the validity of the Rate Contract, the Bank reserves the right to procure additional quantity of the Branch & Office items (over and above the quantities specified in this RFP) at the same rates, terms, and conditions finalized under the Rate Contract.

13. Bid Security /EMD (Refundable)

The Bidder should deposit bid security of Rs. 20 Lakhs in the form of EMD/Demand Draft in favour of Andhra Pradesh Grameena Bank, The General Manager-IT, Andhra Pradesh Grameena Bank, Door. No. 5-37-234, 4th floor, Raghu Mansion, 4/1 Brodipet, Guntur, Andhra Pradesh, 522002. In case, bidder is submitting bid security of Rs. 20 Lakhs in the form of Bank Guarantee in favour of Andhra Pradesh Grameena Bank, (issued by any Public / Private sector Bank, excluding Andhra Pradesh Grameena Bank), it should be with a validity period of 225 days from date of submission of RFP.

In case of bidders registered with Udyog Aadhaar as MSE or a Start-up Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid MSE Certificate/Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India. Bidders claiming exemption from submission of EMD shall be required to register on the GeM portal and the exemption of EMD shall be considered in accordance with GeM terms and conditions.



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Other terms & conditions relating to Bid security are as under:

- a) No interest will be payable on the Bid Security amount.
- b) Unsuccessful Bidders' Bid security will be returned after completion of tender process. Unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning of the bid security amount as per Annexure T.

Bid Security will be forfeited in the following cases:

- a) If a bidder withdraws its bid during the period of bid validity.
- or
- b) If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract.

In case of a successful Bidder, if the Bidder fails:

- a) To execute Contract within the stipulated time or
- b) To furnish Performance Bank Guarantee as mentioned in Performance Bank Guarantee herein.

The successful Bidders Bid security will be discharged upon the Bidder signing the Contract Agreement and against submission of performance bank guarantee (other than Andhra Pradesh Grameena Bank) with the claim period of 1 year as per the format mentioned in **Annexure L**, for 5% of order value, valid for 3 years.

14. Bid Security Declaration

The Bidder should submit an undertaking in lieu of Bid security deposit as per [Annexure - R](#) bid security declaration.

15. Performance Bank Guarantee (PBG)

The successful bidders shall provide Performance Bank Guarantees for 5% of order value valid for warranty period 3 years within 30 days from date of Purchase order or within such extended period as may be extended by Bank in the format as provided in **Annexure L** with a claim period of 1 year for due performance of the project obligations. PBGs should be submitted to the Bank. **IFSC Code for issuance of PBG is UBIN0CG7999.**

In the event of non-performance of obligation or failure to meet terms of this tender the Bank shall be entitled to invoke the performance guarantee without giving notice or right of demur to the successful bidders. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful bidders should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this



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contract.

If the Performance bank guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the successful bidders will be forfeited.

16. Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the bank in case of need.

17. Amendment of Bidding Documents

1. At any time prior to the date for submission of bids, the bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments.
2. Amendments, if any will be notified through GeM portal to all prospective Bidders, which have received the Bidding documents and will be binding on them.
3. In order to provide prospective Bidders with reasonable time to take the amendment into account for preparing their bid, the Purchaser may, at its discretion, extend the last date of submission of bids.

18. Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that authorized personnel of the firm or organization sign the bid documents. The designated personnel should be authorized by a senior official of the organization having authority.

All pages of the bid shall be initial by the person or persons signing the bid. Bid form shall be signed in full & official seal affixed.

Any inter-lineation, erasure or overwriting shall be valid only if they are initialed by the person or persons signing the Bid.

All such initials shall be supported by a rubber stamp impression of the Bidder's firm.



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19. Two-part Bid

The Bid should be submitted online at the Government portal <https://gem.gov.in> by the Bidder. It should comprise the following components:

Technical bid - Part I: “Technical Bid for Supply, Installation and Maintenance of Printers and Scanners”.

Commercial bid - Part II: “Indicative Commercial bid for Supply, Installation and Maintenance of Printers and Scanners”.

Any bid document not conforming to any one of the above terms will be rejected.

The Bidder must upload scanned copy / proof of DD and Integrity pact as per Annexure I along with technical bid and has to ensure delivery of hardcopy to the Bank before Bid End date / Bid Opening date will be evaluated. Those bidders satisfying the eligibility criteria and the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short listed for evaluation of commercial bid. The Bank will open Part II (Indicative Commercial Bid) only for those bidders who have qualified in Technical Bid.

After evaluation of indicative commercial bids, the L1 bidder will be shortlisted using Reverse Auction process through GeM portal.

After completion of the reverse auction on GeM portal, L1 bidder should submit the price break-up as per the Annexure F in the company’s letter head within 24 hours.

20. Technical Bid

The Technical Bid for qualifications should be complete in all respects and contain all information asked for in this document.

- a) Price information should not be submitted along with technical bids, if submitted along with technical bid, offer shall be rejected as non-responsive.
- b) Integrity Pact (IP) as provided in [Annexure I](#) is to be submitted physically. It should be on Rs.200 stamped paper duly signed by authorized signatories of the company. It should be submitted in original to (Andhra Pradesh Grameena Bank, The General Manager-IT, Andhra Pradesh Grameena Bank, Door. No. 5-37-234, 4th floor, Raghu Mansion, 4/1 Brodipet, Guntur, Andhra Pradesh, 522002 the Bank on or before last date & time of bid submission.

The bidder should deposit bid security of Rs.20 Lakhs (Rupees Twenty Lakhs only) in the form of a demand draft favoring Andhra Pradesh Grameena Bank, payable at Guntur or Bank Guarantee issued from Scheduled Commercial Bank other than Andhra Pradesh Grameena Bank.



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The following documents for qualification stage are to be submitted online at the GeM Portal <https://gem.gov.in>:

- [Annexure A](#) - Letter of Acceptance
- [Annexure B](#) - Bidder's Profile Format
- [Annexure C](#) - Eligibility Criteria
- [Annexure D](#) - Compliance to RFP Terms & Conditions
- [Annexure E1 to E7](#) - Technical Specifications
- [Annexure F](#) - Commercial Bid Break Up
- [Annexure G](#) - Reference Site Details
- [Annexure H](#) - Undertaking of Authenticity for Computer Hardware
- [Annexure I](#) - Pre-Contract Integrity Pact
- [Annexure J](#) - Know Your Employee (KYE)
- [Annexure K](#) - Declaration for Compliance/Deviation
- [Annexure L](#) - Format of Performance Bank Guarantee
- [Annexure M](#) - Confidentiality / Non-Disclosure Agreement
- [Annexure N](#) - Bid Query Format
- [Annexure O](#) - Undertaking by Bidder
- [Annexure P](#) - Certificate of Local Content
- [Annexure Q](#) - Restriction on Procurement due to National Security
- [Annexure R](#) - Bid Security Declaration
- [Annexure S](#) - Bank Guarantee for EMD
- [Annexure T](#) - Letter for Refund of EMD
- [Annexure U](#) - Manufacture Authorization format for printers
- [Annexure V](#) - Manufacture Authorization format for Scanners
- [Annexure W](#) - Service Support Form
- [Annexure X](#) - Undertaking by Bidder for service

Other Term and Conditions:

- The Bid should be signed by the authorized signatory of the bidder. The power of attorney to that effect shall be submitted by the bidders and should be uploaded online on portal along with technical bid. It also should indicate the complete name and designation of the designated personnel.
- Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexure and other claims made by the bidder.
- All the annexures should be submitted in letter head of bidder duly signed with seal of the company. Photocopies of relevant documents / certificates as proof of various information submitted in aforesaid annexure and other claims made by the vendor.
- Signed & Sealed copy of all the pages of RFP and corrigendum if any, to be submitted along with the technical bid.
- The bidder should ensure that all the annexures should be submitted as



prescribed by the Bank. In case it is not in the prescribed format, it is liable to be rejected.

- The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- The Bank reserves the right to disqualify the bidder/(s) if bidder/(s) have not completed any project successfully in Andhra Pradesh Grameena Bank in stipulated time i.e. supply, Installation, Implementation etc.
- The Bank reserves the right to modify any terms, conditions or specifications of RFP before date of submission of bids. Bidder must submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the Bank's website (www.apgb.bank.in) and GeM portal and will be binding on all bidders and no separate communication will be issued. To allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of bids. No post bid clarification of the bidder shall be entertained.

21. Indicative Commercial Offer

The indicative commercial offer should not contradict the technical offer in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

The Indicative Commercial Bid - Part II should be submitted online at the GeM portal by way of entering the values in the format provided at the site. This must contain all prices in Indian rupees (INR). TCO should arrive as per **Annexure F** irrespective format provided at GeM portal. Final commercial break-up should be submitted as per **Annexure F** post opening of commercial bid. All prices should be quoted inclusive of taxes in the GeM Portal. L1 bidder will be decided based on collective TCO and item-wise L1 bidder will not be considered.

The vendors should not offer any options or any conditional offers to the Bank while giving the price information. The offer should strictly be in conformity with the items as specified by the Bank. Any deviations may lead to disqualification of the bid.



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22. RFP Clarifications

Queries / clarifications will not be entertained over the phone. All queries and clarifications must be sought in writing or sent to procurement@apgb.bank.in

“RFP for Supply, Installation and Maintenance of Printers and Scanners” as per [Annexure N](#) - Bid Query Format as per the date given in the schedule of events of this RFP document.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from Bank. The Bidder should ensure that all the queries and clarifications are communicated in writing on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit GeM Portal/Bank’s website for clarifications and other communications. It may be noted that no query of any bidder shall be entertained / received after the mentioned date.

Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by the Bank exclusively through the issue of an Addendum/Corrigendum on Bank’s website www.apgb.bank.in and GeM portal.

23. Technical Bid Evaluation

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests seeking explanation through GeM portal within 2 days or any such extended time frame indicated in the portal, if the bidder does not comply or respond by the date, their bid will be liable to be rejected. It is the responsibility of bidder to monitor the GeM portal every now and then to ascertain any exceptions are raised or clarifications are sought by bank post last date of bid submission. No separate intimation will be made by bank to the participated bidders for responding to the clarification sought.

Setting evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final, and no correspondence shall be entertained in this regard.

The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such ‘minor’ issues (as mentioned above) Bank may convey to the bidder, asking them to respond by a specified date also mentioning therein that, if the bidder does not respond by the specified date, their bid will be liable to be rejected.



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The Bank shall follow all the guidelines/notifications for public procurement.

24. Commercial Bid Evaluation

The technically qualified bidders will participate in the Reverse auction process that will be conducted by GeM portal. Specific rules for this event viz. date and time, start price, bid decrement value, duration of event etc. shall be available in the GeM portal. The bidders should furnish indicative prices for the project in their Indicative Commercial Bid to facilitate finalizing the start bid for 'Reverse auction'.

GeM portal will fix the starting bid of the Reverse Auction as per terms of GeM portal. Bidders should note that the indicative commercial bid is considered for the purpose of conducting Reverse auction process only. The L-1 bidder will be decided only later, on finalization of prices through Reverse auction.

The L-1 bidder emerging at the end of the Reverse Auction process shall be required to submit the break-up of his Final price (last bid price) again in Annexure F. Failure or refusal to offer the services/goods at the price committed through Reverse Auction shall result in forfeit of the EMD to Bank, which please be noted.

The final decision on the bidder will be taken by Andhra Pradesh Grameena Bank. APGB reserves the right to reject any or all proposals. Similarly, it reserves the right not to include any bidder in the final short-list. The bidder who quoted the highest indicative price bid will be eliminated from participating in the reverse auction as per GeM terms.

After completion of the reverse auction on GeM portal, L1 bidder should submit the price break-up as per the Annexure F in the company's letter head within 24 hours.

The Bank shall follow all the guidelines/notifications for public procurement.

25. Online Pre-bid Meeting

For the purpose of clarifications of doubts of the bidders on issues related to the RFP, Bank may hold a pre-bid meeting on the date & time as indicated in the GeM bid document. Only authorized representatives of bidder (Only One) will be allowed to attend the online Pre-bid meeting. Interested bidders are required to send email requesting the invite to the email address mentioned in this RFP one day prior to the date of pre-bid meeting along with details including name, organization, designation, Mobile number, etc. with subject as "RFP for Supply, Installation and Maintenance of Printers and Scanners". URL for joining the online Pre-bid meeting will be sent separately to those requested invites.

Non- attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.



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Any modification of the RFP, which may become necessary as a result of the Pre-bid Meeting, shall be made public by the Bank exclusively through the issue of Corrigendum on Bank's website www.apgb.bank.in and government GeM portal www.gem.gov.in.

26. Preference to Make in India

Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPP-MI Order) and revised order issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P-45021/2/2017PP (BE-II) dated 19.07.2024 will be applicable for this RFP and allotment will be done in terms of said Order.

It is mandatory to submit Annexure P - Certificate of Local Content as per Preference to Make in India order for Printers. Bidder must be Class I/Class II local supplier for Passbook printers for participating in this tender.

Bidder has to provide BIS Certificate of all the proposed products. Imported items sourced locally from resellers/distributors shall be excluded from calculation of local content.

To ensure that imported items sourced locally from resellers/distributors are excluded from calculation of local content, bidders are to submit, the cost of such locally sourced imported items (Inclusive of taxes) along with break-up on license/royalties paid/technical expertise cost etc. sourced from outside India.

27. Restriction on Procurement due to National Security

Guidelines of Government of India F. No. 7/86/2020/BOA-I dated 07.08.2020 on restrictions on procurements from bidders from a country or countries, on grounds of defense in India, or matters directly or indirectly, related thereto, including national security will be applicable for this RFP and evaluation of bids will be done accordingly.

28. Awarding of Contract

On completion of evaluation of commercial bids, Bank will determine the L1 bidder after reverse auction process as per terms and conditions of GeM portal.

Bank will shortlist one vendor for supply of Printers and Scanners and order will be placed to L1.

However, the Bank shall be under no obligation to accept any bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.



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29. Road Permit

In case of delivery of hardware to the areas where Road Permit is required for transportation of goods, it is the responsibility of Bidder to provide the same making all the arrangements required in advance without any extra cost to the Bank. However, Bank will provide letters, if required to the Bidder for carrying out the task.

30. Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner.

Bidder will be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits etc., in connection with delivery of Hardware and Software at site including incidental services, transportation, installation and commissioning. Payment of all taxes i.e. GST (CGST/SGST /IGST) will be made at actual, on production of suitable evidence of payment by the Bidder.

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall affect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

31. Availability of Spares

Spares for the product offered should be available for at least 3 years for both Scanners and Printers.



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32. Rejection of Bid

The Bid is liable to be rejected if:

- The document does not bear current BID details and signature of authorized person in each page and duly stamp.
- It is received other than online mode.
- It is received after expiry of the due date and time stipulated for Bid submission.
- Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal (RFP) are liable for rejection by the Bank.
- It is evasive or contains incorrect information.
- Any form of canvassing / lobbying / influence/ query regarding short listing, status etc. will be a disqualification.
- Bidder should comply with all the points mentioned in the scope of work. Noncompliance of any point will lead to rejection of the bid.
- Non-submission of Integrity Pact (IP).
- Price information should not be submitted along with technical bids, if submitted along with technical bid, offer shall be rejected as non-responsive.

33. Modification and Withdrawals of Bid

The bidder may modify its bid's submission anytime by logging in to the website <https://gem.gov.in> and uploading the documents again till final submission at last date and time of bid submission.

No bid can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of bids.

No bid shall be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by bidder in the submitted bid. In the event of withdrawal of the bid by bidders, the bidder is liable to be suspended from participation in any future tenders of the Bank for 2 years.

No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

34. Price Composition

1. The commercial bid should be quoted as per the GeM format and break up should be given as per the commercial bid break up format attached as [Annexure F](#) to this bid.
2. The prices should be firm and not dependent on any variable factors and expressed in Indian Rupees.
3. Cost of the equipment including cost of software and operating system



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4. The Total cost should be inclusive of all other charges and GST (CGST/SGST/IGST) which will be paid at the time of invoicing.
5. Bidder has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.
6. The bidder must provide 3 (three) years' comprehensive on-site warranty on Scanners and Printers.
7. Bank will not pay any Labour charges for transportation, Road Permit, installation of hardware and insurance cost separately. All such costs, if any, should be absorbed in the TCO.
8. Insurance to cover the equipment apart from transit period till installation /date of sign off.

35. Payment Terms

The terms of payment for hardware and software will be as follows:

1. Payment will be released by the Head Office for supply of hardware items.
2. No advance payment against purchase order. No payment will be released without submission of PBG (5%).
3. Bidder has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.
4. 80% of the value of equipment will be paid on delivery challans and invoices duly signed by the Bank officials with stamp and against submission of PBG of 5 % of order value. The PBG should be in favour of Andhra Pradesh Grameena Bank valid for 3 years.
5. 20% of the value of the equipment as per PO will be paid on completion of installation and successful commissioning.
6. Bidder has to submit site not ready certificate duly signed by authorized bank official for releasing the payment, if equipment were not installed due to site for installation was not ready.
7. Payment will be released within 30 days from the date of the receipt of the invoice and the date of the sign-off given by the bank officials whichever is later.

36. RFP Response

All submissions will become the property of Bank. Recipients shall be deemed to license, and grant all rights to, Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission or Banking documents.



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37. Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the procurement of this RFP or any part/component thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.

38. Price Validity

Prices payable for procurement of hardware to the successful bidders as stated in the Contract shall be firm and not subject to any changes at any circumstances till 01 year from date of first PO.

39. Order Cancellation

If the bidder fails to deliver and/or install the equipment within the stipulated time schedule or the extended date communicated by the Bank, it would be considered as a breach of contract. Bank reserves the right to cancel the purchase order or entire contract in all such cases of breach of contract by giving 15 days' notice.

The Bank reserves its right to cancel the order in the event of delay in delivery/installation / commissioning of equipment and serious discrepancy in supplied computer hardware, software and accessories.

In addition to the cancellation of purchase order, the bidder is liable to be suspended from participation in any future tenders of the Bank for 2 years.

40. Liquidated Damages (LD)

1. Notwithstanding the Bank's right to cancel the order, liquidated damages at 0.5% of the cost of such equipment per week/per site will be charged by respective Head Office for delay in installation of the equipment beyond the specified delivery period subject to a maximum of 10% of each purchase order value (including all taxes). Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Part of week will be treated as a week for this purpose.
2. However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.



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3. Bank will deduct the amount of liquidated damages from the payment due of the same project from the Successful bidder.
4. Any such recovery or liquidated damages shall not in any way relieve the Successful bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.
5. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.

41. Warranty

The Successful bidders further represents and warrants that all equipment delivered rendered under and in accordance with this Contract shall have no defect, arising from design or from any act, error/defect or omission of the Successful bidders.

The offer must include comprehensive on-site warranty minimum 03 years from the date of installation of the equipment.

Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer. Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

Please note that the heads of passbook printers etc. Fuser Assembly, Scanner Assembly of Laser Printer, Scanners must be covered under the 3-year warranty. Bidders are expected to provide the list of each of the consumable items in the technical bid. Consumable items for printer are Ribbon, Cartridge.

Also, the warranty of the new hardware items procured should not become void if the Bank further buys any other supplemental hardware from a third party and installs it with these hardware items in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items got installed by the Bank.

Bidder has to submit site not ready certificate duly signed by authorized bank official for releasing the payment, if equipment were not installed due to site for installation was not ready. Warranty will start from date of SNR Certificate. If the successful bidder is unable to repair the hardware within 30 days, the same make and model must be replaced with a new unit during the 3-year warranty period without any additional cost to Bank.

42. Support

The bidder has to provide good after-sales service/support i.e. timely attending of calls (within maximum resolution time, as specified in this RFP), received from the branches/offices where the hardware items have been supplied & installed. The



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desired support time should be uniformly maintained at all the sites. To meet up time the bidder has to maintain sufficient inventory of spare parts at all the support centers/our RO locations to avoid unnecessary delay in obtaining the spare parts.

If the successful bidder is unable to repair the hardware within 30 days, the same make and model must be replaced with a new unit during the 3-year warranty period without any additional cost to Bank.

43. OEM Authorization

In case the successful bidders are not ready to provide the support during the warranty period, support will be provided by OEM directly or through their other authorized partners for the remaining period of warranty of the product the Bank. An authorization letter from OEM regarding this must be attached with the technical bid.

44. Undertaking (Use New Components and Licensed Products)

The bidder has to submit an undertaking (format enclosed in the Annexure H) along with the delivered items, signed by the officials not lower than the company secretary of the OEM, certifying that all the components/parts/assembly/software used in the proposed hardware are original/new components/parts/assembly/software and is licensed and that no refurbished/duplicate/second hand components have been used or would be used.

45. Service Level Agreement

Contract Documents shall be construed harmoniously and in the event of difference of opinion/contradiction between parties as to the meaning and scope of the terms & conditions and in the event of any ambiguity /interpretation in the terms and condition, reference to the Contract Documents shall be referred in the following order:

1. Bid Document (This Document)
2. GeM General Terms and Conditions
3. Bid document submitted by bidder

The Bidder will take total responsibility for the fault free operation of the hardware equipment and maintenance during the warranty for a total duration of 3 years in case of ADF Scanners, Printers(inkjet/Laser) and flatbed Scanners. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that the hardware equipment execute without defect or interruption of operation and give at least 95% uptime on quarterly basis. The successful bidders should sign Service Level Agreement (SLA) with our Head Office for all the supplied hardware items. If the service support is not up to the expectations of the Bank, Bank may at its own discretion reject the proposal in total, without assigning any reason. Bank may permit the downtime of supplied hardware items as described below:



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Sr. No.	Location	Resolution Timings	Penalty for Printers per day (Rs.) after allowed Resolution timings	Penalty for ADF & flatbed Scanners per day (Rs.) after allowed Resolution timings
1.	Metro Cities	Same Business Day*	200	50
2.	Urban /Semi Urban Cities	1 Business Days	200	50
3.	Rural Areas	2 Business Days	200	50

The supplier has to ensure on-site support (without any extra cost) for resolving all hardware equipment related issues, during warranty as per the contract terms.

During the warranty period the bidder should undertake to provide free maintenance service (which will include repair and maintenance of all hardware, kits or parts, spare parts etc. as and when required) to the Bank from the date of commissioning of the Systems.

*Bidder need to attend and resolve the issue as per above table.

The Successful Bidder will also undertake to co-operate with the RBI/NABARD/CVC to carry out its supervisory functions and objectives and will furnish all records and other information as RBI/NABARS/CVC may call for to carry out inspection and/or other functions 2 years beyond contract period.

Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.

RBI/Regulatory authority may inspect facilities of successful bidder 2 years beyond the contract period.

The overall Penalty including LD during contract period will be to a maximum of 10% of the total value of order.

The successful bidder must strictly adhere to the schedules for completing the assignments. Failure to meet the delivery dates/time, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the successful bidder's performance.

46. Insurance

The insurance to be taken by Bidder shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective site covering all risks (including terrorist attack, fire, burglary, strike, riot and civil commotion, natural calamities such as earthquake, flood etc.) till the completion of installation of Hardware.



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47. Contract Period

The successful bidder shall be required to enter into a contract with Bank within one month of the award of contract or within such extended period as may be specified by Bank. Successful bidders should provide warranty for 3 years for Scanners and Printers from the date of installation.

Purchase orders will be initially released through GeM portal for the immediate requirement of computer hardware to be supplied along with the delivery address. This order will also include indicative timelines for staggering delivery along with indicative quantity. These are indicative in nature and final Purchase orders for staggering deliveries will be issued within one year from first PO with exact quantity as and when required by bank along with delivery address for supply and installation.

The required quantity mentioned in the RFP is estimate only and bank will place the purchase order through IT Department, based on actual requirement for delivery in staggered manner for a period one year from date of first PO. Purchase order will be released by bank with exact quantity, delivery address and contact details.

48. Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the BANK, with regard to the obligations under the contract. The selected bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the bidder to discuss, sign agreements/contracts with the BANK, raise invoice and accept payments and also to correspond. The bidder shall provide proof of signature identification for the above purposes as required by the BANK.

49. Paying Authority

The payments as per the Payment Schedule covered hereinabove shall be paid by the IT Department of Head Office of the Bank. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/Installation /re-installation, Configuration, live running and service report from the concerned branches/offices.

50. Confidentiality

The bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by the BANK;



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To only make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;

To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and

To treat all Information as Confidential Information.

The Selected Bidder shall be required to sign a Non-Disclosure Agreement with Bank as per prescribed format provided in **Annexure M** within thirty days of issuing the order/letter of intent.

51. Indemnity and Limitation of Liability

Bidder agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, reputation loss, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in Services rendered by Bidder or any acts of commission / omission on the part of employees, agents, representatives, or sub-contractors of Bidder. The Bidder agrees to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on Service Provider/Bidder.

The Bidder further undertakes to promptly notify the Bank in writing of any breach of obligation of the Agreement by its employees or representatives including Confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

The Bidder shall be directly and vicariously liable to indemnify the Bank in case of any misuse of data/information of the Bank by the Bidder, deliberate or otherwise. The Bidder shall indemnify and keep the Bank saved, harmless and indemnified against any claim which may be made against the Bank or loss, which may be suffered by the Bank on account of any negligence, fraud, theft, robbery, forgery or any wrongful action/inaction or breach of this agreement by the Bidder or its agents or its employees on account of engaging the services from the Bidder.

The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in this clause, breach



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of Clause 52 (Confidentiality) and breach of intellectual property rights under clause 54. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims even if it has been advised of their possible existence.

52. Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.

Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.

If a third party's claim endangers or disrupts the Bank's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to the Bank, obtain a license so that the Bank may continue use of the Deliverables in accordance with the terms of this RFP.

Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.

53. Non-Transferable Offer

This Request for Proposal (RFP) is not transferable. Only the bidder who has submitted the bid will be eligible for participation in the evaluation process.

54. Responsibility for Completeness

Any supplies and services, which might not have been specifically mentioned in this tender but, are necessary for the installation, Configuration, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, 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, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to the Bank.

55. Right to Audit

The Bidder shall at all times whenever required furnish all information, records, data



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stored in whatsoever form to internal, external, Bank appointed and statutory/RBI/NABARD inspecting auditors and extend full cooperation in carrying out of such inspection. The Bidder will also undertake to co-operate with the RBI/NABARD to carry out its supervisory functions and objectives and will furnish all records and other information as RBI/NABARD may call for to carry out inspection and/or other functions. The Bidder is required to facilitate the same at no additional cost and shall provide uninterrupted access to the documents required by the auditors. Further the Bidder has to ensure rectification of all the irregularities thus pointed out by the auditor within a given time frame.

The bidder has to ensure compliance of Information Security according to policy of the Bank and mitigate the risk, if any, within the stipulated time without any additional cost to Bank.

In line with the above, the selected bidder shall ensure that all regulatory, Statutory, Local Administration requirements are adhered to subsequently while undertaking deliverable and services over the period of contract without any additional cost to Bank.

Compliance with security best practices may be monitored by periodic computer/information security audit performed by or on behalf of the Bank. The periodicity of these audits will be decided at the discretion of the Bank. These audit plans include, but are not limited to, a review of access and authorization procedures, physical security controls, input/output controls, DB controls, backup and recovery procedures, network security controls and program change controls.

To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the Bank's representative access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank with access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to the bidder.

56. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the Service Provider or the Bank, as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the obligations under this Agreement, such as:

- a. Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics, pandemics.
- b. Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes,



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c. Terrorist attacks, public unrest in work area.

Provided, either Party shall, in case they are unable to perform their obligations under this Agreement due to such Force Majeure cause, within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Service Provider or the Bank shall not be liable for delay in performing their obligations resulting from any Force Majeure cause as referred to and/or defined above. But if such cause continues to exist and prevents performance by the Service Provider of its obligation for more than thirty (30) days, the Bank shall have the right to forthwith terminate this Agreement effective upon delivery to the Service Provider of written notice of such termination.

57. Exit Clause

The Bank reserves the right to cancel the contract in the event of one or more of the following conditions:

- a) Failure of the successful bidders to accept the contract and furnish the Performance Bank Guarantee equivalent to 5% of the project cost within 30 days from the date of issuance /acceptance of letter of Intent/Purchase Order.
- b) Delay in delivery beyond the specified period Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.
- c) In addition to the cancellation of contract, Bank reserves the right to appropriate the damages through encashment of Bid Security /Performance Guarantee given by the Bidder. Bank reserves right to exit at any time after giving notice period of 30 days during the contract period.

58. Termination of Contract

- i. If the Termination is on account of failure of the successful bidders to perform the obligations under this RFP contract, the Bank shall have the right to invoke the Performance Bank Guarantee(s) given by the selected bidder.
- ii. The Bank will be entitled to terminate this Contract, without any cost to the Bank and recover expenditure incurred by Bank, on the happening of any one or more of the following:
- iii. The selected bidder commits a breach of any of the terms and conditions of the bid.
- iv. The Successful bidders goes into liquidation voluntarily or otherwise.
- v. An attachment is levied or continues to be levied for a period of 7 days upon effects of the Agreement.
- vi. The progress regarding the execution of the order accepted by the selected bidder is found to be unsatisfactory or delay in execution of the contract, the Bank



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reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.

- vii. If deductions on account of liquidated damages exceeds more than 10%.
- viii. Non-satisfactory performance of the selected bidder during delivery and installation.
- ix. An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
- x. Failure to integrate/implement the Project as per the requirements of the Bank as stated in this RFP.
- xi. Bank shall serve the cure-cum-termination notice to the bidder at least 30 days prior, of its intention to terminate services. If the performance is not cured to the satisfaction of bank within 30 days, termination will be effected.
- xii. Material discrepancies in the Deliverables and Services noted in the implementation of the Project. Bank reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected bidder.
- xiii. Selected bidder or its sub-contractors are found to be indulging in frauds.
- xiv. The bank suffers a reputation loss on account of any activity of successful bidders penalty is levied by regulatory authority.

CONSEQUENCES OF TERMINATION

1. In the event that of termination of the Contract / Agreement the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as Bank may specify including training, where the successor(s) is representative/personnel of Bank to enable the successor to adequately provide the Service(s) hereunder.
2. Nothing herein shall restrict the right of Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and / or remedies that may be available to Bank under law or otherwise.
3. Where the termination of the Contract / Agreement is prior to its stipulated term on account of a default on part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, Bank shall pay the Bidder for that part of the service(s) which have been authorized by Bank and satisfactorily performed by the Bidder up to the date of termination, without prejudice to any other rights. Bank may retain such amounts from the payment due and payable by Bank to the Bidder as may be required to offset any losses caused to Bank as a result of any act/omissions of the Bidder in case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the service(s)



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under the Contract/Agreement.

59. Tender/BID Cancellation

The Bank reserves the right to cancel the Tender/BID at any time without assigning any reasons whatsoever.

60. Conflict of Interest

Bank requires that bidder provide professional, objective, and impartial advice and at all times hold Bank's interest paramount, strictly avoid conflicts with other Assignment(s)/ Job(s) or their own corporate interests and act without any expectations/ consideration for award of any future assignment(s) from Bank.

Bidder have an obligation to disclose any situation of actual or potential conflict in assignment/job, activities and relationships that impacts their capacity to serve the best interest of Bank, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if Bank comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment.

61. Arbitration

All disputes or differences whatsoever, arising out of or in connection with the contract/this Agreement or in discharge of any obligation arising out of the Contract/this Agreement (whether during the progress of work or after completion of such work and whether before or after the termination of the contract/this Agreement, abandonment or breach of the contract), shall be settled amicably.

However, where the value of such dispute(s) and/or difference(s) is less than Rs.10 crores, and if the Parties are not able to resolve them amicably, either party (the Bank or the Vendor), can give written notice to the other Party clearly setting out therein, specific dispute(s) and/or difference(s) and the same shall be referred to arbitration by reference to either a sole arbitrator mutually agreed upon or, in the absence of consensus amongst the Parties, the dispute may be referred to joint arbitrators, one to be nominated by each Party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The award passed in pursuance thereof, either by the sole arbitrator or the presiding arbitrator, as the case may be, shall be binding on the Parties. The arbitration shall be settled in accordance with the Arbitration and Conciliation Act, 1996 and all arbitration proceedings shall be held at Guntur, Andhra Pradesh State. Any appeal will be subject to the exclusive jurisdiction of courts at Guntur.

62. Dispute Resolution, Governing Law & Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal



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action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Guntur, Andhra Pradesh State, India only. Law of India will be applicable for dispute resolution.

63. Submission of Bids

The bidders must submit bid through Online. All documents as per requirement of RFP must be uploaded on the site <https://gem.gov.in>. Bids will be opened online at the following address as per the scheduled date and time. Hardcopy of EMD DD/BG and Integrity pact must be submitted within 5 days of BID submission.

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

Bank may, at its discretion, extend this deadline for submission of bids by releasing corrigendum to this tender document.



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64. Annexure A - Letter of Acceptance

(Letter to the bank on the bidder's letterhead)

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

Dear Sir,

Sub: RFP for Supply, Installation and Maintenance of Printers and Scanners.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the supply, Installation and Maintenance of Printers and Scanners under staggered delivery, detailed in your above referred in RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information are enclosed.

We hereby undertake that the equipment to be delivered to the Bank will be brand new including all components and that software is licensed and legally obtained.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

The deviation, if any, has been given in the [Annexure K](#) - Declaration of Compliance attached.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be responsible for the due performance of the contract.
- Bidder means the bidder who is decided and declared so after examination of commercial bids.



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- We enclose Demand Draft/Bank Guarantee for Rs. 20 Lakhs (Rupees Twenty Lakhs only) favoring Andhra Pradesh Grameena Bank and payable at Guntur, towards bid security, details of the same is as under:

No. :

Date :

Name of Issuing Bank :

Dated at _____ this _____ day of _____ 2026

Or

MSME/Udyog Aadhaar Certificate No.

We hereby declare that all the information & Statements made in this RFP are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to all terms & conditions of the RFP.

Dated at _____ this _____ day of _____ 2026

Yours faithfully,

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)
Date:



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65. Annexure B - Bidder's Profile Format

Serial No.	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Name and Address of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Guntur (if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last 3 years)	Annual Turnover (Rs. in Crores)	Net Worth (Rs. in Crores)
	2022-23		
	2023-24		
	2024-25		
	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in INR only)	

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of2026

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)



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66. Annexure C - Eligibility Criteria

Sl. No	Pre-Qualification Criteria	Compliance (Yes/No)	Detail of Proof Attached
1	The bidder has to submit Integrity Pact (IP) signed by authorized signatory as prescribed format mentioned in Annexure I on Rs.200 stamped paper in advance (not prior to issuance of RFP) or at the time of bid submission. Non submission of IP Pack or Submission of IP Pact with omission or commission shall be liable for rejection.		Integrity Pact as per Annexure I is to be submitted.
2	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 and should be in existence for last 3 years from the date of issuance of RFP.		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
3	The bidder should have minimum average annual turnover of Rs.5.00 Crore in each of the last 3 financial years i.e. 2022-23, 2023-24 and 2024-25 as per the audited balance sheet available at the time of submission of tender. This must be the individual company turnover and not that of any group of companies.		Copies of the audited balance sheet and Profit & Loss Statement of the company showing the same is to be submitted.
4	Bidder should have positive net worth in the last 3 financial years i.e. 2022-23, 2023-24 and 2024-25. Net worth should not be negative as on 31.03.2023/31.03.2025 and also should not have eroded by more than 30% in the last three years, ending on 31.03.2023/31.03.2025.		Copies of the audited balance sheet and Profit/Loss statement of the company is to be submitted.



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5	Bidder should be either an Original Equipment Manufacturer (OEM) of hardware or authorized partner of OEM. In case the bidder is an Authorized partner of the OEM, Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM stating that bidder is authorized partner of OEM and authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM directly or through its authorized partner without any additional cost. OEM can quote directly or through authorized partners. However, both i.e. OEM & their authorized partner cannot participate in the RFP. In case, both (OEM & his authorized partner) participate, only bid of the OEM will be considered.		Supporting document- Authorization letter from OEM. The MAF must contain current BID details and signature of authorized person and duly stamp.
6	The bidder must have supplied minimum 50 ADF/Flatbed scanners to any organization under Scheduled commercial Banks/Regional Rural Banks/ Central or State Governments in India from FY 2023-24 up to bid published date		Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of printers should be submitted.
7	The bidder must have supplied minimum 1200 Laser Jet /Ink Tank to any organization under Scheduled commercial Banks/Regional Rural Banks/ Central or State Governments in India from FY 2023-24 up to bid published date		Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of printers should be submitted.
8	The bidder must have supplied minimum 100 passbook printers to any organization under Scheduled commercial Banks/Regional Rural Banks/ Central or State Governments in India from FY 2023-24 up to bid published date		Purchase Order along with satisfactory performance certificate or any other document proof for substantiating supply of printers should be submitted.
9	The bidder/proposed OEM of printers and scanners should submit Annexure Y with details on their letter head.		1. Details of service/support network (addresses, names of contact persons, phone numbers, e-mail etc.) must be furnished in the letter head of bidder.



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			2. Call log procedure along with email address should be provided. Undertaking should be submitted that call log can be done through email. 3. Escalation matrix should be submitted for products under warranty. Bidder can provide own service centre details or their partner can provide service. Agreement copy should be shared with bank.
10	The companies or firms, bidding for this tender, should not have been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letterhead) that they have not been blacklisted by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company was blacklisted by any of the Govt. Authority or PSUs, the same must have been removed from the blacklist as on date of submission of the tender, otherwise the bid will not be considered.		An undertaking to this effect must be submitted in their letter head as per Annexure O.
11	Bidder must provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of Promoters/ management or partnership firms/LLPs having common partners have not participated in the bid process.		Letter of confirmation on company letter head duly signed by authorized official to be submitted

Note-1: Bank reserves its right to relax the condition of prior turnover and prior experience for start-up enterprises recognized by the Department for Industry & Internal Trade (DPIIT), subject to meeting quality & technical specifications. Such relaxation can be partial and 25% relaxation over specified turn-over and experience may be extended. Startups may be MSMEs or otherwise.



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Note-2: Vendor must comply with the above-mentioned criteria. Non-compliance to any of the criteria can entail rejection of the offer. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

The participating bidders are required to submit unambiguous documentary evidences, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.

Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

Place:

Date:

Authorized Signatory:

Name & Designation:

Business Address & email id:



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67. Annexure D - Compliance to RFP Terms & Conditions

S. No.	Clause Details	Bidder's Compliance (Yes/No)
1	Introduction	
2	Integrity Pact (IP)	
3	Objectives of the RFP	
4	Definitions	
5	Invitation of Tender Bids	
6	Eligibility Criteria	
7	General Broad Scope of Work	
8	Proof of Concept (POC)	
9	Terms of execution of work	
10	Language of Bid	
11	Price Validity Period	
12	Additional Procurement	
13	Bid Security /EMD (Refundable)	
14	Bid Security Declaration	
15	Performance Bank Guarantee (PBG)	
16	Period of Validity of Bids	
17	Amendment of Bidding Document	
18	Authorization to Bid	
19	Two-part Bid	
20	Technical Bid	
21	Indicative Commercial Offer	
22	RFP Clarification	
23	Technical Bid Evaluation	
24	Commercial Bid Evaluation	
25	Online Pre Bid Meeting	
26	Preference to Make in India	
27	Restriction on Procurement due to National Security	
28	Awarding of Contract	
29	Road Permit	
30	Taxes and Duties	
31	Availability of Spares	
32	Rejection of Bid	
33	Modification and Withdrawal of Bid	
34	Price Composition	
35	Payment Terms	
36	RFP Response	



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37	Patent Rights	
38	Price Validity	
39	Order Cancelation	
40	Liquidated Damages (LD)	
41	Warranty	
42	Support	
43	OEM Authorization	
44	Undertaking Use of New Component	
45	SLA	
46	Insurance	
47	Contract Period	
48	Authorized Signatory	
49	Paying Authority	
50	Confidentiality	
51	Indemnity and Limitation of Liability	
52	Intellectual Property Rights	
53	Non-Transferable Offer	
54	Responsibility for Completeness	
55	Right to Audit	
56	Force Majeure	
57	Exit Clause	
58	Termination of Contract	
59	Tender/BID Cancellation	
60	Conflict of Interest	
61	Arbitration	
62	Dispute Resolution	
63	Submission of Bids	

Place:

Date:

Signatory:

Name & Designation:

Business Address & email id:



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68. Annexure E1 - Technical Specification for Passbook Printers

Sr.	Specification	Specify your offer/ Compliance (Yes/No)
1	Make and model must be specified	
2	Print Head	24 Pin
3	Print Width	94 Column at 10 CPI/ 112 Column at 12 CPI
4	Print Matrix	24 x 12 draft, 24 x 24 NLQ or above
5	Character pitch	10, 12, 15, 17.1 CPI
6	Line pitch	6, 8 lpi incremental
7	Input Data Buffer (Kbyte)	128 KB Or higher
8	Print Speed	Minimum 360 CPS (draft), 150 CPS (NLQ) at 10 CPI
9	Print Method	Horizontal/Vertical
10	Print Modes	Draft and NLQ Condensed, Double h/w, graphics, bit-image mode
11	Print attributes	Bold, Italic, Underline, wide-font, super and sub scripting
12	Print handling	Automatic front feed for handling average size passbook with Automatic document alignment
13	Ribbon Life	Minimum 5 Million or Higher characters
14	Print Head Life	Minimum 400 million strokes/dots
15	Interface	RS 232C Serial / USB 2.0 full speed along with cable
16	OS Compatibility	Windows 11 or higher
17	Noise level	54dB or less
18	Warranty	3-year comprehensive onsite warranty

Authorized Signatory:

Place:

Date:

Name & Designation & mail id:

Business Address:



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69. Annexure E2 - Technical Specification for ADF Scanners

Sr No	Component	Existing specifications	Specify your offer / Compliance (Yes/No)
1.	Model & Make	Any ADF (Automatic Document Feeder) with A4 compliance	
2.	Compatibility	Scanner should be compatible to scan documents pasted with photographs without affecting any of its technical features. It should support single & multi page PDF with searchable option.	
3.	Speed	30 or above Pages Per Minute	
4.	Daily Duty Cycle	Approx. 3500 Pages Per Day without affecting the optical resolution for both simplex and duplex.	
5.	ADF Capacity	50 or above Pages	
6.	Scanning Mode	Duplex	
7.	Scanning Technology	CIS or CCD scanning technology.	
8.	Document Size	A4, US Letters, Legal, Long Paper	
9.	Minimum Document Size	80 mm x 52 mm (3.2 in. x 2.1 in.)	
10.	Interface	Twain and ISIS	
11.	Optical Resolution	600 DPI or above	
12.	Imaging Features	Auto color detection, Blank Page Detection, Content-based blank page removal, Border Removal, Background Smoothing, Image Rotation, Merging (Front and Back images), automatic brightness and contrast.	
13.	Connectivity	USB compatible (USB 2.0 or higher)	
14.	Color Scanning	Feature for Black & White, Grey and Color scanning	
15.	File format output	PDF, single and multiple - page Tiff, JPEG, JPG, BMP	
16.	Paper Path	Straight	



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17.	Bundle software	OEM provided software and Drivers	
18.	Other Accessories	All cables and Output tray	
19.	Supporting Operating system	The scanner should support Windows 11 and higher as Operating Systems (32 and 64 bits)	
20.	Warranty	3-year comprehensive onsite warranty	

Authorized Signatory:

Place:

Date:

Name & Designation & mail id:

Business Address:



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70. Annexure E3 - Technical Specification for LaserJet Printers

LaserJet Printer Duplex

Sr. No.	Component	Existing Specifications	Specify your offer/ Compliance (Yes/No)
1.	Make	Specify	
2.	Model	Specify	
3.	Print Speed	Minimum 40 ppm or higher	
4.	Resolution	600 X 600 DPI	
5.	Monthly duty cycle	50,000 pages and above	
6.	Cartridge & yield	Specify (Full yield original cartridge must be supplied along with printer which should print minimum 3000 page - i.e. it should be composite type and not a demo cartridge. In case cartridge yield is less than 3000 pages, bidder has to supply additional cartridge to meet the said requirement)	
7.	RAM	Minimum 256 MB RAM	
8.	Processor	Minimum 1000 MHz processor or above	
9.	Interface	High Speed USB 2.0 with Ethernet Interface as standard interface - 10/100/1000 Mbps	
10.	OS Compatibility	Windows 11 or higher	
11.	Support	ESC P-R print language / PCL 6/5e/spl with post script support so that the load of PC is transferred to printer	
12.	Duplex	Automatic, Built in with minimum speed of 19 ppm or higher	
13.	Warranty	3-year comprehensive onsite warranty	

Cartridge compliance sheet (for above quoted printer make & model)

Sr. No.	Cartridge type	Description / Part Code	Minimum Yield	Unit cost (in Rs.)	Compliance Y/N
1.	Original-I	Specify	Specify	Specify	
2.	Original-II	Specify	Specify	Specify	
3.	Compatible	Specify	Specify	Specify	
4.	Re-filing	Specify	Specify	Specify	



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Note:

- i. Per page cost of original cartridge should not exceed Rs.1.00, otherwise Bank may reject the quoted model of printer. The above details will be considered for technical compliance only.
- ii. Bidder and printer OEM must submit undertaking on company letterhead (signed by authorized official) to provide above mentioned cartridge required by branches / office across the Andhra Pradesh during contract period (warranty).
- iii. Price will not be considered for calculation of TCO.

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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71. Annexure E4 - Technical Specification for Ink Tank Printers (MFP)

Sr. No.	Component	Existing Specifications	Specify your offer/ Compliance (Yes/No)
1.	Make	Specify	
2.	Model	Specify	
3.	Print Speed(B/W)	Minimum 30 ppm or higher	
4.	Resolution	600 X 600 DPI	
5.	Monthly duty cycle	40,000 pages and above	
6.	Cartridge yield	Specify (Full yield original Ink bottle must be supplied along with printer which should print minimum 5000 page- i.e. it should not be a demo cartridge. In case cartridge yield is less than 5000 pages, bidder has to supply additional cartridge to meet the said requirement)	
7.	ADF Capacity	40 or above Pages	
8.	RAM	Minimum 128 MB RAM or above	
9.	Processor	Minimum 500 MHz processor or above	
10.	Interface	High Speed USB 2.0 with Ethernet Interface as standard interface - 10/100/1000 Mbps	
11.	OS Compatibility	Windows 11 or higher	
12.	Support	ESC P-R print language / PCL 6/5e/spl with post script support so that the load of PC is transferred to printer	
13.	Duplex	Automatic, Built in	
14.	SCAN	ADF	
15.	Copy Size	A4, LTR,LGL	
16.	Warranty	3-year comprehensive onsite warranty	

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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72. Annexure E5 - Technical Specification for Ink Tank Printers

Sr. No.	Component	Existing Specifications	Specify your offer/ Compliance (Y/N)
1.	Make	Specify	
2.	Model	Specify	
3.	Print Speed	Minimum 30 ppm or higher	
4.	Resolution	600 X 600 DPI	
5.	Monthly duty cycle	20,000 pages and above	
6.	Cartridge yield	Specify (Full yield original Ink bottle must be supplied along with printer which should print minimum 3000 page- i.e. it should not be a demo cartridge. In case cartridge yield is less than 3000 pages, bidder has to supply additional cartridge to meet the said requirement)	
7.	RAM	Minimum 128 MB RAM or above	
8.	Processor	Minimum 500 MHz processor or above	
9.	Interface	High Speed USB 2.0 with Ethernet Interface as standard interface - 10/100/1000 Mbps	
10.	OS Compatibility	Windows 11 or higher	
11.	Support	ESC P-R print language / PCL 6/5e/spl with post script support so that the load of PC is transferred to printer	
12.	Duplex	Automatic, Built in	
13.	Warranty	3-year comprehensive onsite warranty	

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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73. Annexure E6 - Technical Specification for Ink Tank Printers (High volume printer)

Sr. No.	Component	Existing Specifications	Specify your offer/ Compliance (Y/N)
1.	Make	Specify	
2.	Model	Specify	
3.	Print Speed(B/W)	Minimum 30 ppm or higher	
4.	Resolution	600 X 600 DPI	
5.	Monthly duty cycle	50,000 pages and above	
6.	Cartridge yield	Specify (Full yield original Ink bottle must be supplied along with printer which should print minimum 5000 page- i.e. it should not be a demo cartridge. In case cartridge yield is less than 5000 pages, bidder has to supply additional cartridge to meet the said requirement)	
7.	RAM	Minimum 128 MB RAM or above	
8.	Processor	Minimum 500 MHz processor or above	
9.	Interface	High Speed USB 2.0 with Ethernet Interface as standard interface - 10/100/1000 Mbps	
10.	OS Compatibility	Windows 11 or higher	
11.	Support	ESC P-R print language / PCL 6/5e/spl with post script support so that the load of PC is transferred to printer	
12.	Duplex	Automatic, Built in	
13.	Warranty	3-year comprehensive onsite warranty	

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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74. Annexure E7 - Technical specifications for Flatbed scanners

Sr. No.	Component	Existing Specifications	Specify your offer/ Compliance (Y/N)
1.	Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
2.	Scan Type	Flatbed, Color and monochrome (One Pass)	
3.	Scan Technology	CIS (Contact Image Sensor)	
4.	Scan Resolution	1200 x 1200 dpi	
5.	Interface	USB Port	
6.	Document Size	Standard A4 size	
7.	File Format supported	BMP, TIFF, JPEG, PDF	
8.	Software	Scanning	
9.	OS Compatibility	Windows 11 or higher	
10.	Bit Depth	24 bit color	
11.	Image Scaling / Enlargement	25 to 400% in 1% increments	
12.	Output resolution	75, 150, 200, 300, 400, 600, 1200	
13.	Control panel	Four front panel button	
14.	Standard Connectivity	Hi-Speed USB 2.0/USB 3.0	
15.	Warranty	3-year comprehensive onsite warranty	

Authorized Signatory:

Name & Designation & mail id:

Business Address:

Place:

Date:



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75. Annexure F - Commercial Bid Break Up

(Successful bidder has to submit break up as per this format within 48 hours from end of Reverse auction)

Table A - Capital Cost Peripherals

Sl. No	Description	Basic unit price (Rs.) (a)	Qty (b)	Total Capital cost (Rs.) (c=a*b)	Taxes for capital cost (Rs.) (d)	Total capital cost Inclusive of taxes (Rs.) e = c+d
1	Automatic Document Feeder (ADF) Scanner with 3-year comprehensive onsite warranty.		1			
2	Passbook Printers with 3-year comprehensive onsite warranty.		111			
3	LaserJet Printers Duplex with 3-year comprehensive onsite warranty.		20			
4	Ink Tank Duplex Printers with 3-year comprehensive onsite warranty Printers (MFP)		110			
5	Ink Tank Duplex Printers with 3-year comprehensive onsite warranty.		820			
6	Ink Tank Printers (High volume printer) Duplex with 3-year comprehensive onsite warranty.		250			
7	Flatbed Scanners with 3-year comprehensive onsite warranty.		129			
Table A-Total Cost						

Sl. No.	Description	Total Cost inclusive of Taxes Total Cost (in Rs)
01	Total Capital Cost of Table (TCO)	



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Note

1. Unit price of all items, including optional items as well as TCO must be quoted in WORDS AND FIGURES.
2. The Total cost should be inclusive of all charges and taxes including GST (CGST/SGST/IGST).
3. In case of any discrepancy, unit price quoted in words will be considered for computation of TCO.
4. Cost comparison will be on the basis of total cost of ownership calculated as explained above.
5. Bank will not pay any labour charges for transportation, installation of hardware items separately. All such costs, if any, should be absorbed in the above TCO.
6. The numbers of units mentioned above are notional for arriving at L1 value. The actual numbers of units may vary, and purchase orders shall be placed in staggered manner based on actual requirements of the Bank from time to time **till 01 year from date of first PO.**
7. The price (Incl. of GST) quoted by bidders on the GeM portal must match the Total Capital Cost of Table (TCO) 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

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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76. Annexure G - Reference Site Details

The reference sites submitted must be necessarily of those Banks/Companies where the bidder has been awarded the contract prior to date of issuance of this RFP. For those references where the offered delivery is accepted but installation is not started, the acceptance should be valid as on the last date for submission of bids at Andhra Pradesh Grameena Bank.

Please provide reference details in the format defined below:

Particulars	Response
Name of the Bank/ Financial Institution	
Country of Operation	
Address of the Organization	
Date of Installation	
Date of Purchase Order	
Status (completed/ in progress)	
Scope of Work for Solution	
Name of the contact person for reference	
Contact details of contact person	
Project Details (Mention Quantity Supplied) 1. Printers 2. Scanners	

(Enclose necessary documentary proof)

* Provide necessary number of references for fulfilling the qualification Criteria.
References may be enclosed from the customers from the above.

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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77. Annexure H - Undertaking of Authenticity for Scanners & Printers

To

Date:

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

Sub: Supply of Computer Hardware

Dear Sirs,

With reference to the Computer Hardware being supplied / quoted to you vide our invoice no. / quotation no. / order no. cited above-----

We hereby undertake that all the components/parts/assembly/software used in the Printer/scanner Hardware under the above like, Memory, parts etc. shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / Parts / Assembly / Software are being used or shall be used.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery / installation. It will be our responsibility to produce such letters from our OEM Supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for scanners and printers already billed, we agree to take back the Hardware without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Authorized Signatory:

Place:

Name & Designation & mail id:

Date:

Business Address:



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78. Annexure I - Pre-Contract Integrity Pact

GeM Bid No.....

INTEGRITY PACT

Between

This pre-bid contract Agreement (herein after called the Integrity Pact) is made on _____ day of the _____ month 20____, between, the Andhra Pradesh Grameena Bank, a Regional Rural Bank, incorporated under the Regional Rural Bank Act, 1976 and having its Head office at IV Floor, Raghu Mansion, 4/1 Brodipet, Guntur 522002, with branches spread over 26 districts of A.P (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri _____, General Manager, DIT, HO, Guntur representing Andhra Pradesh Grameena Bank, of the BUYER, of the FIRST PART

&

M/s. _____ represented by Shri _____ Chief Executive Officer/Authorized Signatory (hereinafter called the "BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

Preamble

The Principal intends to award contract/s for, under laid down organizational procedures, The Principal values full compliance with all relevant laws of the land, rules, regulations, economical use of resources, and fairness / transparency in its relations with its Bidder(s) and / or Contractor(s).

To achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the abovementioned principles.

Section 1 - Commitments of the Principal

The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

- No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- The Principal shall treat all Bidder(s) with equity and reason during the tender process. The Principal shall, in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/



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additional information through which the Bidder(s) could obtain an advantage in the tender process or the contract execution.

- c. The Principal shall exclude from the process all known persons having conflict of interest.
- d. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition shall initiate disciplinary proceedings.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

- 1) The Bidder(s)/ Contractor(s) commits themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commits themselves to observe the

following principles during participation in the tender process and the contract execution.

- a. The Bidder(s)/ Contractor(s) shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which they are not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or the execution of the contract.
- b. The Bidder(s)/ Contractor(s) shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal, in violation of the Competition Act, 2002 (as amended from time to time). This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the tender process.
- c. The Bidder(s)/ Contractor(s) shall not commit any offence under the relevant IPC/PC Act; further, the Bidder(s)/ Contractor(s) shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the "Guidelines on



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Indian Agents of Foreign Suppliers,” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed on Annex hereto.

The Bidder(s)/ Contractor(s) shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.

- e. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision.
- 2) The Bidder(s)/ Contractor(s) shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from the tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per laid down procedure to debar the Bidder(s)/Contractor(s) from participating in the future procurement processes of the Government of India.

Section 4 - Compensation for Damages

- 1) If the Principal has disqualified the Bidder(s) from the tender process before the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- 1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If the Bidder makes an incorrect statement on this subject, the Principal shall act like para 2) of Section 4 above.

Section 6 - Equal treatment of all Bidders / Contractors / Subcontractors



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In the case of Sub-contracting, the Principal Contractor shall take responsibility for adopting the Integrity Pact by the Sub-contractor.

- a. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
- b. The Principal shall disqualify from the tender process all bidders who do not sign this Pact violate its provisions.

Section 7 - Criminal charges against violating Bidder(s) / Contractor(s) /Subcontractor(s)

If the Principal obtains knowledge of the conduct of a Bidder, Contractor, or Subcontractor, or of an employee or a representative or an allied firm of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- 1) The Principal shall appoint competent and credible Independent External Monitor(s) for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review, independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- 2) The Monitor is not subject to instructions by the parties' representatives and performs their functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for them to treat the information and documents of the Bidders/Contractors as confidential. They report to the Management of the Principal.
- 3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction, all Project documentation of the Principal, including that provided by the Contractor. Upon their request and demonstration of a valid interest, the Contractor shall also grant the Monitor unrestricted and unconditional access to their project documentation. The same applies to Sub-contractors.
- 4) The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and 'Absence of Conflict of Interest.' In case of any conflict of interest arising later, the IEM shall inform the Management of the Principal and recuse themselves from that case.
- 5) The Principal shall provide the Monitor with sufficient information about all



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meetings among the parties related to the Project, provided such meetings could impact the contractual relations between the Principal and the Contractor. The parties offer the Monitor the option to participate in such meetings.

- 6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, they shall inform the Management of the Principal and request the Management to discontinue or take corrective action or other relevant action. The Monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- 7) The Monitor shall submit a written report to the Management of the Principal, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- 8) If the Monitor has reported to the Management of the Principal a substantiated suspicion of an offence under the relevant IPC/ PC Act, and the Management of the Principal has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 9) The word '**Monitor**' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders, 6 months after the contract has been awarded. Any violation of the same would entail disqualifying the bidders and exclusion from future business dealings. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged / determined by the Management of the Principal.

Section 10 - Other provisions

- 1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the place from where the Tender/ Contract is issued.
- 2) Changes, supplements, and termination notices must be submitted in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.



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- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement according to their original intentions.
- 5) Issues like Warranty / Guarantee, etc., shall be outside the purview of IEMs.
- 6) In the event of any contradiction between the Integrity Pact and its Annex, the Clause in the Integrity Pact shall prevail.

(For & On behalf of the Principal)
Contractor)

(Office Seal)

Witness 1: _____
(Name & Address

(For and on behalf of Bidder/

(Office Seal)

Place...Date ...

Witness 1: _____
(Name & Address



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79. Annexure J - Know Your Employee (KYE)

(To be submitted by all bidders on their letter head)

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

UNDERTAKING

1. We _____ (name of the company) hereby confirm that all the resource (both on-site and off-site) deployed/to be deployed on Bank's project for _____ (Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.
2. We further undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of non-compliance of KYE and of misconduct of the employee deployed by us to the Bank.
3. We further agree to submit the required supporting documents (Process of screening, Background verification report, character certificate, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for _____ (Name of the RFP)."

Signature of Competent Authority with company seal _____

Name of Competent Authority _____

Company / Organization _____

Designation within Company / Organization _____

Date _____

Name of Authorized Representative _____

Designation of Authorized Representative _____

Signature of Authorized Representative _____

Verified above signature

Signature of Competent Authority _____

Date _____



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80. Annexure K - Declaration for Compliance

All Terms and Conditions including scope of work except technical specifications

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Name

Date

Seal of company:

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Signature:

Name

Date

Seal of company:

(If left blank it will be construed that there is no deviation from the specifications given above)



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**81. Annexure L - Format of Performance Bank Guarantee
(Covering Delivery obligations)**

NOTE:

1. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Andhra Pradesh Grameena Bank, as per the following format.
2. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
3. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

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

Dear Sir,

In consideration of Andhra Pradesh Grameena Bank, Head Office, IV Floor, Raghu Mansion, 4/1 Brodipet, Guntur - 522002, placing an order for delivery & installation of & on

_____ having registered office at _____ (hereinafter called the vendor) as per the purchase contract entered into by the vendor vide purchase contract no _____ dated _____ (hereinafter called the said contract), we _____ (Name of the Guarantor Bank), a 'schedule bank', issuing this guarantee through its branch at _____ presently located at _____ (hereinafter called the

bank), do hereby irrevocably and unconditionally guarantee the due performance of the vendor as to the Supply, Installation and Maintenance of Printers and Scanners as per the said contract entered into by the vendor with you.

If the said vendor fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we _____ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.



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We _____(Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid will you unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee, or until _____, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before _____, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the vendor and at our discretion, provided such request is served on the bank on or before _____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the vendor or any other forbearance act or omission on your part or any indulgence by you to the vendor or by any variation or modification of the said contract or any other act, matter or thing whatsoever which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provision of this guarantee.

The words the vendor, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e. _____(Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.



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This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

- I) Our liability under this bank guarantee shall not exceed ` (Rupees Only)
- II) This bank guarantee shall be valid up to _____.
- III) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____ 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1.....(Signature with Name, Designation & Address)

2.....(Signature with Name, Designation & Address)



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82. Annexure M - Confidentiality / Non-Disclosure Agreement

This CONFIDENTIALITY AGREEMENT (the “Agreement”) entered into on this _ day of ____ 2026, and shall be deemed to have become in full force and effect from (the “Effective Date”).

BY and between M/s. _____ a company incorporated under the provisions of the Companies Act, _____ in force in India, having its registered office at _____ (hereinafter referred to as “-----” or “Vendor” which expression shall, unless it be repugnant or contrary to the context or meaning thereof, mean and include its, successors and permitted assigns) of the ONE PART

AND

Andhra Pradesh Grameena Bank, a Regional Rural Bank incorporated under the Regional Rural Bank Act, 1976, having its Head Office at Guntur (hereinafter referred to as “APGB” or “Bank” which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHER PART:

----- and the Bank shall hereinafter jointly be referred to as “Parties” and individually as a “Party”.

In this Agreement, “Affiliate” means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where “Control” means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

WHEREAS:-

- i. Vendor inter-alia is engaged in the business of providing IT related solutions & services to various business entities in India.
- ii. Andhra Pradesh Grameena Bank has agreed to disclose, transmit, receive, and/or exchange certain “confidential information” to cover the business transaction between parties for the provision of services related to _____ (“the Purpose”) as more particularly described in Purchase Order no _____, issued by Andhra Pradesh Grameena Bank in favor of M/s.-----.



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NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement “**Confidential Information**” means all information belonging to a Party that is or has been disclosed to one Party (the “Receiving Party”) by the other Party (the “Disclosing Party”) in connection with the business transacted/ to be transacted between the Parties. Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality here under the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

- I. disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in



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furtherance of the purpose aforesaid; or

- II. use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or
- III. disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or
- IV. use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

- I. use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;
- II. keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;
- III. limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and
- IV. upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. Return or destruction:

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party: i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control; ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies,



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memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other party; iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

4. Permitted disclosure:

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. Ownership of Information:

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. No Representation:

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. Remedies and Relief:

The parties hereto acknowledge that remedies at law may be inadequate to protect the



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Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

8. No Assignment

This Agreement shall not be assigned by the successful bidders, by operation of law or otherwise, without the prior written consent of Bank. This Agreement shall inure to the benefit of and will be binding upon the parties' respective successors and permitted assigns.

9. Severability

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. Delay or Waiver

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. Notices

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due



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on receipt.

12. Term

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one-month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in Guntur.

14. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.



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17. Review of Contract and performance

Bank shall have the right of periodical /yearly review of the performance of the successful bidders with regard to upgradation of processors, memory and storage space and maintenance support under the contract which would be basis of continuation or termination of the same. Bank shall also have the right to review, either itself or through another agency as it may deem fit, the financial and operating performance of the bidder in order to assess the ability of the bidder to continue to meet its outsourcing/contractual obligations.

18. Proprietary Rights:

The entire work product mentioned in this RFP shall be the sole and exclusive property of the Bank. The successful bidders hereby-irrevocably grants, assigns, transfers to the Bank all rights, title and interest of any kind, in and to the work product produced under RFP contract. All information processed, stored, or transmitted by successful bidders belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. Any information considered sensitive by the bank must be protected by the successful bidders from unauthorized disclosure, modification or access. The bank's decision will be final.

The successful bidders will ensure strict compliance of all labour laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and the Bank will not be liable for any such persons/personnel of successful bidders and shall not be liable for any levies / penalties etc. that may be imposed by the authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between the bank and the successful bidders /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

19. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by fax shall be sufficient to bind the parties to the terms and conditions of this Agreement.



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HEAD OFFICE – GUNTUR

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS ____ DAY OF _____ 2026

Signed and delivered by

M/s _____

Signed by:

Name

Title

in the presence of

Signed and delivered by

Andhra Pradesh Grameena Bank

Signed by:

Name

Title

in the presence of



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83. Annexure N - Bid Query Format

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre bid queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

SI No.	Clause no	Page no	Clause	Query	Bank Response

Place:

Date:

Name & Designation:

Business Address:



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84. Annexure O - Undertaking by Bidder for not blacklisted

Place:

Date:

To,

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

Undertaking (To be submitted by all Bidders' on their letter head)

We _____(bidder name), hereby undertake that-

- As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.
- We also undertake that, we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date



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85. Annexure P - Certificate of Local Content

Date:

To,

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

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

1. This is to certify that proposed _____ <product details> is having the local content of _____% as defined in the above-mentioned RFP.
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 - Revision vide Order No. P-45021/2/2017-PP (BE-II) dated June 04, 2020.

Signature of Statutory Auditor/
Cost Auditor
Registration Number:
Seal

Counter-signed:

Bidder/OEM



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86. Annexure Q - Restriction on Procurement due to National Security

(This Certificate should be submitted on the letterhead of the bidder as well as the OEM / Manufacturer duly signed by an authorized signatory)

Date:

To,

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

Dear Sir,

Ref.: RFP No.: _____ Dated: _____

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or if, from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. A copy of the Registration Certificate is attached.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #



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87. Annexure R - Bid Security Declaration

(This annexure should be submitted by all bidders who are claiming waiving off of EMD)

To,

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

Dear Sir,

Subject: Request for Proposal (RFP) for Supply, Installation and Maintenance of Printers and Scanners.

We _____ (bidder name), hereby undertake that we are liable to be suspended from participation in any future tenders of the Bank for 2 years from the date of submission of Bid in case of any of the following:

1. If the bid submitted by us is withdrawn/modified during the period of bid validity.
2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract.
3. In case of we becoming successful bidder and if:
 - we fail to execute Contract within the stipulated time.
 - we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)



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88. Annexure S - Bank Guarantee for EMD

Date:

To,

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

Dear Sirs,

M/s _____ having their registered office at _____ (hereinafter called the 'Bidder') wish to respond to the Request for Proposal (RFP) for Supply, Installation & Maintenance of Printers and Scanners self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

Whereas the 'Bidder' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs. **20 Lakhs** (Rupees Twenty Lakhs only) as bid security as required to be submitted by the 'Bidder' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. Withdraws its bid during bid validity period
2. Refuses to honor indicative commercial bid. Bank reserves the right to place order onto Bidder based on indicative prices quoted by them.
3. Refuses to honor the reverse auction price quoted by them.
4. Declared L-1 Bidder based on Reverse Auction event and fails to submit the cost breakup within reasonable time (say 2 days).
5. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein

We undertake to pay immediately on demand, to Andhra Pradesh Grameena Bank, the said an amount of Rs. **20 Lakhs** (Rupees Twenty Lakhs only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Andhra Pradesh Grameena Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed an amount of Rs. **20 Lakhs** (Rupees Twenty Lakhs only).
- 2) This Bank guarantee will be valid up to _____; and a claim period of one month thereafter and



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3) We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness where of the Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____.

Signature

Name

(In Block letters)

Designation

(Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1.....(Signature with Name, Designation & Address)

2.....(Signature with Name, Designation & Address)



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89. Annexure T - Letter for Refund of EMD

LETTER FOR REFUND OF EMD

(To be submitted by the unsuccessful bidders)

Date:

To,

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

We _____(Company Name) had participated in the RFP for Supply, Installation & Maintenance of Printers and Scanners, we are an unsuccessful bidder.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows

Sr. No	Bidder Name	BG / DD Number	Drawn on (Bank Name)	Amount (Rs)

Bank details to which the money needs to be credited via NEFT are as follows

1. Name of the Bank with Branch
2. Account Type
3. Account Title
4. Account Number
5. IFSC Code

Sign

Name of the signatory

Designation

Company Seal.



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90. Annexure U- Manufacturer Authorization Format for printers

(To be submitted as part of Technical bid on OEM/OSD letterhead)

OEM's/OSD's Name_____

[Address and Contact Details]

OEM's Reference No._____Date.....

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

Dear Sirs,
Ref. Your Tender Document No. Tender No./ _____;
We, -----, are proven and reputable manufacturers/developers of the Tendered Goods.

We hereby authorize M/s ----- (name and address of the authorized dealer) to submit a bid, process the same further and enter into a contract with you against above referred Tender Process for the supply of above Goods manufactured/developed by us.

As principals, we commit ourselves to extend our full support for service standard obligations, as applicable as per the Tender Document, for the Goods and incidental Works/ Services offered for supply by the above firm against this Tender Document.

Our details are as under:

Name of the Company:.....

Complete Postal Address:

Pin code/ ZIP code:

Telephone nos. (with country/ area codes):

Mobile Nos.: (with country/ area codes):

Contact persons/ Designation:

Email IDs:

We enclose herewith, as appropriate, our----- (Bye-Laws/ Registration Certificate/ Memorandum of Association/ Partnership Agreement/ Power of Attorney/ Board Resolution)
Yours faithfully,

.....
[signature with date,
name, and designation]

for and on behalf of
M/s
[name & address of the OEM and seal of company]



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91. Annexure V- Manufacturer Authorization Format for Scanners

(To be submitted as part of Technical bid on OEM/OSD letterhead)

OEM's/OSD's Name_____

[Address and Contact Details]

OEM's Reference No._____Date.....

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

Dear Sirs,
Ref. Your Tender Document No. Tender No./ _____;
We, -----, are proven and reputable manufacturers/developers of the Tendered Goods.

We hereby authorize M/s ----- (name and address of the authorized dealer) to submit a bid, process the same further and enter into a contract with you against above referred Tender Process for the supply of above Goods manufactured/developed by us.

As principals, we commit ourselves to extend our full support for service standard obligations, as applicable as per the Tender Document, for the Goods and incidental Works/ Services offered for supply by the above firm against this Tender Document.

Our details are as under:

Name of the Company:.....

Complete Postal Address:

Pin code/ ZIP code:

Telephone nos. (with country/ area codes):

Mobile Nos.: (with country/ area codes):

Contact persons/ Designation:

Email IDs:

We enclose herewith, as appropriate, our----- (Bye-Laws/ Registration Certificate/ Memorandum of Association/ Partnership Agreement/ Power of Attorney/ Board Resolution)
Yours faithfully,

.....
[signature with date,
name, and designation]

for and on behalf of

M/s

[name & address of the OEM and seal of company]



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92. Annexure W- SERVICE SUPPORT FORM

Bidders Office details. (For single point contact from Head Office for any issues on delivery, service support etc.)	Contact person, Designation, Mobile	Address
1		
2		

	Bank Regional Offices' Locations	Location of Bidders Office/Service Centre nearest to the corresponding Bank's Regional Office. (Nearest service center not more than 20 KM)	Address	Name of Person In charge and Phone No	No. Of Qualified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support
1	Anakapalli					
2	Anantapur					
3	Chittoor					
4	Eluru					
5	Gudivada					
6	Guntur					
7	Kadapa					
8	Kadiri					
9	Kurnool					
10	Madanapalle					
11	Markapur					
12	Nandyal					



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13	Narasaraopet					
14	Nellore					
15	Ongole					
16	Parvathipuram					
17	Rajahmundry					
18	Rajampeta					
19	Srikakulam					
20	Tirupathi					
21	Vijayawada					
22	Visakhapatnam					
23	Vizianagaram					
24	Bapatla					

Bidder/OEM should have 24 No of service centre/Franchise service centre in Andhra Pradesh as on bid submission date as specified above.

Incase bidder/OEM does not have the service centre/Franchise service centre as on bid submission date, bidder/OEM 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.

Note-1: Above should be considered only Bidder/OEM should have more than 50% (i.e. at least 12 service centre which covers 12 Regional offices) of above mentioned service centre/franchise service centre in Andhra Pradesh.

Further, above mentioned clause should be accepted/rejected at the bank's discretion

[Signature of Authorized Signatory]

Name:

Designation:

Seal



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93. Annexure-X Undertaking by Bidder for service

Place:

Date:

To,

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

Undertaking (To be submitted by all Bidders' on their letter head)

We _____ (bidder name), hereby undertake that- as on date of submission of tender, we undertake to do below activity under warranty.

If the successful bidder is unable to repair the hardware within 30 days, the same make and model must be replaced with a new unit during the 3-year warranty period without any additional cost to Bank.

1.1 Below work should be completed in new installation as well as subsequent installation, installing the printers and scanners in computer by visiting the branch:

1.2 Making necessary configuration and to ensure working of Finacle.

1.3 Bank will provide the relevant software and required configuration of the software with successful bidders.

Yours faithfully,

Date:

For _____

Signature _____

Name _____

Authorized Signatories
(Name & Designation, seal of the firm)